



**LIFEGROUPS**  
DOING LIFE TOGETHER



**MEMBER HANDBOOK**

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## Statement of Vision

### **Purpose Statement (What):**

To **TURN** people to Christ and **POINT** them to His purposes

*Romans 8:28*

*And we know that all things work together for good to them that love God, to them who are the called according to his purpose. (KJV)*

### **Governing Values & Principles (Why):**

We value Personal Devotions, Fasting & Prayer.

We believe in the Apostles' Doctrine as the plan of salvation (Acts 2:38-39).

We value Holiness as the Believer's way of life.

We believe in continually teaching and Searching God's Word for His Purposes.

We value a culture of Praise & Worship as a vital door into the Lord's presence.

We believe in personally participating in the Great Commission.

We value a Culture of Mercy, Grace and Truth by loving others as ourselves.

We believe Gift-based Ministry helps equip and engage believers into the harvest while discovering their personal gifting and calling.

We believe in serving the Needy, Fatherless, Widows & Strangers.

We believe that Strong Families are vital to the success and growth of the church.

We value Biblical Stewardship and giving principles.

We value Continuous Improvement in all aspects of ministry.

### **Achieving Our Vision (*How*):**

1. **Holiness:** Cultivating a relationship with the Lord through prayer and the Word.
2. **Healing:** Fellowshiping and serving believers within one's LifeGroup.
3. **Harvesting:** Reaching unbelievers through lifestyle evangelism.
4. **Helping:** Ministering to one another through gifts and callings.

## LifeGroup Overview

### **Description:**

TurnPoint's members are grouped into geographical areas by zip code throughout the Columbus Metro. Each group is called a LifeGroup and consists of approximately 50 TurnPoint adult members and their families. LifeGroup Pastors oversee these groups and minister much like a New Testament Elder.

LifeGroup members partner with one another to give ministry to their group. Together with the LifeGroup Pastor they can be responsive and caring toward their LifeGroup. It is the role of a LifeGroup Pastor to coordinate the groups' ministry efforts toward one another. LifeGroups gather periodically for fellowship and when doing shared ministry.

The ministry that LifeGroup members give can be found in two areas of the TurnPoint Vision: Healing and Harvesting. The following is an explanation:

1. **Healing:** LifeGroup members are encouraged to be caregivers. They identify needs within a

LifeGroup and partner with the LifeGroup Pastor and members to care for that need. Sickness, hospitalization, extended absenteeism, and funerals are the major concerns for healing. LifeGroup members also look to encourage one another during church services and through the celebrations and difficulties of life. Cards, phone calls, visiting together, and praying together help the members lift each other up at these times.

2. **Harvesting:** LifeGroup members are encouraged to be soul-winners. They look for opportunities to engage in evangelism wherever they go. They befriend the guests of fellow LifeGroup members who attend church or a LifeGroup event in order to integrate them into the Body of Christ. They encourage newcomers to join the Life Development 101 class to begin learning more about themselves, Christ and TurnPoint Church. Guests are invited to the various LifeGroup gatherings and are surrounded with concern and friendship.

## HEALING

### **HEALING - General Care Giving** **Information**

#### **Description:**

As a growing church we want to be responsive and effective in providing care to each LifeGroup Member. LifeGroup's allow this kind of care by dividing the load among many leaders and the entire membership. Each LifeGroup is designed to keep a low pastor to member ratio. Each LifeGroup member and Pastor are asked to provide the necessary care of those in their group.

#### **The LifeGroup Member Role:**

LifeGroup Member's continually look within their LifeGroup as well as the entire church body for needs to communicate to the LifeGroup Pastor. (i.e. sickness, extended absenteeism, hospitalization, family deaths, discouragement, etc.) As needs arise, they proactively communicate the needs to the LifeGroup Pastor.

LifeGroup Members are asked to assist the

LifeGroup Pastor in ministering to those needs along with the other LifeGroup members.

Based on the need, and the LifeGroup Pastor's discretion, the members can choose to send cards, make calls, prepare meals, gather at the individual's home or a hospital for prayer etc.

