

Office Support

The Church office is nexus of information and support for the church and its committees. In fact, the more we are aware of what is going on, the better we can share that information with the congregation and the better we can help you achieve your goals.

The office facilitates requests for space, reimbursement, copies, class and event sign-ups just about any other point of information pertinent to the church activities. To this end, we have set up an Office Services Center to best help everyone. A copy of the Office services Center description is provided for your convenience.

Moreover, the office is the business center of the church. Staff does the infrastructure work necessary to assure the maintenance of fiscal responsibility, a clean, safe and functional physical plant, necessary supplies and support structure.

Scheduling Meetings or Events

1. **Office Hours** Monday through Friday, 9 to 2:30 and Sunday 9 to 1.

2. **Staff Hours**

Nancy Westerfield, Sun – Fri, 9 to 3, except Sundays, which is 1 Secretary, available M-F 9 to 2:30, unavailable 2:30 to 5.

Danny Daye, Sat- Wed, 8 to 4 except Tue which is 1.

3. **Room Reservations**

The congregation provides the events, and the office provides the calendar coordination. Meeting space for church committees and special committee events is available at the church at no charge. With such an active church and congregation, you really need to plan ahead.

All reservations and schedule items go to the secretary so that she can maintain the full Church calendar. Please plan ahead and reserve well in advance of the event, and DO NOT ASSUME that any particular venue is available. Have an alternative date and time as a backup, since many meetings and events are scheduled on campus everyday. Many people use our facilities and coordination of the events assures everyone maximum opportunity to use the facilities.

- a. Fill Out Room Request Form— this can be done in person, by phone or by email. Filling out the form completes all the needed information regarding date, time and setup requirements. But realize that this is just a request, and after the secretary has reviewed the calendar, she will schedule your event as best as the calendar allows on a first come, first serve basis. Finally, please notify the Office ASAP if you need to cancel the event.
- b. Fill out setup requirements.
All rooms have the following: candles, coffee/tea service. Coffee/Tea Service includes a hot pot to heat water, instant coffee (both regular and decaf), tea bags, powdered creamer, sugar, paper cups and swizzle sticks for stirring. Supplies can also be found in the kitchen corner nearest the stove.

- c. Special Requests.- TV, projector, easels, VCR, chair configuration, tables, etc.
- d. **SPECIAL NOTE:** Unless special arrangements are made with the secretary and the Sextons prior to the event, your group or committee is responsible for clean up of your area and washing the dishes generated during the event.
- e. Read the **Room Users' Responsibilities Card**.
 - i. If you have arranged to have the Sexton wash your dishes, then please take dirty dishes back to the kitchen.
 - ii. Unplug all appliances, extinguish all candles and flames, and secure the room before leaving.
 - iii. Lock all doors before leaving., this includes the back doors to the rooms.
 - iv. If you don't have matches for lighting the candle, they can be found in the kitchen. **HOWEVER, PLEASE RETURN** them to the kitchen, and do not leave them in the room.
 - v. If you have removed beverages and food from the kitchen, please return the unused portions back to the kitchen at the end of the meeting/event.
 - vi. Please notify the office or the Sextons of any breakage, damage, spillage, etc. so that we can clean or correct before the next use.
 - vii. Place all **garbage** in an outdoor receptacle.
 - viii. Place all paper in the **blue** recycle bin and regular trash in the trashcan.
 - ix. Observe the Hanging Guidelines in the rooms.

4. Requesting Coffee Setups

Do you need a coffee and tea setup for your meeting? The best way to make sure you'll have hot beverages is to mention this need explicitly when you book the room for your meeting. If you make your reservation a few days in advance, your request will be placed on the church schedule and the church staff will make sure that a hot beverage service is placed in the reserved room before you arrive.

UUCPA coffee setups include: a hot pot or percolator to heat up water, instant coffee (both regular and decaf), tea bags, packets of powdered creamer, sugar, mugs, and swizzle sticks for stirring.

When you arrive for your meeting be sure to PLUG IN the hot pot. They are not plugged in an advance for both energy and safety reasons.

Did you forget to request a coffee service on a cold day? There is still hope. If the kitchen is unlocked, you can look there for coffee setups. Most of the needed items can be found in the corner of the kitchen nearest to stove.

5. Financial

All reimbursement and payments go through the volunteer bookkeeper who is currently Fred Buelow. Fill out a "Request for Payment" form (available in the office), and staple the expense sheet and/or receipts to the BACK of the form. Checks are cut once a week, so a 7-10 day delay could occur after you have submitted your expenses. If you need an Honorarium to pay a speaker or musician for a class, seminar or event, please allow at least two weeks to process and return a check. Petty cash is available, but requests should be kept under \$40. In all other cases, please submit an expense form. Please keep track of your budget. Fred can provide you with the latest line item balance.

All event or meeting income should be placed in an envelope with the following information on the front: your name, the name of the event of meeting, the amount and the date. This envelope should be placed in the slot in the Supply Closet if the office is open, otherwise in the drop slot of the Library door (opposite the outside men's restroom).

