



# FAQs for Mark 9 Volunteers

## 1. Who is the Special Needs Director?

Amy Rose

Contact Info: email: [amy.rose@oakwoodnb.com](mailto:amy.rose@oakwoodnb.com)

office: 830-625-0267 cell: 830-928-9269

## 2. How can I serve in Mark 9 Ministry?

Volunteers are called Buddies and will provide 1:1 care to individuals with special needs to help the person learn about God's love in a way that is accessible to them. We ask for a weekly or bi-weekly commitment for Sundays at 9:15am or 10:45am and a weekly commitment for Wednesday evenings. Buddies will need to complete an application (found online or at the children's check-in desk), attend trainings, complete a background check and online ministry safe course.

## 3. How will the Director communicate with the Buddies of Mark 9?

- Email- will be used to send out scheduling information for the upcoming month, news about Mark 9, Buddy trainings, trainings/events related to special needs happening in the community or surrounding areas, individual buddy communications, etc.
- Remind 101 app- will be used to send reminders about scheduling, changes, or anything that needs to be communicated quickly. You do not need the app but to receive messages via text please do the following:  
9:15 Buddies - enter in this number 81010, text this message @mark9b  
10:45 Buddies- enter in this number 81010, text this message @mark9bu  
Serve at both services: join both times  
Wednesday Evening Buddies- enter in this number 81010, text this message @mark9bud  
Serve at all three times- join all three
- Text- will be used for Sunday morning and Wednesday evening changes the day before or the day of, to get in contact with you when you are serving, and for individual buddy communications.
- Social Media- will be used to share stories and highlight what God is doing in Mark 9 and communicate announcements.  
Facebook Group: Mark 9 - Oakwood's Special Needs Ministry. Instagram: Coming soon!



**4. How do I know when I am scheduled to Buddy?**

Know your commitment and to help you remember the Director will send a monthly email with the schedule for the month and weekly reminders through the remind 101 app. Please add these dates to your calendar. Your child and their family are counting on you being there!

**5. How much notice should I give the Director if I know in advance we will be out of town or have other obligations on a certain Sunday?**

As soon as possible. Basically when you know, let Amy know. This includes changes that occur on the same day of service.

**6. What is the procedure if I need to make a schedule change (service time/frequency)?**

If you would like to change to a different service time or frequency, please let Amy know with at least a couple weeks notice so there is plenty of time to find another Buddy for the child you were Buddying.

**7. What should I do when I get to Church and I am scheduled to Buddy?**

All Buddies please come to room #117 first! This may be different than what you have normally done in the past. Once in room #117 please do two things:

1. Check-in on the iPad
2. Double check the schedule on the board to see if there have been any Buddy changes

**8. What should I do if I am running late?**

Please contact Amy by text! Our parents have been told to wait with their child until their Buddy arrives. This is very important, so we can communicate this to the parents and find a temporary Buddy (if available) to be with your child until you arrive.

**9. Why do we have to wear a Mark 9 shirt and nametag? What do I do if I forget my shirt and/or nametag?**

We wear them for security reasons. Very quickly staff members, volunteers, and the security team can identify who you are and where you serve. If you forget either one no worries, we have extra in room #117.

**10. How do I learn more about the child I am buddying?**

Parents, Sunday School Teachers, Amy, resource books, research on the internet from a reputable source. Don't be afraid to ask, we are all here to support you!



**11. Should I share with the Director if I want to share my testimony and/or have a success story with the child I am buddying?**

Yes! We as one of Oakwood Ministries, are always on the hunt for awesome stories to highlight our families, ministries, and volunteers. We want to share them with Oakwood! This is a great way to show how God is on the move and to grow closer as a community. Also, sharing these stories is an awesome way to help recruit Buddies!

**12. Should I tell the Director if I am sick, having a medical procedure, or going through life changes, etc.?**

Yes! Oakwood would love to pray for you, support you, and have a Pastor available to you.

**13. How can I support the child I buddy?**

- Remember church is for the child. We want them to learn and know the how much Christ loves them, so be sure you are sharing the great news of our Savior!
- Talk to the Parents- greatest resource. A great question to ask is, what does your child do really well? What brings them joy?
- Get to know the Sunday school teachers, they are a wonderful resource
- If you are having struggles with your child (behavioral, bible study materials, schedule, not a good fit) please talk to Amy to think and work through it together
- **Pray for them**
- **Have Fun**

**14. How can I support Mark 9?**

- Help recruit Buddies for our ministry- Best way is to tell personal stories of how Mark 9 has impacted you, what it has taught you about being a servant, and how it has helped your walk with Christ
- Have an idea...share it
- Be fed spiritually. Continue growing in your walk with Christ
- Flexibility with schedule changes
- Be a leader of the ministry
- Special events- volunteer, recruit, help get donations/sponsors
- Be a continuous learner- willingness to learn more about your child's disability and attend trainings
- Have good communication with the Director
- Remember we are all brothers and sisters in Christ