

CedarCreek Campuses Reopening Strategy: Project Plan

Updates in green 8/10/2020

Project Team

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Bottom Line

- As we make plans to reopen our CedarCreek campuses, the COVID pandemic will impact many of the methods by which we serve our guests. However, by maintaining GUEST principles, the CedarCreek experience will continue to communicate, "YOU MATTER."

Goals

- We are planning for an August 8th reopen of our physical campuses. While this date may change, having a reopen goal will allow us to prep systems and teams for our new normal.
- We plan to honor Responsible Restart Ohio guidelines from the Ohio Department of Health (ODH).
- As people return to physical campuses, they will have ongoing opportunities to introduce people to Jesus and the life-changing adventure with Him.
- We will continue to focus on and invest in our online presence as our physical locations reopen, because it's likely that many (if not most) people will continue to engage online.

FAQs

**All FAQs related to cleaning and social distancing are included in the "Cleaning and Social Distancing Guidelines VISION AND ROLL OUT DOC"*

- Will we reopen all campuses simultaneously?
We are planning to reopen all campuses simultaneously.
- Will we be having a DreamTeam Launch this August?
Due to all of the focus we will be placing on reopening the physical campuses, the uncertainty around large gatherings, and the CedarCreek 25th anniversary in October, we will not be having a DreamTeam Launch this August.
- How will we train serving teams that are scheduled on A and B weeks?
This would be a great time to encourage all DreamTeam members to serve weekly. If A and B week schedules still exist, team will have the option of training both weeks together or separating them.
- For the training weekends, will training happen between services or during services?
During services.
- What if someone develops COVID after attending CedarCreek?
See document with details on CreekHelp
- What is the role of Brew Crew when we reopen without coffee and pop?
They can be redeployed to other hospitality roles, especially the Sparkle Team, which has an increased responsibility with reopening.
- Will we reopen with CedarCreek Kids and CedarCreek Students on the weekends?
As we reopen our physical locations, we will NOT yet be opening CedarCreek Kids or Students on the weekends. We will closely monitor the situations in local school systems as they reopen to determine if/when it is safe for us to confidently reopen CedarCreek Kids and Students. We will continue to provide online large and small group experiences for kids and students to engage in. We will reopen when we can confidently create a safe and fun experience for the guests and DreamTeam. In the meantime, we will work toward increasing our online presence and impact for CedarCreek Kids and Students. We will also continue to onboard CedarCreek Kids and Students DreamTeam.
More details can be found on creekhelp in the "Postponing the Reopening of CedarCreek Kids and Students on the Weekends – Project Plan."

- Once we do open with Kids and Students, what if a guest has reserved a seat in the auditorium, but they have not reserved space in Kids/Students and Kids/Students are full?
Campus Staff will help maintain communication between CedarCreek Kids and the DT near the building entrances. Once Kids has reached capacity in any room, the DT at the doors should be equipped to talk to families who arrive with children, “Are you planning to check your children in with CedarCreek Kids/Students? If so, rooms may be at capacity already. Our staff can help you find out.” The Staff should be available to work with families per Family Ministries Reopening – Project Plan guidelines.
- Why are we reopening all physical locations? Can’t we just open a few in order to accommodate the number of people who will attend?
Opening all campuses allows us to do several things:
 - Spread out attendance, thereby limiting the size of the crowd at all locations.
 - Hone our systems and strategies so that we’re prepared to reach the communities all of the campuses serve as more and more people are comfortable returning to physical locations.
 - Continue to introduce people to Jesus in a wide variety of communities, knowing that many are not willing to make a long drive to church when they are early in their faith journey, but they may be willing to drive to a location close to them.

