Operations & Safety Training Manual
Welcome & Introductions

Key Points/Notes
Here are some topics we will cover...

1. Infrastructure understanding
2. Modern Technical Applications and how to use them for biblical readiness in your church, linked with the CEN website
3. How technology can further your church preparedness
4. What technical protocols are essential in your EOP
5. How to use operational plan to better your Church Security
6. Technology in home groups for biblical readiness
What is Operations?

Key Points/Notes

What does the “operations role” in your organization mean to you?

What are some examples of what an operations leader might be responsible for?

It really can mean a lot of things and have a lot of different types of responsibilities

Let’s discover operations together and figure out what it really means for a CEN Operations Leader

So what is the text book answer?
Responsible for developing and maintaining an Emergency Operations Plan (EOP) for their organization
Understanding CEN Infrastructure

Key Points/Notes

Before we discuss the major responsibilities let’s discuss the CEN infrastructure and the way it is organized.

Communicating to your team CEN Infrastructure

This is important because CEN is not setup like a typical organization and it will be important as the operations officer to communicate this to your team.

Churches are setup like this

However, you probably will be familiar with this more so than most because it’s how the many of today’s church operate.
Key Points/Notes

First, let take a look at how CEN is setup since it is not the typical non-profit organization.

Supply and Demand Structure

CEN is bottom up not top down
CEN is a Franchise combined with a community of Christ Followers who get their orders from GOD

Helping people understand what they are called to do and putting them into a role to serve most effectively in their community.
Key Points/Notes

How many people think Technology is limiting to what they do?

It can be limiting.

However, it can be very helpful when you give it a chance....

What is the opposite of the word 'limitation'?.....
What is the opposite of the word 'limitation'?

Freedom, advantage, upper-hand

When I Googled it, Answers.com popped up...
Key Points/Notes

The word, Facilitation
Operations and Security include the following components:

1. Protecting property
2. Responding to emergency medical needs
3. Providing security during services, events and church activities
4. Responding to threats of violence against members, staff or the property
5. Screening staff and volunteers
6. Mitigating internal and external risks
A large part of protecting the property of your organization includes data security. This is often accomplished through software programs that are password protected.

What are some suggestions for creating secure passwords that cannot be easily hacked?

Password Example...
The easiest way for someone to hack your system is to use your password. Here are some of the most common passwords used and should never be used as your password...

Top 10 worst passwords among Christians

1. Jesus
2. 12345
3. 123456789
4. Password
5. iloveyou
6. princess
7. rockyou
8. 1234567
9. 12345678
10. abc123
Creating Secure Passwords

Have you ever created account with your username and password and then returned to the site a year later and completely forgotten your login details?

To help prevent this from happening, take a moment and create a secure password filing system. This will insure that you use appropriate password techniques as you log into different websites possibly making yourself vulnerable to criminals.

Never use the same password for your email or computer account as you would for a shopping cart sites or subscription services.

Level 1 passwords are great to use for public sites, such as social media and other sites that do not house personal or proprietary information.

Level 2 passwords are the next level of security. Recommended to use on sites that house personal information but not your most private information. Suggestions for sites in this level include sites with shopping carts or subscription services.

Level 3 passwords are the highest type of secure passwords. It is recommended to use this level of password on sites that house your private information, such as online banking, sites where you pay bills, etc.
The Operations Process

1. Assess the need
2. Validate and have your team agree
3. Put your vision down on paper
4. Validate and have your team agree
5. Outline your key milestones and benchmarks and create a process for which you execute
6. Validate and have your team agree
7. Have your team clearly outline the tasks go within each benchmark according to their role and responsibility.
8. Validate and have your team agree
9. Adjust the plan as needed and be flexible
10. Celebrate your accomplishments and give God the glory
Key Points/Notes

Have a plan

Have plan for how you are going to get what you have to the people who need it and write it down.

Operations support to the PIO

The operations is often a direct support to the Communications Leader or Public Information Officer (PIO)

Communication Channels

It is important that you are both clear on all the communication channels and how each channel is to function when communication occurs.

Maintenance, Training, and Support

This means maintaining and facilitating various channels such as newsletters, email systems, community network system, projects systems, pre and post events.
Using the network area on the CEN website, we encourage you to seek out and network with other Operations Leaders to share ideas and best practices on developing the operations role for your organization.
Prepare

Key Points/Notes

Keep informed about process concepts, marketing plans, technology changes, and safety/security reports, and CEN Operations updates
Response Groups and Events

Response Groups – Used by your organization as an online collaboration tool to respond to an emergency or crisis.

Events – An online tool that can be used to plan events for your organization.

Both of these online tools are provided to all registered members on the CEN website.
Things learned...

• Don’t put all your resources and channels into one place
• Don’t practice being a dummy
• Decentralize your team
• Identify the risks
• When the process, communications, technology, and security fail think strategically
• Create an idea list on your phone
• 50/50 approach

Start by doing half of your time championing someone else and the other half of your time developing what you have learned. This 50/50 approach will help you champion those you influence and will establish a team that is sharing an indestructible gospel in uncertain times.
CEN Operations Coach

- Website support
- Process templates
- Marketing templates
- Communication Channels
  - Invitation cards, bulletin inserts, banners, posters, flyers, business cards, mailing kits, clothing etc.
- Technology recommendations
- CEN Outfitter products
- Operation best practices

Key Points/Notes

These are the support functions offered through the continued coaching of the National Emergency Team Operations Role.
National Emergency Team Operations Role Coach

Key Points/Notes
Thank you!