



VOLUNTEER HANDBOOK

Guidelines and Basic Information for Volunteering at Timberline Church



TIMBERLINE
CHURCH

2908 South Timberline Road, Fort Collins, CO 80525 970.482.4387 www.timberlinechurch.org

Welcome to Timberline Church

On behalf of the Pastoral Team, Deacon Team, and all employees of Timberline Church, welcome to our volunteer team. You will find that we value working together to ensure that the ministries of Timberline Church can function as efficiently and effectively as possible.

Everyone on our team, which now includes you, is an integral part of this ministry. We are committed to excellence in all areas of work and ministry because we believe that excellence honors God and reflects His character.

This Volunteer Handbook will explain Timberline Church's Mission Statement and Statement of Faith and is intended to provide you with information about our church's guidelines as well as other church information which we feel will be helpful to you as you serve.

It is our desire that serving here will be a pleasant and rewarding experience for every volunteer, and the environment provided will be conducive to personal and spiritual growth.

Let Love Live!

A handwritten signature in black ink that reads "DARY R. NORTHROP". The letters are somewhat stylized and connected, with a cursive-like feel.

Dary R. Northrop
Senior Pastor

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About Timberline Church

Mission Statement

Timberline Church exists to lead people into a transforming relationship with Jesus.

Core Values

We value:

- Being respectful of people's journey.
- Being relational in building bridges to our community and world.
- Being relevant in communicating truth.
- Being real in living and teaching.

Core Purposes

We will accomplish this through:

- Nurturing the ongoing transformation of people into the likeness of Jesus (Love Teaches)
- Facilitating the response of people to God through the arts (Love Expresses)
- Demonstrating extreme care in the lives of people (Love Embraces)
- Empowering people to serve (Love Releases)
- Expressing the message of Jesus in word and deed (Love Reaches)

Statement of Faith

What We Believe . . .

About the Bible

The sole basis of our belief is the Bible, composed of the 66 books of the Old and New Testaments. We believe that Scripture in its entirety originated with God and was given by the inspiration of the Holy Spirit through chosen men. Scripture both speaks with the authority of God and reflects the backgrounds, styles, and vocabularies of the human authors. We hold that the Scriptures are infallible and inerrant in the original manuscripts. They are the unique, full, and final authority on matters of faith and practice, and there are no other writings similarly

inspired by God.

References: Deuteronomy 6:6-9; Psalms 19:7-11;2 Timothy 3:15-17; Hebrews 4:12; 1 Peter 1:23-25

About God

We believe that the One and only true God is the creator, ruler, and sustainer of all things. He exists in three co-equal and co-eternal persons: the Father, the Son, and the Holy Spirit – each of whom possesses all the attributes of deity and the characteristics of personhood.

References: Genesis 1:1-2; Deuteronomy 6:4; Isaiah 43:10-13; Matthew 28:19; Luke 24:49; 1 Corinthians 8:5-6

About Jesus

We believe that Jesus Christ is fully God and fully human, having been conceived by the Holy Spirit and born of a virgin. He lived a life of perfect obedience to the Father and voluntarily atoned for the sins of all humanity by dying on the cross as their substitute, thus satisfying divine justice and accomplishing salvation for all who trust in Him alone. He rose bodily from the grave, was seen by many and ascended into heaven where He intercedes for His people and rules as Lord of all creation. Jesus will come again to earth, personally and visibly, to fulfill history and the eternal plan of God.

References: Isaiah 9:6; Isaiah 53; Matthew 1:22-23; John 1:5; Acts 1:3, 1:9-11, 4:10-12; Luke 24:36-48; Romans 1:3-4; 1 Corinthians 15:3-8; Philippians 2:5-11; Colossians 1:13-20; Titus 2:13-14; Hebrews 4:14-15; Revelation 22:20

About the Holy Spirit

The result of a genuine saving relationship with Jesus Christ is a maturing life of holiness and obedience, attained by believers as they submit to the Holy Spirit, the third Person of the Trinity. He was sent into the world by the Father and the Son to apply to mankind the saving work of Christ. He enlightens the mind of sinners, awakens in them recognition of their need of a Savior and regenerates them. At the point of salvation, He

indwells every believer to become the source of assurance, strength, and wisdom, and uniquely empowers each believer with spiritual gifts for the strengthening of the Body. The Holy Spirit provides each Christian with power to live in a manner pleasing to God, to understand spiritual truth, and to serve as ambassadors for Christ in our world.

References: John 14:16-17, 16:7-13; Acts 1:8, 2:1-4; Romans 12:6-8; 1 Corinthians 2:12-16, 6:19-20, 1 Corinthians 12; 2 Corinthians 3:16-18; Galatians 5:16-25; Ephesians 1:13-14, 4:11-13

About Salvation

The central purpose of God's revelation in the Scriptures is to call all people into fellowship with Himself. Originally created to have fellowship with God, humanity defied God, choosing to go their independent way, and thus were alienated from God and suffered the corruption of their nature, rendering them unable to please God. The fall took place at the beginning of human history, therefore, all individuals since then are sinners, are suffering these consequences, and are in need of the saving grace of God.

