Paperless Campus Reopening: Project Plan
Update in green on 11-19-2020
Communication:
-Leadership Team email 11-30-2020
-Exec Summary 12-2-2020
-Replace former version on Creekhelp

Project Team
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Bottom Line
- When campuses reopen, we will do so with as few printed pieces as possible. We will also eliminate the distribution of as many other items as possible.

Goals
- Reduce opportunities for spreading COVID-19
- Take advantage of the fact that we have already transferred most things we do to digital, so people have had an opportunity to adjust.
- Create with primarily (or only) a digital experience in mind, rather than trying to create something early enough and versatile enough to be presented in print.
- Remain relevant and focused on introducing more people to Jesus and the life-changing adventure with Him.
- Save time and money by not producing and maintaining printed pieces and by not distributing other items.

When
- July 2, 2020
- All strategies will be prepared and ready to implement at campuses. This will allow us to reopen physical locations "paperless."

Where
- All physical CedarCreek locations
- As we become "paperless," all campuses will be resourced to serve guests in a "paperless" fashion.

Promotion Strategy
- Communication to staff via Exec Summary on June 9, 2020 (DONE)
- Communication to DreamTeam (via invitation to come to service on July 11th - *NATE)*
- Communication to guests (as part of overall communication strategy - *NATE)*

Execution Details
- Compile a list of paper items/other handouts and their next steps

- Method for compiling the list:
  1. Begin with the Reorder List *(ANNE to provide to JASON)*
  2. Initial categorization of list, including "what now" for all items that are removed *(JASON)*
  3. Campus walk throughs and convos with Min Team to fine tune list *(JASON)*
  4. Campus Team confirmation of list *(LUKE)*

- Final list communicated via Ministry Senior Directors via Campus Director equipping channels

Staff Role
- Staff will be prepared to guide DreamTeam and guests
  -Understand what items have been removed/replaced and what the alternatives are.

-Empathize with guests who are frustrated or confused ("I understand it's frustrating that things aren't the way they used to be. We're trying to provide what you need in the safest way possible. I'm here to help.")
-Help guests interact with the replacement options.

DreamTeam Role
- DreamTeam will be prepared to guide guests
-Understand what items have been removed/replaced and what the alternatives are.
-Empathize with guests who are frustrated or confused ("I understand it's frustrating that things aren't the way they used to be. We're trying to provide what you need in the safest way possible. I'm here to help.")
-Help guests interact with the replacement options.
- Each Central Support Senior Director will provide the training components for the DreamTeams they resource as part of the July ministry training, and Campus Staff will train the DreamTeam. Training will be developed through huddle program plans created by Senior Directors by July 2nd.

FAQ's
- What items will be impacted by this shift?
A specific list has been created, and Ministry Senior Directors will communicate applicable items to their Ministry Teams.

- What about people who do not have access to the internet?
We will serve these guests the best we can! It could include printing a single copy of an item when necessary. Printers are still available at Guest Services.

- What about people who prefer printed pieces over a digital experience?
We will encourage them to print their own materials.

- How will registrations be handled?
Registrations will shift to digital only (no cash or checks accepted). If people do not have a credit card to accomplish this, they can purchase a prepaid card and use that.

- How do we communicate this to our guests?
In general, we are planning to become as contactless as possible in order to protect people. We have transition messaging planned in the weeks leading to reopening physical locations and it will include an indication that we will be as "paperless" as possible.

- What about mailers?
There is a difference between items we hand out at campuses and items that are mailed using systems that others maintain. We will continue to send mailers.

- What about business cards? (ordering them and passing them out)?
We recommend NOT passing out business cards. Alternatives include texting or emailing the individual your contact information and/or a picture of your business card.

Also, as new staff is onboarded, business cards will not be an automatic part of the onboarding process. If someone absolutely needs business cards, they can be requested by the individual employees.

- How will we distribute items that can't be removed altogether or replaced with a digital version (i.e., pens, ear plugs, Kids craft supplies)?
We will follow the cleaning and social distancing guidelines for distributing these items.
Ministries will be able to identify essential items that still need to be passed out, ensuring they're

passed out per the guidelines (i.e., once you touch it, it's yours).