When a person in need goes to the altar for prayer, LifeGroup members should feel at liberty to join them. However, further involvement should only be taken when prompted by leadership. (Laying on of hands, private counseling, etc... .)

LifeGroup Pastors and members follow-up on special needs to ensure that the person with the need has been properly cared for and is healing.

**Frequency:**

It is the responsibility of each LifeGroup Member to notify their LifeGroup Pastor as necessary.

**Procedure:**

The LifeGroup Member recognizes the need.

The LifeGroup Member will communicate the need to the LifeGroup Pastor promptly. A prayer request is not sufficient communication. The LifeGroup Pastor must be contacted in order to initiate the support required for your situation.

They ensure that adequate, accurate information is given to the LifeGroup Pastor so that care is not delayed due to improper information (*Note: See check list below*).

**Escalation Procedure:**

Your first contact should **always** be your LifeGroup Pastor.

If they are not available, then the Assistant LifeGroup Pastor should be contacted.

If the LifeGroup Assistant cannot be reached, contact the Executive Pastor.

If the Executive Pastor cannot be reached, the Senior Pastor should be contacted.

*Note: Based on the severity of the need, the LifeGroup Pastor will determine whether the Executive Pastor should be notified. The Executive Pastor will determine if additional LifeGroups are needed to assist, based upon the severity of the need.*

**Check List for contacting a Pastor with a need:**

	Name of individual	
	The address/phone number of the individual if not a LifeGroup Member.	
	A description of the need and the severity of the individual's condition.	
	The hospital, if applicable, and room number.	
	Information about the family and the background of the individual.	

**Special Considerations:**

Each LifeGroup Pastor shall be responsible for the care of the members in their LifeGroup. Care given to individuals outside of the TurnPoint body shall be limited to a case-by-case basis as the LifeGroup is able to handle those needs. LifeGroup Members are encouraged to care for one another and for outsiders without the prompting of the LifeGroup Pastor. However, we prefer to filter more serious care through the LifeGroup Pastor as to not offer care twice. (*Example: Two meals arriving at someone's home at the same time.*) In some cases, TurnPoint's pantry can minister to a needy situation with groceries. (See the Pantry Guidelines in the Policy Section).

**Your LifeGroup Directory:**

New members are notified of their LifeGroup assignment by letter after completion of the LD 101 class. LifeGroup Pastors are also updated with the new member's information at that time. A Life Development / LifeGroup reception is held for the new members where they are formerly introduced to their LifeGroup Pastors and Church staff. Hard copy LifeGroup lists are available for members upon request from the Adult Ministry assistant.

## **HEALING - Hospital Visitation**

### **Description:**

When a LifeGroup Member goes to the hospital, their LifeGroup engages into action. Visitation should be shared among the LifeGroup to provide care. Meals from LifeGroup members supplement the family during this time. (See the section Policy Section on meal guidelines in order to insure consistency in employing this ministry and to determine what is appropriate for the particular situation).

### **Emergency Room:**

If a critical emergency sends someone to the hospital, the LifeGroup should respond. In the event of tragic or life-threatening emergencies, the LifeGroup Pastor should notify the Executive Pastor (who will also notify the Senior Pastor). Severe needs might bring out those available from the LifeGroup to an emergency room to demonstrate concern. If the emergency room visit is of a less threatening nature, LifeGroup Pastors may follow-up by phone or a brief visit that doesn't include the entire LifeGroup. Other members may wish to express their concern by phone or visit based on their availability.

**Surgery:**

Those scheduled for surgery should receive prayer from a LifeGroup Pastor, Executive Pastor, or Senior Pastor prior to going in for the operation. Some LifeGroup members may choose to come as well. They can wait with other family members in the waiting area. If the person is admitted to the hospital, their LifeGroup Pastor, and Staff Pastors should combine for visits. If the surgery involves the kind of stresses that takes a family away from their normal meals and household function, the LifeGroup may choose to prepare meals (according to the meal guidelines in the Policy Section).