The salvation of humanity is completely a work of God's free grace and not the result, in whole or in part, of human works or goodness, and must be personally appropriated by repentance and faith in Jesus Christ. Salvation results in a person becoming a new creation and being continually transformed into the image of Christ.

References: Luke 24:46-47; John 3:16; Romans 5:12-21, 10:13-15; 2 Corinthians 5:17; Ephesians 3:8-9; Colossians 1:13-14; Titus 2:11, 3:5-7

About the Church

The church is composed of all persons who, through saving faith in Jesus Christ, are united together in faith and fellowship. The church is expressed in many unique and diverse ways through local congregations as it fulfills its five primary purposes: to worship God, to experience community with each other, to engage in the process of

spiritual growth, to equip each other for service, and to reach the world through missions.

References: Matthew 16:18, 28:16-19; Acts 2:42-47; Romans 12:1-2; 1 Corinthians 12:12-13; Ephesians 2:19-22, 4:3-4, 11-16; Hebrews 10:25

As the church, we participate in living illustrations of God's covenant with us through two symbolic acts:

Baptism by immersion is a public profession of faith in Christ. It is symbolic of the death, burial, and resurrection of Christ. It is a declaration to the world that we have died to sin and have been raised with Christ to walk in newness of life.

References: Matthew 3:13-17, 28:19-20; Luke 3:21-22; Acts 8:36-39, 16:31-34; Romans 6:1-4

The **Communion** consists of two elements: the bread and the cup. These elements are symbolic of the body and the blood of Christ. Communion is a memorial of Christ's sufferings on the cross and a celebration of our salvation.

References: Luke 22:14-20; 1 Corinthians 11:23-34

About Eternity

Created to exist forever, each person's death consummates his or her eternal destiny. Upon Christ's return, the dead will be raised together with those who are alive to face the judgment of God. He or she will either consciously exist in Hell—eternally separated from God by sin or, in the New Heaven and New Earth—eternally in union with God through forgiveness and salvation.

References: John 3:16; Romans 6:23; 2 Corinthians 5:6-10; 1 Thessalonians 4:13-18; Hebrews 9:27; 1 John 2:25, 5:11-13; Revelation 20:15, 21:1-8

This list of core beliefs is an intentionally brief list, upheld with an understanding of freedom in which less essential matters are left to the conscience of our church leadership and our members. The less-essentials are important because we embrace the whole Word of God, but we also recognize there may be different interpretations and

applications. We respect varying points of view, provided the essentials are not compromised.

We speak the truth to define our faith and extend it to others, but we speak out of love for them, and out of love for Jesus Christ Who said, "By this everyone will know that you are my disciples, if you love one another." *John 13:35* NRSV

**"In Essentials, Unity –
In Non-Essentials, Liberty –
In All Things, Charity"**

The Five PEAKS of Timberline

LOVE EMBRACES

Prayer, Marriage, Funerals, Visitation, Timberline Food Pantry, Counseling

Mission: to demonstrate extreme care in the lives of people

Core Values:

1. We value the leading of the Holy Spirit in everything we do.
2. We value accepting individuals wherever they are in their life's journey.
3. We value the ongoing development of people in all stages of their lives.

Visitation

Connects the church with the community by offering support, care, and friendship beyond the walls of Timberline Church.

- Visits to home-bound individuals and long-term care facilities
- Worship services at long-term care/senior-living facilities
- Hospital Visitation

Timberline Food Pantry

Provides emergency food boxes to those in need.

Meals Ministry

Provides short-term meals for people after a hospital stay, death in the family, or other emergency situations.

Marriage Ministry

Offering activities and support for couples in every stage of marriage.

Counseling

Counseling referrals from faith-based counselors are available.

LOVE EXPRESSES

Music, Sound, Media, Choir, Orchestra

Mission: to facilitate the response of people to God through the arts

Core Values:

1. We value engaging individuals' minds and hearts, inviting them to draw close to God, furthering their thoughts, feelings, and actions towards God.
2. We value compelling people towards God in both intimacy and awe.
3. We value balanced expressions that are respectful of each other's journey, especially those who are not yet following Jesus and those who have just begun.
4. We value working together towards honoring God through consistency and excellence.
5. We value the heart of worship over any preference of style or personality. God is the center of worship, not us.
6. We value empowering the artist to influence culture.

LOVE REACHES

Local & International Missions and Outreach

Mission: to express the message of Jesus in word and deed

Core Values:

1. We value serving our world sacrificially.
2. We value loving people where they are.
3. We value caring for and defending the oppressed and needy.

LOVE RELEASES

Serving Central, Summit, New Ministry Development, Guest Services, First Impressions Team (Ushers, Greeters, Communion)

Mission: to empower people to serve

Core Values:

1. We value equipping people to serve
2. We value people serving through their unique SHAPE
3. We value people serving through authentic relationships that foster love, care, and accountability.

