

CedarCreek Kids - Serving Families at Capacity Vision Doc

Bottom Line – While our desire is to serve as many families as possible, we recognize that honoring room capacity and DreamTeam ratios will provide the safest, and most engaging, experience. If and when we are unable to serve families due to capacity, campuses have options to serve and care for families through:

- “Busy Bags”
- Parenting Resources
- CedarVille Tour

Goals

- Care for families by providing a quality customer service experience
- Maintain ministry standards by honoring room capacities and DreamTeam ratios
- Create personal connections between families, staff and DreamTeam

Broad FAQ's

What budgets will fund these items?

The Central CedarCreek Kids budget will fund an agreed upon supply of busy bag items and parenting resources per year. These items will be evaluated on at least an annual basis when decisions are made for the following fiscal year. Any additional ideas to serve families beyond these best practices will be funded by that campus.

How are we thinking strategically about preventing capacity concerns?

CedarCreek Kids, along with every campus, is always striving to serve as many families as possible. However, we know that honoring DreamTeam ratios give us the best opportunity to provide a safe and fun environment where kids and families feel known, cared for and connected. Therefore, our goal is to keep these DreamTeam ratios in place and increase our DreamTeam numbers to serve more families.

Will we turn away a new family?

We want to give all families, and especially new families, a fantastic experience. We recognize our first impression is so influential and can “make or break” our opportunity to step into relationship in the future. Campus Directors have discretion to accept a new family above and beyond ratios as long as our values of fun and safety, known, cared for and connected can still be upheld. This decision will be based on the leaders in the room, the behavior of the children in the room, the time the new family arrives, etc.

CedarCreek Kids – Serving Families at Capacity Roll Out Doc

Execution Details

- Campus Teams will be equipped to use the following best practices to care for families we are unable to serve due to capacity. These standards should always be accompanied with a personal connection, an explanation of why we are unable to serve their family and another alternative (Ex. we have more availability at another service.) New families should be added to the database and given all of the New Family resources.
- Best Practices
 - o “Busy Bags” for children – These bags are designed to keep children engaged during the adult service. Central will provide the following items. Campuses may add additional items per their budget.
 - § Preschool
 - Kids branded QR codes linking to the /Kids site
 - Monthly Placemat
 - Monthly Parent Cue
 - Individual Goldfish
 - Dry erase boards with pen
 - Fidget Spinner
 - Playdoh
 - Ollie I Spy Activity Book (Orange)
 - Scene sticker sheet
 - § Elementary
 - Kids branded QR codes linking to the /Kids site
 - Monthly God Time Cards
 - Monthly Parent Cue
 - Individual Goldfish
 - Dry erase boards with pen
 - Fidget Spinner
 - Playdoh
 - Wixie Sticks
 - Word Search with crayons
 - o Parenting Resource – The “Don’t Miss It” book from Orange will be gifted to families to encourage and equip. Central will provide a certain number of books per year. Campuses can choose how to best distribute and gift as they see fit.
 - o CedarVille Tour – The tour is a valuable connection piece showing both the parent and the child what they can expect. A successful tour should communicate and demonstrate our CedarCreek Kids values:
 - § Safe – Explain our secure, age-appropriate, clean space full of qualified volunteers
 - § Fun – Show them why kids can’t wait to come back and bring a friend
 - § Known – Explain our small group model and how ratios allow us to create authentic relationships leading to growth

- § Cared For – Demonstrate a personal desire to answer questions and meet the individual needs of the family
- § Connected – Make Group Leader and DreamTeam introductions to foster new relationships.

Staff Role

- Kids Staff will be responsible for executing these best practices based on the needs of the family. For example, all new families should experience a tour, while a regular family might benefit more from a busy bag.
- Kids Staff will be responsible for ordering all needed items from the Campus Supply Order Form and keeping a campus stock. Busy bags will need to be packaged on a monthly basis with curriculum content. If additional items are desired, they can be procured and paid for out of their campus budget.
- We encourage Kids Directors to connect with families they were unable to serve the next week as a follow up. Seizing this wow opportunity may help us serve the family in ways beyond the weekend service as we care for them in a personal way.

DreamTeam Role

- Kids Staff will ensure their DreamTeam is always “tour ready” ; prepared to meet new families, make introductions, talk about their ministry, eager to connect with the child they would be leading, etc.

FAQ's

How can we ensure a quality customer service experience?

Each family should receive an individual connection through the GUEST lens. This gives us a framework to ensure families walk away with a value-add, even if they aren't getting what they came for.

What if campus teams have new/different ideas for ways to serve families at capacity?

Our Project Team has discussed different ideas such as giving gift cards to the family and offering a “Family Viewing Room” for parents to engage with the adult service in a space where their kids can play. Campuses are encouraged to dream and share ideas with our Central team to help develop best practices that can serve all campuses. Campuses are welcome to use their budgets for things like gifts cards, etc.

What if we are unable to serve the same family multiple times?

Campus teams can use their discretion to determine how to best care for that family in regards to offering our resources. In addition, we recommend discussing different options such as another service time, revisiting our online resources, etc.

Should families who choose to bring their children into the auditorium also receive busy bags?

Campuses should use their discernment here. Due to budget, central will provide a certain number of bags, intended to be a gift to families we are unable to serve in CedarVille. If campuses choose to give them to all families who choose the auditorium, they may run out of supply quicker.