6. Office

Publication Deadlines

Bulletin— published every two weeks. Submittals are due by Sunday noon before the Friday when the Bulletin is mailed. A schedule of publication dates is posted in the office. Dick Clark is the Editor and all submittals should be sent to him at newsletter@uucpa.org or dropped off in the office.

Web Site—Updated every week. Send a copy of your announcement to Kathy Parmentier at webmanager@uucpa.org.

Order of Service— Due Monday before the Sunday of appearance. May be sent to the office via email to uucpa@uucpa.org.

Special Inserts for OoS— Due Monday before the Sunday of appearance. You may come to do your inserting anytime between Friday morning when it is printed and the first service on Sunday morning.

Sign-up Sheets for Upcoming Events

Please notify the office before you publicize a sign-up request. That way we can make a sign-up sheet and know that we should anticipate calls regarding your event.

Plan Ahead— database requests, special announcements/inserts, schedule known calendar event requirements, mailings, folding, stuffing, copying, etc. Volunteer help can assist with some of these when we know in advance what needs to be done.

However, please plan to do your own copying first, possibly a volunteer if we know ahead of time, and finally the staff if we have been notified well in advance.

Misc.

We have a mail system that acts as your mailbox. These are marked with Committee names. In addition, you will find blank forms, information and documents that may assist you in your committee's efforts.

All copies should be made on the Canon ir5000. This new copier has many features that can help you with presentations. Please let us know when you want to have a brief tutorial.

Black and white facsimiles can be sent and received on the HP 7110 at 650-494-8190.

Supplies

Many of the supplies you need for your committee may be on hand in the office. The office staff can always help you find what you need.

However, you can also order specific supplies. You will find a **Supply Order Request** folder in the **Office Services Center** in the office reception area. Please fill out the form, and provide your phone number or email so that you can be notified once your supplies have

arrived. Alternatively, you may phone in a supply request to the office at 650-494-0541 or by email to uucpa@uucpa.org . Please anticipate a two-week turnaround from the date of request.

7. Communicate, communicate, communicate

- Communicate because ESP is flaky.
- Plan ahead to avoid crisis and to have a smooth event.
- All reservations should be made with the secretary well in advance of the event or meeting. Having alternate dates is wise.
- Check budgets and submit expenses in a timely manner.
- Matches obtained from the kitchen should be returned after the event/meeting.
- Please return unused food and beverages to their correct location in the kitchen.
- After your event/meeting, please clean up and shut off all electrical appliances, extinguish all candles or open flames, and check to make sure the facility is secure when you leave.
- Be patient.

Welcome to the UUCPA
-----Office Service Center-----

Please read the information below regarding the various services and procedures provided by our staff.

Room Request Form

Submit completed form to the secretary (folder labeled Facilities Requests) two weeks prior to event to insure inclusion in calendar and avoid space conflicts.

Request for Payment Form

Submit completed form to the volunteer bookkeeper,, currently Fred Buelow, in the file folder box on the side of the lateral file by the secretary's desk.

Supplies Request

Put a request into the volunteer inbox.

Order of Service

Send notices to be published in the OoS the Monday prior to the Sunday Service here or put it in the folder marked "Order of Service: in the Secretary's area.

Mosaic

Place articles in the labeled mailbox in the office or email to Karen Skold, Mosaic@uucpa.org.

The Bulletin

Submissions may be left in the mailbox in the office or sent to Dick Clark at newsletter@uucpa.org.

Mailboxes

Check your committee's mailbox regularly! People leave items for your attention on a regular basis.

Miscellaneous Mail/Items

Occasionally mail or other items are dropped off here in the office for member/friends. The office will notify you by phone, and then it is placed in your committee mailbox, or alphabetically in the lateral-file-under-the-window to await pickup.

Arranging Childcare

Providing childcare during meetings, classes and events is a real boon to greater in participation in the life of UUCPA. It also requires advance planning.

More offerings of this service emerged over the last 2 years with the main pool of providers being our paid Sunday Morning childcare workers to whom we've been able to offer these extra work hours. However, they can't meet all of our requests. We are trying to cultivate church volunteers to provide a larger pool of childcare providers.

Since we do have limitations on times/dates/days that we can provide childcare, there is a great need for advance planning.

The current contact person for childcare requests is Nancy Westerfield. We like a minimum of 2 weeks advance notice to arrange for childcare. Conversely, we need 5 days notice for childcare cancellations.

Please note that we make every effort to fill all requests for childcare but there are times when we may not be able to find workers. The advance lead time also helps us get back to folks in time to make alternative arrangements.

We suggest that when publicizing your event, program, or meeting please consider including a line that childcare requests should be received by (pick a date 2 weeks prior). Once childcare is secured you can change your promotional material to state that childcare is available.

Current childcare charts are posted on the bulletin board in the office and are regularly updated.