LOVE TEACHES

Adult Education EQUIP classes, Lending Library, Book Store

Mission: to nurture the ongoing transformation of people into the likeness of Jesus

Core Values:

1. We value intimacy with God as the heart of spiritual transformation.
2. We value the leading of the Holy Spirit reshaping us from the inside out.
3. We value respecting people's spiritual journeys.
4. We value communicating the depth of the Bible in relevant ways.
5. We value genuine relationships as necessary for spiritual transformation.

Life Stage Ministries

- Children – Nursery through 5th grade (Timberkids)
- Student Ministries – Middle School, 6th-8th grade & High School, 9th-12th grade
- Young Adults – 18-35 (nine70)
- Singles – Adults who are single, divorced, or single by death of spouse (LifeLine)
- Men (Allies)
- Women
- Senior Adults (Primetimers)

Children

Infant – 5 years

It is our goal to provide the very best care possible for your children in a loving, caring, and safe environment.

Cleanliness

Each classroom is kept clean and has an atmosphere that is conducive to learning.

Screened Workers

In order to be a biblical community that teaches children to become Christ-followers, we endeavor to give each child a quality Christian experience with loving care from teachers and workers who have gone through a screening process that includes an application, referrals, and a national background check.

Check-In Policy (for parents)

Kiosk stations are used for checking in children ages infant – 5th grade. At check-in, the parent/guardian will be issued three security name tags with a unique, 3-digit code. One tag will be worn by the child, one given to the class leader, and the parent/guardian keeps the tag with two codes. The security tag must be presented in order for the parent/guardian to pick up their child.

Texting – If a child is younger than Kindergarten age, the parent/guardian will be asked for a phone number where they can be reached by texting. If the child requires their attention during the service, a text message will be sent, alerting the parent/guardian to return to their child's area.

Infant - 1 year

Our Nursery is staffed with volunteers who have a passion for babies and their specific needs.

2 years

Classes with a Sunday School-style atmosphere are provided for two-year-olds during all weekend services. Children enjoy age-appropriate, Bible-based curriculum, activities and songs.

3 - 5 years (Preschool)

Timberline Trails

Large and small group centered program includes: Bible stories, worship, puppets and crafts. All activities are designed to help each child understand the Bible and apply a biblical concept to his/her everyday life.

Kindergarten – 5th grade

Kids Church

Worship service for elementary-age children in the style of an adult worship service, but at a child's level. Principles of biblical truth are taught in a fun, creative, and thought-provoking way.

Each service includes:

- praise and worship
- visitor welcome
- prayer for kids' needs
- offering
- birthday recognition
- presentation of God's Word through drama, puppets and group discussion
- Bible verse memorization

Wednesday Night Children's Programs
6:45pm, September - May

Infant – 2 years

Nursery is provided in the east wing of the building.

3 – 5 years

Little Friends for 3, 4 and 5 year olds not yet in Kindergarten is a fun, fast-paced program utilizing smaller group rotations through attention-grabbing activities where children will learn to apply biblical truths to their lives. At the same time, the little ones will develop healthy, nurturing relationships with other kids, with caring adults, and most importantly with God.

Cost: \$20 per year, per child

Kindergarten – 5th grade boys

Ranger Kids (Kindergarten - 2nd grade)

Discovery Rangers (3rd - 5th grade)

Cost: \$20 per year, per child

The purpose of Royal Rangers is to reach, teach, and keep boys for Christ. Royal Rangers accomplishes this mission through love and acceptance, teaching boys to obey everything Jesus commanded us; helping them develop spiritually and mentally; providing encouragement, support, and accountability through lasting Christian relationships; creating an environment where boys can develop their gifts and abilities; and acquainting them with the Great Commission of Jesus Christ.

Royal Rangers is an achievement program where each week servant volunteer leaders mentor the boys in various activities, crafts, games, and Bible stories. Boys complete projects, memorize verses and pledges to earn badges.

Kindergarten – 5th grade girls

Girls' Club

Daisies (Kindergarten)

Prims I and II (1st and 2nd grade)

Stars I, II, and III (3rd, 4th, and 5th grade)

Cost: \$20 per year, per child

The purpose of Girls Club is to win girls to Jesus Christ through love and acceptance; to teach girls to obey everything Jesus commanded us - helping them develop spiritually and mentally; to provide encouragement, support and accountability through lasting Christian relationships; to create an environment for girls to develop their gifts and abilities; and to acquaint girls with the Great Commission of Jesus Christ.

Girls Club is an achievement program where, each week, servant volunteer leaders mentor girls through various activities, crafts, games, and Bible stories. The children must complete activity pages, projects, memorize verses and pledges to earn badges.

Other Children's Programs

Timberkids Disability Ministry is a unique and exciting ministry for children with special needs, enabling each child to participate as fully as possible in regular Children's Ministries' programs. Volunteer mentors assist the child and make modifications in the weekly program for him/her as needed.

JOY Team

The JOY Team is a ministry designed to train, develop, and equip teens in 7th – 12th grade to minister to children.

Vision: To see teens in the "Body of Christ" develop strong Christian character and become disciplined for Jesus, growing confident in serving God and others.

Purpose: To train teenagers to serve Children's Ministries, to utilize the gifts and abilities of teenagers, and to see teenagers strive to give children the best ministry and teaching about God that they can.