**Hospital Admissions:**

Meals should be prepared for the family following the meal guideline. Cards and phone calls are also appropriate.

**Shut-Ins:**

A shut-in is a TurnPoint member who has been admitted to a nursing home or become home-bound due to illness or age and is no longer able to attend church. These individuals are important and need to feel connected to the church body. The Shut-In Coordinator is responsible for overseeing the

fellowship and care of these members. It includes visitation, cards and phone calls. The Coordinator will provide the shut-in with service tapes and special event materials. The Coordinator will also notify the Executive Pastor of any acute illnesses or hospitalizations of these individuals.

## **HEALING - Funeral Care-Giving**

### **Description:**

The death of a LifeGroup Member or their immediate family is the concern of the entire church and all LifeGroups. Immediate family is defined as parent, child, or spouse. (The death of other relatives would be of concern as well but would be given a lesser degree of ministry). The LifeGroup should respond by being present at the funeral home during visiting hours and attend the funeral if at all possible. A meal will be prepared for the extended family and served by the Mercy Team at a designated location.

### **At the Time of the Death:**

A family member or one of the LifeGroup members notifies the LifeGroup Pastor of the death. The LifeGroup Pastor collects the appropriate information about the relationship of the deceased member.

This information is given to the Executive Pastor or his assistant, and is communicated to the LifeGroup so they can be prepared to minister. The Staff Pastors call on the relatives of the deceased to give comfort along with the LifeGroup Pastor. They determine what level of care would be appropriate from the LifeGroup. If the family has some immediate needs, the LifeGroup would offer to help. Calls of concern and visits (if appropriate) would take place to offer comfort as soon as members hear of the need.

LifeGroup members are encouraged to attend visiting hours or the funeral whenever possible. Based on the Executive Pastor and Senior Pastor's determination, other LifeGroups may be engaged. Information about the funeral arrangements are communicated to the LifeGroup and announced, if possible, at a church service. The LifeGroup Pastor should verify that the Mercy Team Coordinator has ordered flowers and has the proper direction in order to prepare a meal for the extended family following the funeral. The meal is generally held at the church and the Executive and LifeGroup Pastors ensure that the family is properly informed about the meal (when appropriate the meal may be set for delivery at a family member's home). More than one LifeGroup may be engaged if the Executive Pastor determines that the number of family members is too much for one LifeGroup.

**Visiting Hours, Funeral, & Meal:**

LifeGroup members should volunteer to bring food (see the meal guidelines in the Policy Section) to the church. The Mercy Team will serve the meal and insure that the Activity Center is properly cleaned afterward. Pastors from the various LifeGroups also express their concern by attendance at the visiting hours or the funeral. LifeGroups not associated with the bereaved or affected by the call to minister, should opt to attend when possible.

**The Mercy Team:**

Assistance with meals during this time is especially important. The Mercy Team is designed to assist with the coordination and solicitation of the LifeGroup members for meal preparation and assistance for funerals. The Mercy Team Coordinator will be responsible for the coordination of meals and flowers.

**Tragedy Resulting in Death:**

The sudden and unexpected death of a family member can quickly overwhelm a family. Additional help and care is needed during this time. When an unexpected death occurs in the church body the LifeGroup Pastor should be contacted immediately. They will then contact the pastoral staff. The presence of the LifeGroup Pastor and pastoral staff during this time is critical to assist the family with prayer, support,

notifications, funeral arrangements and food. The LifeGroup Pastor will notify the LifeGroup members and other LifeGroup Pastors.

**Special Considerations:**

Deaths that do not involve the immediate family of a LifeGroup member (not a child, parent, or spouse) should still employ some effort from the LifeGroup. The LifeGroup Pastor and Executive Pastor should be notified. Cards of concern, calls, and attendance at either the funeral or visiting hours would be appreciated from the affected LifeGroup. Others may be notified at the discretion of Staff Pastors. When the death of a member's immediate family occurs out of state, there should be an outpouring of concern. Staff Pastors will strive to be at the out-of-state funeral when possible.