- What will happen to giving envelopes?
  The giving boxes will still be available for people to deposit cash and checks. While we did remove the giving envelopes and pens for a season, these will be replaced on the Giving Boxes. Signage indicating that the envelopes had moved will be removed. Hand sanitizer should be located close to the giving boxes.

- What is the plan for giving kiosks?
  Giving kiosks will be reopened as of 10/10/2020. Hand sanitizer will be available next to the kiosk. Cleaning and disinfecting will happen per typical COVID cleaning procedures, and we will provide signage asking people to use sanitizer before and after using the giving kiosk.

- What is the plan for invite cards?
  While we removed invite cards for a season, we will be printing fresh invite cards. These can be provided at Guest Services or distributed beyond.

- How will we provide communion?
  **Communion should only be handled by someone wearing a fresh glove. It can be spaced out on a table for guests to pick up their own, or it can be handed out to guests by DreamTeam. Don't chair drop, since this would mean all placed communion cups would need to be thrown away at the end of the service.
  The communion explanation should explain the bread and the juice BEFORE guests are invited to take communion. This ensures that they only remove their mask one time.
  Guests will be reminded to replace their masks as soon as they are done taking communion.
  Open trash cans should be placed near exits for guests to deposit their trash on their way out of the auditoriums.
  DreamTeam who pick up trash in the auditoriums should wear gloves.
  **Serving communion does not mean that we will be reintroducing coffee and pop. The difference lies in the fact that coffee and pop service creates a communal area that we are unable to keep disinfected to food service standards at this point.

- How will we provide benevolence to guests?
  There may be a digital option for gift cards in the future. For now, we will continue to pass out actual gift cards.
  As we continue to hand it out, do so using cleaning and social distancing guidelines.
  Bryan Dickman will update and communicate the process for logging all benevolence (gift cards and monetary assistance).

- How are we asking officers to log their time?
  We are not using any paper logs to collect this information. Instead, this digital form shoud be used:
  https://creekhelp.com/request/reimbursement/

- Are there paper logs we need to use for the Medical Team?
  We are not using any paper logs. If any remain they should be discarded. DreamTeam should only use typical digital check in processed.

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- What about lanyards?
  Staff will wear lanyards. DreamTeams who are provided with their own lanyards to keep (Safety Team and Medical Team) will wear lanyards. Other DreamTeam will not be using lanyards, but will use printed name tags.

- What should we do with tristands and acrylics?
  Tristands should be stored at campuses. Acrylics will be collected by Central and stored at Central. If needed at a later date, they will be redistributed.

- Will the printers remain at Guest Services?
  At some campuses the printers are necessary (for the Medical Clinic at ST, to keep ST and FN ADA compliant, etc.). Yes, we will leave the printers at Guest Services, and evaluate their necessity when "paperless" is evaluated.

- Will we return to "paper" at any point?
  The Project Team completed an evaluation in October 2020 and identified a handful of "paper" pieces that are helpful and not harmful to reintroduce. Procurement will conduct an annual review of all items in stock, and the next will take place in December 2020. At that point, the people who authorize the purchase of each item will determine whether or not it is helpful to bring the item back, continue to pause on it, or discontinue it altogether. It is still our aim to remain as "paperless" as possible. If someone recognizes the need for an item, they should have a conversation with the person responsible for that ministry to align on next steps.

- What "paper" are we bringing back as of November 2020?
  -Invite cards
  -Giving envelopes at kiosks
  -Printer Group Leader Guides for Kids (if needed)
  -Blank paper and pens at Guest Services
  -New Family handouts

- Why aren't we bringing back printed message notes? Will we ever bring them back?
  We are not planning to bring them back for these reasons:
  -We haven't had an abundance of complaints about the printed message notes being gone.
  -We're saving thousands of dollars by not printing them.
  -It helps our Greeters focus on welcoming guests, rather than passing things out.
  If someone identifies a need for them, they are welcome to elevate the need to their XD and to align on next steps.

- Do we have data to determine whether our digital strategies are as effective or more effective than our "paper" strategies?
  This is a great question! In some cases we're able to see which method was most clear, and in other cases it's not as apparent. Each ministry is committed to evaluating and improving the effectiveness of all of the strategies they use.

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