Requirements for 7th – 8th graders:

- Go through a screening and training process
- Attend a parent orientation meeting with a parent
- Complete the Foundations for Faith class and Hands-On Class

- Have a real and meaningful relationship with Jesus Christ and desire to serve Him
- Must live in a manner that is a good example to others
- Cost \$15

Requirements for 9-12th graders:

- Must be approved through a separate high school screening and training process
- Must have the approval of parent(s) or guardian to participate in the JOY Team activities
- Must live in a manner that is a good example to others
- Cost \$15

The following classes are required to graduate and become a member of the JOY Team:

- Foundations for Faith
- Hands-on Training

Student Ministries

Middle School (6th-8th grade)

Sundays, 11:30am, Art's Center – Large group gathering with worship, teaching, and group discussion.

Wednesdays, 6:45-8pm, Art's Center-Small Groups based upon grade and gender that help students grow spiritually and together with their adult leaders and peers.

High School (9th-12th grade)

Sundays, 10am, Room 213 – Bible Study

Sundays, 7-8:30pm, Art's Center – Spend time together, worship, and talk about life, God and life with God.

970.482.4387 x121

www.timberlinechurch.org/students
students@timberlinechurch.org

Young Adults

nine70

College aged, 20's and 30's

Thursdays, 7pm, Area Bible Study, South Aud

The *nine70* ministry exists to let love live by knowing God and sending disciples.

The goal of *nine70* is to equip young adults to be salt and light in their social and professional environments.

We offer large group gatherings, growth groups for community and discipleship, as well as intensive leadership development.

nine70.org | *Facebook.com/nine70* | *Twitter.com/nine70*

Singles

*Lifeline, for adults age *35+ who are single, divorced, or widowed* Sundays, 6-8pm, Room 201/202 (meets in the South Auditorium on Summit nights).

Childcare available with pre-registration

Lifeline exists to provide a safe, Christ-centered community for single adults that encourages healing, discipleship, fellowship, and equipping for ministry.

Check the Single Adults ministry page on the web (www.timberlinechurch.org/singles) for current activities and schedule changes.

Contact us at Lifeline@timberlinechurch.org or call 970.482.4387 x123 for more information.

*If you are a younger single adult, check out ways to connect with other young adults through [nine70 young adult ministry](#).

Men

Allies, for all men of the church

The mission of *Allies* is to draw men into a deeper relationship with God and with other men.

Various activities and events take place weekly, monthly, and throughout the year. Visit our website www.allies-timberlinechurch.org/blog/ for up-to-date information.

- Annual Retreat
- Allies Saturday Breakfast – Speakers, topical studies, challenges, and growth with fellowship!
- Weekly Bible Study – Tues, 7-8am, Rm 213
- Band of Brothers – Thurs, 7-9pm in Room 214, open door weekly men's group
- Faith Day at the Rockies

Opportunities to serve the church as men:

- Christmas Family Festival
- Annual golf tournament benefiting local missions
- Annual Car Show benefiting local missions

Women

For all women of the church

Inspire/Transform/Renew - Romans 12:2

Several activities take place throughout the week and each month. Visit <http://www.timberlinechurch.org/women> for the event calendar.

We invite women of all ages and stages to join us in growing spiritually and giving our talents in a variety of ways.

Areas of Ministry include:

- Connection Groups: Bible Studies, MOPS, exercise class, and more
- Outreach: Homeless Gear, U COUNT Campaign
- Events: Retreats, Contreats, (local, conference-style retreat) Rejuvenate: Ladies Night Out, Craft and Crop, Mentoring opportunities, and more.

Senior Adults

Primetimers, 55+ years of age

No weekly gathering

Primetimers are men and women, ages 55+ that enjoy celebrating life. They are an active group with potlucks, ladies play dates, breakfasts, day trips, extended trips and many other activities. Visit the table in the mall area each weekend if you'd like additional information.

Small Groups & Support Groups

Small groups are a great way to plug into the Timberline Church community. No matter where you are in your spiritual development, small groups provide a safe and accepting environment to form relationships and experience life transformation through Jesus Christ. For a complete listing of small groups offered at Timberline, visit www.timberlinechurch.org/smallgroups.

Celebrate Recovery

A Christ-centered, Biblical, 12-step recovery program
Thursdays, Art's Center

5:30pm: Celebration Dinner (1st week of each month)

6:30pm: Worship and Lesson/Testimony

7:30pm: Open Share and Newcomers Group

8:30-9pm: Refreshments and Connection Time

Childcare provided up to 6th grade with pre-enrollment. For more information or to speak with a Core Team member, call 1.970.557.4CRT (must dial 1 + area code 970).