Reopening Responsibilities

8-10-2020

Project Team's RACI role is "I," unless identified with a "C"

Responsibility	"A"	Docs	Notes
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CHURCHWIDE RESPONSIBILITIES			
Changing service times (pre physical campus reopening)	Nate	V & R	DONE
Decisions on safety standards (whether or not to relax preparedness measures)	Exec		
Staff and DreamTeam prepared to care for teams and guests during transition	Luke & Ben		DONE
Broader invitation to the Aug 1 and 2 soft launch	Lauren		DONE

PROMOTION AND MAIN SERVICE EXPERIENCE - NATE			
Communication plan for Staff, DT and Guests (service times, grade realignment, Fam Min promotion weekend, safety measures, etc.)	Nate		
Arts DreamTeam ministry training systems			
Signage throughout buildings with COVID guidelines			
Plan for increasing service times if 3 services are not enough			

FACILITIES - Bryan			
Cleaning guidelines and systems	Bryan		
Social distancing guidelines (seating, traffic patterns, atrium plans, beverage stations, drinking fountains, line restrictions, plexiglass at service counters, etc.)	Bryan		

MINISTRY ENVIRONMENTS - Lauren			
"Paperless"	Lauren	V & R	Project Team: Lauren, Nate, Luke, Casey W., Marna, Alex, Jason, Andy, Anne Due 6-28
TW task lists for reopen responsibilities	Jones	V	Project Team: PMs & Luke Prepped by 6-28 Due 7-10
Crowd Limiting System	Jones		System ready Waiting for graphics and limit counts
Front door welcome experience - C	Jones		Due 7-22
Touch free check in	Jones		Due 8-1 (dependent on developers)
Touch free Guest Services	Marna		

MINISTRY STRATEGIES - LAUREN			
NEXT STEPS - MARNA			
Baptism Strategy	Marna		
Communion	Marna		
DT – Strategies to train all DT in COVID-related GUEST strategies (via huddle)	Marna		
DT – Next Steps DT ministry training strategies	Marna		
DT – plan for masks	Marna		DONE
DT – plan for lanyard identification alternative	Marna		DONE
Groups – online and in-person options	Marna		
DreamTeam – online and in-person options	Marna		
FAMILY MINISTRIES – ALEX			
Cleaning systems in Family Ministries	Alex		

	Social Distancing systems in Family Ministries	Alex		
	DT ministry training strategies in Family Ministries	Alex		
	Plan for serving families with kids if we don't open with Kids	Alex		DONE
	Launch 5 th and 6 th Grade Students on weekends	Alex		
	Student Nights for 7 th – 12 th graders	Alex		

CAMPUS CONTEXTUALIZATION OF SYSTEMS AND STRATEGIES – LUKE				
	Plan for communication and care if/when someone from CedarCreek tests positive for COVID	Luke		DONE

Reopening Timeline

Month of June

- Ben equipping staff to physically, mentally and spiritually prepare to return to physical locations
- Central making plans so Campuses are equipped to prep buildings and teams for reopening

Week of June 29

WHAT:

- Central has equipped Campuses to prep buildings for reopening.
- DT equipping begins via videos
 - Video from Ben
 - o Thank you – empathy and gratitude for this season, for staying on mission, how difficult it has been

8-10-2020

- Overall vision and mission – DT Launch feel
- Change in service times
- How the church is preparing to re-open and what to expect when return
- How to mentally, physically and spiritually prepare for return
- Provide a focus for DreamTeam for re-open season – as we re-open we are winning when...
- Video from CP on what to expect on July 11/12 when return to their campus building
 - Taped in their building
 - What is the we know we're winning when Ben provides and build off of that to...
 - Reality of needed spots and for adaptability in these new times
 - Start in parking lot and take them on the journey as a guest and what to expect at each stop along with the way
 - Staff and DT in masks
 - Crowd limiting plans
 - Physical distancing
 - Contactless experience
 - Continue to help people feel welcome
 - July 11/12 you will experience service as a guest, then training (no Kids or Students open)

HOW:

- Link provided to team
- Method for tracking who has viewed the videos; staff follow up with DT who does not
- For leaders: Recommend CP's host a GoToMeeting with all Leaders to communicate with them directly on what's coming up, what to think through for their campus, etc..