**The Grief Support Team:**

The death of a loved one affects everyone differently. Some individuals or situations need more care than others. But, everyone needs to feel supported during their time of grief. The Grief Support Team can become involved at the person/families request once the funeral has passed. They've been assembled to ensure the family gets the additional attention they need (such as, someone to talk to, follow-up calls and

focused prayer). Additional assistance should be discussed with the LifeGroup and Executive Pastors.

### **HEALING –Altar Work**

#### **Description:**

LifeGroup members should strive to join their fellow LifeGroup members when they are seeking the Lord for personal needs or healing.

#### **Altar Work:**

People go to the altar for various reasons. Some need physical healing or want the Lord's help with a personal need; others go to the front to repent of their sins or receive salvation. LifeGroup members should be watchful and sensitive to make public prayer easier for their fellow members & guests. When they move to the front for prayer, other members join them and stand with them during prayer offering support during their time of need. Some members may be gifted to pray with individuals and know to ask what they might be praying about before making an assumption. Altar workers then help the person pray for the need they have specified.

**TurnPoint Prayer Times:**

TurnPoint has Sunday evening prayer one half hour prior to service. LifeGroup members are encouraged to attend these prayer meetings and be sensitive to pray with one another when appropriate.

**HEALING - Absentee Follow-up**

**Description:**

LifeGroup Pastors and members should strive to be aware of the absence of a LifeGroup member at service's or LifeGroup gathering's and take appropriate action.

**LifeGroup Members Role:**

A LifeGroup member should notify his LifeGroup Pastor when he is going to miss a service as a courtesy. Members should make their LifeGroup Pastor aware of work patterns and things that might cause absence.

**HEALING – Wedding**

**Description:**

Weddings, wedding showers, and baby showers, while not times that require healing, are times when the LifeGroup can interact and strengthen one

another. LifeGroup Pastors and LifeGroup members alike have a role to play in helping to make these occasions special.

**Weddings:**

Staff Pastors, LifeGroup Pastor as well as all the LifeGroup members are asked to attend. Members from other LifeGroups are also invited to attend the weddings that are announced in church publications. **Couples to be married at TurnPoint are required to complete pre-marital counseling prior to announcing a wedding date.** Members who wish to be married should work with their LifeGroup Pastor to contact the Wedding Coordinator in order to insure that policies are followed and dates are properly secured. (Wedding Handbooks are available from Guest Services at the Welcome Center upon request.)

**Special Considerations:**

TurnPoint's master calendar must be considered when selecting a date for a wedding or a shower. No date should be selected without an approved date request form from the office and without going through the Wedding or Shower Coordinators. Staff Pastors will only perform weddings for those

who have complied with the church policy set forth in the Wedding Handbook.

## **HEALING – Social Events**

### **Description:**

Social events for LifeGroups take 3-4 times a year. Events may include multiple LifeGroups.

### **LifeGroup Socials:**

The LifeGroup uses this setting to make and nurture friendships, invite guests and meet new members. Sometimes this might involve something as simple as a cookout at a member's home or a park. It could include trips that involve travel or even overnight excursions. All of these are scheduled through the office and a date request form in order to coordinate with the master church calendar.

### **Special Considerations:**

Fellowship for the LifeGroups should always be a time of wholesome Christian atmosphere. Distractions of secular radio, TV, and non-Christian video should be avoided. During all LifeGroup socials hosted at a LifeGroup member's home, conversation should be kept positive and non-

controversial. At no time should any negative conversation about church members, leaders, LifeGroup members, or other churches take place. The slandering of any church denomination is discouraged as an unwise approach to winning souls. It is the LifeGroup Pastors' and hosts' responsibility to monitor and govern these activities. Events that involve several LifeGroups should be cleared with TurnPoint's master calendar through the use of a date-request form. All LifeGroup events should be properly announced in church publications along with directions to give members ample time to prepare.

## **HEALING - Acknowledging Care Givers**

### **Description:**

LifeGroup Members are encouraged to stay in contact with one another and their LifeGroup Pastor about one another's needs and appreciate the mutual concern with notes of thanks.