Worship Services

Timberline Church offers a variety of worship venues:

<u>Venue</u>	<u>Time</u>	<u>Location</u>
Live	Saturday, 5pm	Main Auditorium
	Sunday, 8:30, 10 & 11:30am	

Wednesday Night Service	Wednesday, 6:45pm (Sept-May)	Main Auditorium
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<u>Video Venues</u>	<u>Time</u>	<u>Location</u>
Traditions	Sunday, 8:30am	South Auditorium
Contemporary	Sunday, 10am	South Auditorium

Children's Services

Offered for infant through 5th grade:

Early Childhood (Nursery & Preschool)	Saturday, 5:00pm	Rms 101-110
	Sunday, 8:30, 10 & 11:30am	

Kids Church (K-1 st)	Saturday, 5:00pm	Rms 201-202
	Sunday, 8:30, 10 & 11:30am	

Kids Church (2 nd -5 th)	Saturday, 5:00pm	East Auditorium
	Sunday, 8:30, 10 & 11:30am	

Wednesday Night Service

Wednesdays (September - May), 6:45pm, South Auditorium

A midweek gathering designed to equip and encourage believers as they seek to grow in their knowledge, love, and likeness of Christ.

General Information

Timberline Book Store

Saturday	4-6:30pm
Sunday	8:30am-1pm
Wednesday (Sept-May)	6:15-7:30pm

If you have questions about product availability, prices or ordering, call 970.482.4387 and ask for the Book Store. You can also send an email to: resource@timberlinechurch.org.

Church Office

The church office is open for regular business hours Mon, Tues, Thurs, 8:30am - 5pm, Wed, 9 - 5pm, and Friday, 8:30am - 3pm. It is located on the main floor on the west side of the building. The receptionist desk is located here. Ministry departments can be reached during these hours through the main church office. If the department administrative assistant is away from their desk, you'll be able to leave a voice message or schedule an appointment to come talk with them. Pastors can be reached through the administrative assistant. Please visit www.timberlinechurch.org for a staff directory.

Church Vehicle Usage

If your department would like to use a church vehicle, talk with your overseeing department to follow the procedures for approving a driver and reserving a vehicle.

Community Wall

Located in the main mall area of the church, this wall is designated for local job postings, community services and general information from the Northern Colorado community. To post anything on this wall, please talk with a receptionist from the church office during regular office business hours.

Connection Wall

Also located in the main mall area of the church, this wall offers a wide variety of information for visitors and attendees about various ministries at Timberline. We recommend you become familiar with the available information to assist your own department as well as visitors and other attendees who may ask questions.

Guest Services & Daily Hosts

Guest Services is centrally located in the mall area on the north end of the building. Our volunteers are there to serve you by answering questions about anything from church services to class and activity times and locations. Guest Services volunteers are available during the Wednesday Night Service and all weekend services.

Lending Library

Timberline's Lending Library is located on the second floor on the east end of the mall area. Volunteers maintain this library similarly to a public library. Anyone is welcome to browse for a book and check it out on a loan basis. The procedures to check out a book are in the library area. Please respect the rules as no one monitors individual use. The library is open anytime the building is open.

Lost and Found

Lost and Found is located on the second floor of the building across from Room 213. Lost items are occasionally turned into Guest Services as well. See the church receptionist during the week for questions about lost items or to turn in items found.

Media Resources

Timberline Church offers a variety of professional media and sound resources that can be requested for your department's needs. Please contact your overseeing department to obtain additional information from media and sound as needed.

Prayer Requests

Anyone in the church and local community can submit prayer requests to the church office receptionists during the week, Guest Services on the weekend, or always by email at contactus@timberlinechurch.org. If you need to notify staff about a hospital visit or surgery, contact the main office at 970.482.4387.

Summit

Summit is your gateway to connection at Timberline Church. Through three individual sessions, you'll explore the DNA of Timberline Church, discover your unique S.H.A.P.E. (an acronym that stands for Spiritual gifts, Heart, Abilities, Personality, and Experiences), and have an opportunity to get connected to ministry where your passion meets God's purpose. After completing Summit 1, you'll be given the opportunity to become a member of Timberline Church.

Summit meets on designated Sunday evenings from 5 - 8pm. Registration begins at 4:30pm in the mall area. A light meal is provided as well as childcare for children nursery age through 6th grade. Call the church office to find out the date of the next Summit classes or visit our website: www.timberlinechurch.org.

Telephone Usage

Volunteers may use telephones for local calls only.

Timberline Café

Open to the public. Free wireless internet available.

Hours:

Monday - Thursday	8am – 3pm
Wednesday Nights (Sept-May)	6:15 – 7:30pm
Friday	Closed
Saturday	4 – 6:30pm
Sunday	8am – 1pm

The Timberline Café provides a pleasant atmosphere for a meeting, a chat with friends, or a place to kick back and enjoy a cup of coffee. We have a variety of drinks, snacks and pastries, as well as breakfast and lunch items. Our goal is not to make a profit, but rather help facilitate person-to-person connection. You'll find our prices are affordable and our staff is helpful and friendly.

Traffic Team

This team of volunteers is available during weekend services to provide safe and convenient transportation for those that would like a ride to the church door or to their car. A traffic team member will be riding around the parking lot in a designated cart looking for passengers.

Wheelchairs

Wheelchairs are available for those who need assistance while in the building. They are located on the east side of the elevator on the first floor.