July 11/12 (July 11 is Serve Day)

WHAT:

- All DreamTeam invited to attend the main service at their home campus.

HOW:

- All services that a campus would typically be open
- Buildings prepped for guests (so DT can experience new "normal" as if they are a guest)
- PB has live band, host and teaching; all other campuses have the entire service streamed
- Staff and DreamTeam Coordinators, Coaches and Team Leads serving
- No huddles
- No training
- No Kids or Students available
- Non DT who show up will be welcome to stay, and will be encouraged to complete a Connect Card
- Special message from Ben to DT before or after service casting vision and helping with physically, mentally and spiritually preparing for returning? Clarify that there will not be an official DT Launch this August (as in the past 2 years), but that instead we will build DT momentum in the weeks leading up to reopening campuses – think of it as an extended DT Launch.

Week of July 13

- Launch communication plan – physical campuses reopening

July 18/19

WHAT:

- DreamTeam at services to pray and be trained

HOW:

- All services that a campus would typically be open
- DT is invited to train at the service time they plan to serve.
- DT is welcome to experience service at their campus at a different time.
- Full Arts team at all three services at the PB Campus; Arts Teams only at Sunday services at all other campuses (streaming PB on Saturday)
- Kids and Students DT invited, but no ministries open (alternate options recommended to DT with children, and a plan for encouraging families with children to not take kids into the auditorium at PB during services)
- Non DT who show up will be welcome to stay, and will be encouraged to complete a Connect Card

- Huddle plan in PCO with overall DreamTeam components
 - o Ben and/or Lauren video here to them of vision, mission and as reminder of guidelines
 - o Ben communication about physically, mentally and spiritually preparing for returning
 - o Hand out DT masks
 - o Prayer
- Ministry Team training
 - o Central provides ministry-specific training. Campus Staff equips their DT with the training.

July 25/26

WHAT:

- DreamTeam at services to pray and be trained

HOW:

- All services that a campus would typically be open
- DT is invited to train at the service time they plan to serve.
- DT is welcome to experience service at their campus at a different time.
- Full Arts team at all three services at the PB Campus; Arts Teams only at Sunday services at all other campuses (streaming PB on Saturday)
- Kids and Students DT invited, but no ministries open (alternate options recommended to DT with children, and a plan for encouraging families with children to not take kids into the auditorium at PB during services)
- Non DT who show up will be welcome to stay, and will be encouraged to complete a Connect Card
- Huddle plan in PCO with overall DreamTeam components – similar to 7/18-19
 - o Ben and/or Lauren video here to them of vision, mission and as reminder of guidelines
 - o Ben communication about physically, mentally and spiritually preparing for returning
 - o Hand out DT masks (to DT who did not receive them on 7/18-19 or who do not have their own)
 - o Prayer
- Ministry Team training
 - o Central provides ministry-specific training. Campus Staff equips their DT with the training.

Aug 1/2

WHAT:

- Soft launch of services at all physical locations and prayer

HOW:

- All services that a campus would typically be open
- DT serves according to their serving schedule.
- DT is welcome to experience service at their campus at a different time.
- Non DT who show up will be welcome to stay, and will be encouraged to complete a Connect Card
- Full Arts Team and live host at all services.
- Kids and Student Ministries are NOT open.
- No additional guests will be invited.
- Police officers at campuses
- Huddle plan in PCO
 - o Ben – vision and communication about physically, mentally and spiritually preparing for return.
 - o Prayer
- Debrief after each service.

Aug 3

WHAT:

- Prayer Night at physical campuses

Aug 8/9

WHAT:

- Physical Campuses reopen

8-10-2020

- Kids and Students are NOT open

Aug 14, Friday

WHAT:

- CR resumes in physical buildings following weekend guidelines (i.e., masks and social distancing required, no Celebration Place)