### **Acts of appreciation:**

LifeGroup members can give appropriate thanks either verbally or with notes after the LifeGroup has helped minister to their need. It is appropriate (but not expected) to show appreciation at other times by

acknowledging members' anniversaries or the birthdays of members and their children.

**Appreciating Pastors:**

LifeGroup Pastors work hard and volunteer much time to the needs of members. They and their wives should be given special appreciation periodically when there is opportunity. Some may wish to note their birthdays, anniversaries, and remember them at Christmas. It is always appropriate to appreciate them at public meetings or prepare something special to let them know they make a difference.

## HARVESTING

### **HARVESTING - Making Guests Welcome**

#### **Description:**

Harvesting is an important function of the LifeGroup. Our friendliness will help break down barriers and perceptions some may have about the Church. TurnPoint guests should feel loved and accepted by the church family regardless of their status.

#### **Greetings:**

LifeGroup members should engage a guest in conversation that concentrates on the guest. They should also express why they love to worship the Lord at TurnPoint and make sure they have:

1. Filled out a guest card.
2. Been given a gift from the welcome center.
3. Had their questions answered.

**Invitations:**

Guest should be invited to join in with the LifeGroup in some way. If there is a meal after service or an upcoming opportunity to be together with other LifeGroup members, the guest should be invited. They should also be invited to the next scheduled service. Some may choose to take a guest out to eat which is encouraged and appreciated.

**SALT:**

S = smile

A= acknowledge

L = look eye to eye

T = thank them for coming

TurnPoint appreciates and acknowledges the worth of every individual and the effort they made to be in the house of God. We are the SALT of the earth and should strive to influence our guests to want to become a part of the body of Christ by showing love to one another.

## **HARVESTING - Soul-winning**

### **Description:**

Most people are won through relationships! That is why TurnPoint strives to focus on life-style evangelism.

### **Personal Responsibility:**

God gave each of us the ministry of reconciliation and we should take the role of harvesting personally. Members should feel the need to pursue guests and put forth unsolicited effort to win them. The LifeGroup system doesn't win people—reflecting God's love through lifestyle and caring actions will win people.

### **Intercessory Prayer:**

An essential element to soul winning is intercessory prayer. (Psalms 126) For a guest that is coming to God, there is much spiritual warfare that requires spiritual methods. Prayer intensifies the move of God in a person's life and increases their chance of experiencing New Birth.

## **HARVESTING - Guest Pursuit**

### **Returning Guests:**

LifeGroups should pay close attention to recognizing returning guests. We should welcome them back and surround them with kindness and friendship. They should be touched a minimum of seven times by seven different people.

### **LifeGroup Members:**

LifeGroup members should strive to create a guest friendly environment at all functions and gatherings.

### **Altar Work:**

People go to the altar for various reasons. Some need physical healing or want the Lord's help with a personal need; others go to the front to repent of sins or receive salvation. LifeGroup members are watchful and sensitive to make public prayer easier for guests. Some members are gifted to pray with individuals and know to ask what they might be praying about before making an assumption. Altar workers then help the person pray for the need they have specified. Members are cautious not to be too pushy with guests as they seek the Lord.

## **HARVESTING - Personal Bible Studies**

### **Description:**

A 1, 10 or 12-week Bible study in a home is a wonderful tool for building both faith and relationships. Many souls have been won through such an effort. Members and LifeGroup Pastors may attempt to have guests engage in a study. This is a personal effort and not tracked by the LifeGroups.

### **LifeGroup Member:**

Members may wish to encourage guests to learn more about the Bible and a walk with God through Personal Bible Studies. When a guest responds positively, the member should set-up a study with them. The member can teach the study but should inform his pastors of his intentions.