Wireless Internet

Timberline Church offers free wireless internet in the Timberline Café and throughout the building. Your phone, laptop, or other device should pick up the “TimberlinePublic” network to connect to.

About the Facility

Building Hours*

Open seven days a week 7:30am – 9:30pm

All holiday and/or weather closures are posted at

www.timberlinechurch.org.

*Church Office hours are different. Please see the Church Office section on page 18.

Facilities Requests

If you notice a need for a repair, if facial tissues or paper towels are needed in a classroom, or if more tables and/or chairs are needed in a room, please contact the church receptionist. If you have a need after business hours, the facilities phone number is located in each room to call for assistance.

First Aid Station

The first aid station is located on the main floor in the east hallway. A medical response team is available to assist as needed during weekend and midweek services. Guest Services is also able to contact the medical response team if necessary. During the week, see the church receptionist or dial 911 for emergencies.

General Safety

If you are volunteering on a weekend and notice suspicious activity and/or suspicious objects, immediately notify Guest Services so they can contact the security team. During the week, notify the church office receptionist.

Night Emergencies

Staff is in the building until 9:30pm each night, however, if there is an emergency in the building or parking lot, dial 9.1.1 for help. It is imperative that you notify the staff that an emergency call was made. Call the church office and leave a voicemail explaining the situation so our staff is aware of the incident upon arrival the next morning.

Reporting an Accident or Incident

During a weekend, see Guest Services to contact the security team. During the week, contact the church office receptionist.

Reserving a Room

A reservation must be made through your overseeing department when your ministry needs to use space at the church. Please be aware that there are guidelines for using classrooms. Your department administrative assistant will review those guidelines with you and any additional information or requirements will be discussed upon approval.

Room Usage

Each classroom has two preset, standard options for the arrangement of tables and chairs. A request for specific seating can be made through your overseeing department. Basic supplies (pens, pencils, dry erase markers, etc.) are stocked in the cabinets in each room. Any audio-visual needs should also be requested through your overseeing department.

Tornadoes & Fires

Safety and Security department has developed a Emergency Management Planning training that takes place every quarter. Call 970.482.4387 x140 to find out when. An Emergency Policy and Procedure Manual can be found at Guest Service, the Student Center (Art's Room) for reference.

Tools for Serving Well

Church Calendar

View the calendar online at www.timberlinechurch.org/events for the most up-to-date information on church-wide events.

Copy Machines & Print Shop

Volunteers are allowed to make 50 ministry-related copies on any of the six copy machines available throughout the church. Copy machines cannot be used without a pass code, this code can be obtained from your overseeing department. If you need over 50 copies, the job should be given to the administrative assistant to be completed by the print shop. Plan ahead and allow enough time (think in terms of days and weeks, not hours) for a job to be completed by the print shop.

When using a copy machine, do NOT try to correct a jam on your own. During regular business hours call the print shop at extension 145; after the office is closed, please leave a note that the jam should be corrected. On the weekends, contact Guest Services to assist you.

Food Resources

Timberline Church has a large kitchen to meet the needs of classes, meetings, or larger events where food will be served. ANY use of the kitchen requires a prior reservation made through your overseeing department. You are responsible for any clean up necessary.

All supplies in the kitchen are for church-related activities only and should not leave the building unless prior permission has been given. The Green Room is a smaller kitchen used by staff during the week, Wednesday Night Service volunteers, and Love Expresses volunteers during weekend services.

Inclement Weather Procedures

We will also post the closure on the home page of our website www.timberlinechurch.org and update the church voicemail for callers. Cancellation of church services is determined by senior management staff.

Logo Usage/Graphic Design

If your ministry is interested in creating a brochure, booklet, or any other printed material representing the church, it is essential you work through your overseeing department to meet the guidelines for printing and usage of images and/or logos. The administrative assistant will connect you with the graphics department, if necessary.

Office Supplies

Your overseeing department can assist you if you need office supplies to complete a ministry task. If your request is outside the scope of general office supplies, discuss your needs with your leader or overseeing department.

Outgoing Mail

Church mail goes out at 10:30am Monday-Friday. If you are working on a church-related mailing and have received prior permission from your overseeing department, you can leave it with the receptionists who will meter the envelopes and drop it in the mail for you.

Promotions Policies

We desire to be a church that communicates well with our congregation and the surrounding community. Our communications department staff exists to assist in this process. If you are looking to promote an event or activity, please discuss available options with your overseeing department as they are informed about best practices and existing policies for promoting throughout Timberline Church. They will connect you with the communications department, if necessary.

Staff Communication

Timberline Staff will respond to voicemails and emails in a timely manner. When administrative assistants and other staff are away from their desk for more than 24 hours, their voicemail should reflect the absence and an automatic email response should identify when they are away from their office.

Ministry Expense

All financial expenditures need to be preapproved by the overseeing department.

Understanding Serving Central

Serving Central is the ministry where people seek guidance, find encouragement and become equipped in order to honor God's purpose and people's passions through the S.H.A.P.E. (Spiritual Gifts, Heart, Abilities, Personality and Experiences) of volunteer opportunities at Timberline Church. Serving Central's Ministry Guides will assist in matching opportunities at Timberline with an individual's God-given gifts and talents and connect them with the appropriate ministry.

How To...

Become a Leader

If you have leadership skills that you'd like to use for God's Kingdom, take the S.H.A.P.E. assessment, contact a specific department to notify them of your interest, and pray about where God is leading you to serve Him. If you are unsure where you'd like to serve, you may also stop by Serving Central during weekend services and speak with a Ministry Guide or contact the Love Releases office.

Become a Volunteer

There are multiple ways to get connected to volunteering at Timberline. Use the method below that best suits your need.

- If you already know the area of ministry you'd like to serve in, contact the church office and ask for that department.
- If you would like more information about a department or ministry, visit www.timberlinechurch.org. If you still have questions, or need more information, you can contact that department through the church office receptionist.
- If you don't know where you would like to serve, you can:
 - go to Serving Central (on the café side of Guest Services) during weekend services and speak to a Ministry Guide or sign up to speak to a Ministry Guide
 - submit an involvement request online by clicking Peaks, Love Releases, and "Click Here to Volunteer".
- If you don't know where you'd like to serve and are unsure where you'd fit best, the ideal way to determine your spiritual gifts is to take the S.H.A.P.E. assessment found on www.timberlinechurch.org/peaks/lovereleases (click "S.H.A.P.E." on the left hand side). Once you take this online assessment, a Ministry Guide will contact you to discuss where you might serve most effectively based on your gifts and interests.

- Timberline Church also has a Ministry Fair at Serving Central which focuses on a different ministry's serving opportunities every month.

We value voting members here at Timberline Church; however, membership is not required for volunteer service. Signing a Volunteer Agreement is required in all areas in order to serve.

Find out what's going on at Timberline

- View the calendar online at www.timberlinechurch.org/events.
- Go to Serving Central and speak with a Ministry Guide

Find out what my spiritual gifts are

- Timberline Church encourages each person to discover his or her spiritual gifts and to fulfill his or her passion to serve God. The online S.H.A.P.E. assessment takes about 20 minutes to complete. Your results will be emailed to you. If desired, a Ministry Guide can review your results to ensure the role you'd like to serve in fits you well. The S.H.A.P.E. assessment can be found on www.timberlinechurch.org/peaks/love/releases, the S.H.A.P.E. is on the left-hand side.

Get more information about any ministry

- Go online to www.timberlinechurch.org where many of our ministries are listed. If you are unsure what department is overseeing a particular ministry, contact the church office.
- Call the church office, ask which department oversees that particular ministry and ask for the administrative assistant for that ministry.
- On the weekend, Guest Services may be able to answer your questions about individual ministries.

Reach a Staff Member

Call the church office at 970.482.4387 during regular business hours and the receptionist will be happy to transfer your call to the appropriate administrative assistant or department. If they are away from their desk and you need immediate assistance, the church receptionist may be able to assist you.