## **Policies**

### **LIFEGROUP POLICIES – LifeGroup Re-assignment**

**Description:** A LifeGroup member who is uncomfortable in his/her LifeGroup should approach the Executive Pastor and request a LifeGroup change. The Executive Pastor will follow the LifeGroup policy and with the help of other leaders determine if a change is possible. The LifeGroup member is then expected to follow the Executive Pastor's advice. If a switch is approved, it will be communicated to the church office for member's record editing and forwarding to the affected LifeGroup Pastors.

### **LIFEGROUP POLICIES – Meal Guidelines**

**Description:** LifeGroups prepare meals when one of their members is in need. The meals given follow a strict pattern so that everyone is treated consistently and fairly. The purpose of this service is to help when no other option is available. If you have family

members or older children who are providing meals, please communicate to your Pastor that you are being taken care of. This is to be considerate of everyone's time and effort.

**Funerals:**

The Mercy Team will serve a single meal for the extended family & friends following a funeral. Sometimes it is necessary to provide food when the death first occurs; but this would only be for TurnPoint members immediately impacted by a time restraint or in the event of a tragic unexpected death. The LifeGroup will serve a maximum of two meals after a funeral. Staff Pastors are closely involved with funerals and can determine if a given funeral is too large for a single LifeGroup to service with meals. Upon request, other LifeGroups and their pastors can be engaged to help. Meals are not served for the death of someone other than a member's spouse, parent, or child. Out-of-state funerals will be handled on a case-by-case basis based on the circumstances of each incident. TurnPoint pulls out the stops for funerals. After the number attending the meal is determined, the Executive Pastor and LifeGroup Pastors will notify the Mercy Team Coordinator to organize what items are to be included in the meal. It should be

the same basic contents as the typical meal but in sufficient quantity. This meal should be ready for the family as they return from the graveside.

**Hospitalization:**

Hospitalization doesn't always require meals from a LifeGroup. Sometimes outpatient visits don't disrupt a member's normal meals. Often the family is prepared for the inconvenience and the meals would be nice but not absolutely necessary. It is best to provide meals when it is absolutely necessary. When a meal is appropriate it should be the evening meal. The meal should be brought at a time designated by the LifeGroup Pastor and should be very promptly delivered. Meals should be brought for one to three evenings based on the determination of the LifeGroup Pastor from conversations with the Executive Pastor and family members.

**Emergency Care:**

Sometimes a LifeGroup member is faced with an emergency that requires the concern of his/her LifeGroup. It may become appropriate to deliver a single meal to help them over the hurdle. Again, LifeGroup Pastors and Executive Pastor will determine whether this is a necessary measure.

**Special Considerations:**

Meals are not provided for those who are not members. If a guest or a person who is in regular attendance at a LifeGroup encounters a need similar to those for which we provide meals, it can be the determination of the affected LifeGroup whether they would like to respond. This can be a real opportunity to demonstrate the love of the church but should not be considered the main focus of the LifeGroup, nor a standard policy.

**LIFEGROUP POLICIES – Pantry**  
**Guidelines**

**Food:**

The pantry is a compassion ministry to those in crisis or financial devastation (primarily within the TurnPoint membership). The pantry is funded by individual gifts from TurnPoint members. The groceries are made available through a LifeGroup Pastor request and delivered without embarrassment to the needy individuals. Each request for the pantry to help is directed to the Pantry Coordinator and is approved after consultation with the

Executive Pastor. Non-member needs are also considered and approved through the same process.

**Frequency:**

Varying quantities of groceries are given based on the need (i.e. family size, duration of unemployment, illness, loss of primary income, etc.). Individual's needs may require more than one gifting from the pantry. Counsel among the leaders and the severity of the need determines the number of times an individual can receive ministry from the pantry.

**Special Considerations:**

Some types of foods and dry goods are not appropriate or convenient for the pantry to include in their store. If unsure, please contact the Food Pantry Coordinator. Once the ministry that has been requested is approved, the LifeGroup Pastor should not communicate that information in order to ensure the privacy of those who are being served.

**Food Items:**

Food Items may be brought to the Church and placed in the designated areas. Monetary donations are also welcomed and can be made at any time. They should be designated Food Pantry on the envelope.



**LIFEGROUPS**  
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