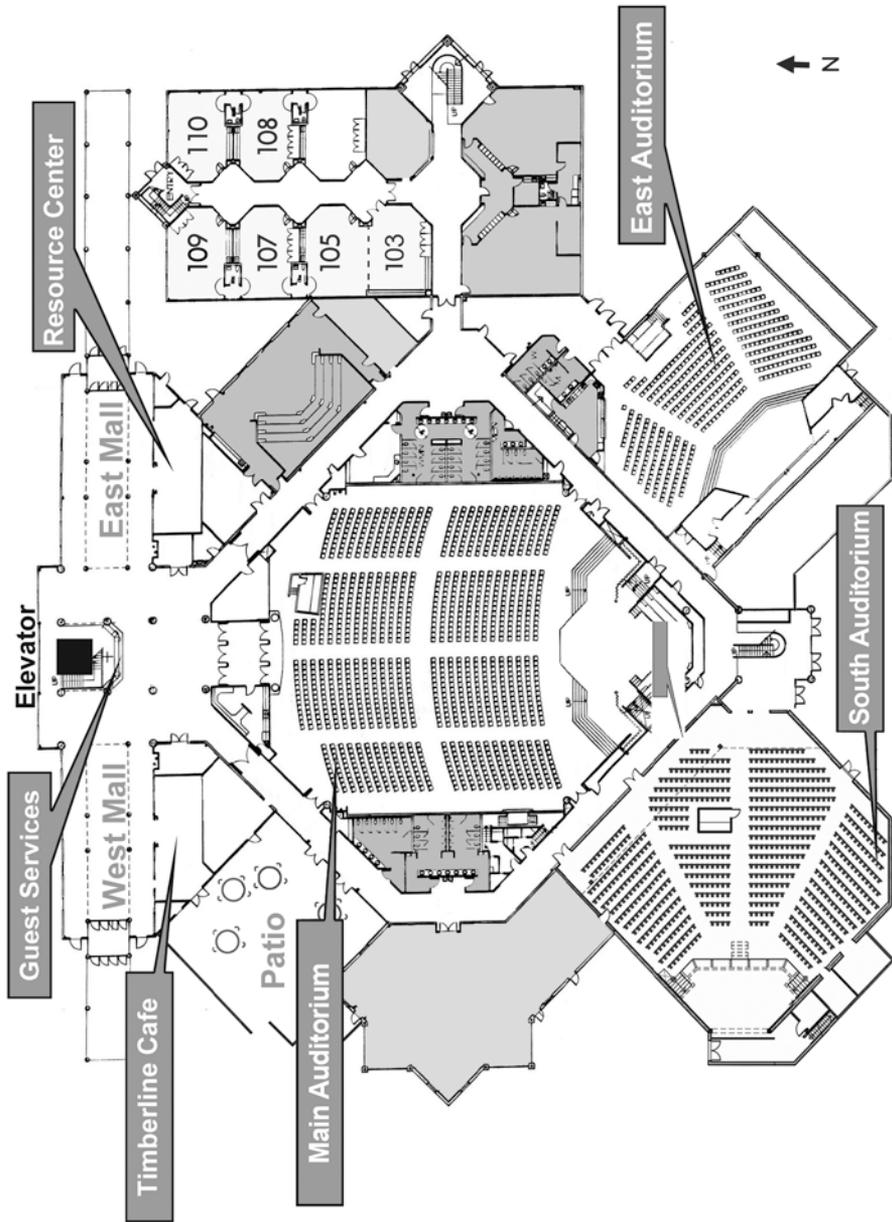
Five Simple Steps to Service

1. Go to www.timberlinechurch.org
2. Click on “Peaks” from the menu at the top
3. Click “Love Releases”
4. On the left side-bar, select “Click here to volunteer”
5. Fill out the form, and a Ministry Guide will get in touch

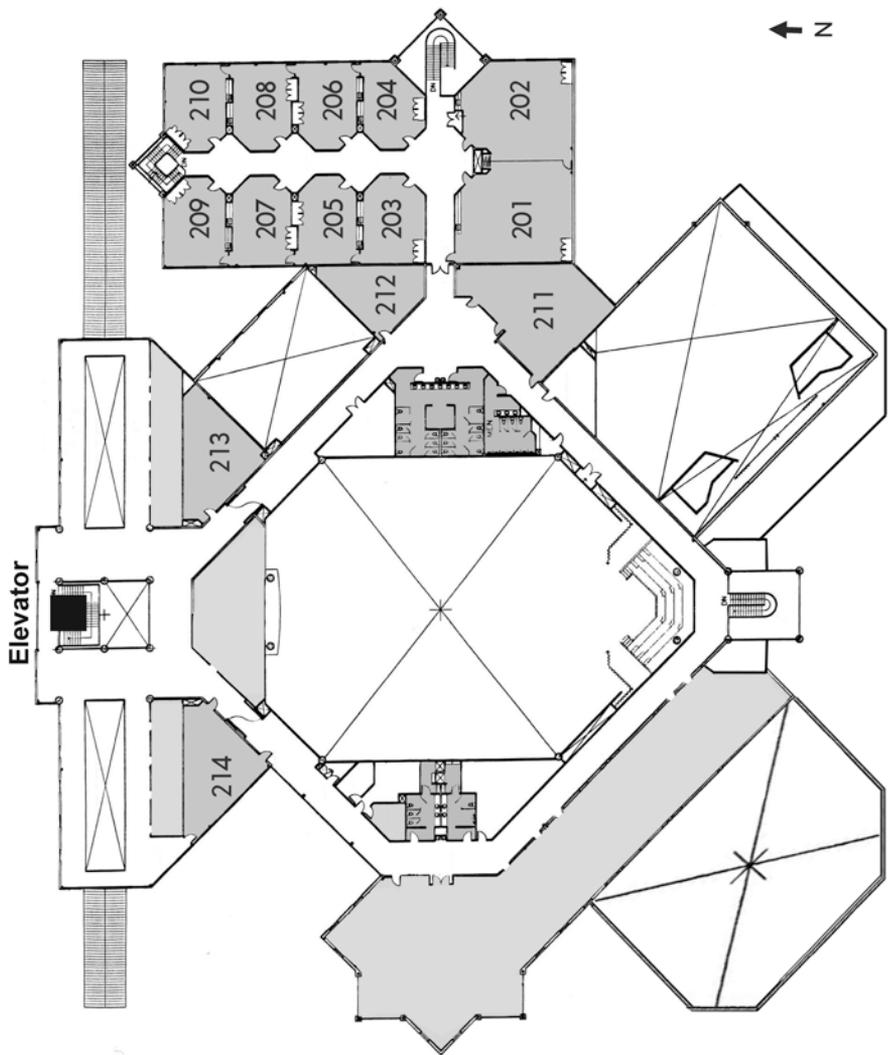
Building Map

See on pages following

Main Level



Upper Level



This volunteer handbook was created with each volunteer's best interest in mind. We hope the information presented in this handbook is useful to you. Your commitment to serve is a lasting reward that will garner eternal results. If you have specific comments about this handbook, please pass them on to the church receptionist and request your comment(s) be given to the volunteer handbook team.

Revised 6.20.14