

Greeter & Family Welcome Pack

Welcome starts in the parking lot



The first five minutes decide whether a family comes back. This pack helps greeters and hosts welcome people with disabilities and their families warmly and naturally, and gives families what they need to know before they ever walk in the door.

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FOR GREETERS & HOSTS

Greeter quick guide

You don't need special training to be kind. Treat everyone like an honored guest, be a little more patient, and ask before you help.

5 WELCOME MOVES

- 1 Notice & smile**
Look for families who seem unsure. A warm smile and eye contact go a long way.
- 2 Greet everyone by name**
Introduce yourself to each person, including the person with a disability. Kneel or sit for kids and wheelchair users.
- 3 Offer, don't assume**
"Can I help with the door?" Wait for a yes. Many people prefer to do things themselves.
- 4 Show the key places**
Restrooms, the worship space, kids' check-in, the calm room, and the exits.
- 5 Hand off warmly**
Walk them to a host, a buddy coordinator, or their seat. Don't just point.

TRY SAYING

INSTEAD OF

Welcome! We're so glad you're here. I'm [name].

Is he/she okay? What's wrong with him?

What's your name? (Say it to the person, not just the parent.)

Talking only to the parent or caregiver

Can I show you around, or would you like a minute?

Rushing, or crowding with lots of people

We have headphones and a calm room if anyone would like them.

Do you need the special room?

Where would you like to sit? We have spots near the back and the aisle.

You can sit in the back so you won't bother anyone.

Our kids' area has buddies. Would you like to meet ours?

We don't really have anything for kids like that.

MOBILITY

- Know where the accessible parking, ramp, elevator, and restrooms are
- Save aisle spaces for wheelchairs, with a seat next to them for a friend
- Never move or lean on a wheelchair

HEARING & VISION

- Face the person and speak clearly; don't shout
- Offer large-print bulletins and a seat near the front
- Say your name when greeting someone who is blind

SENSORY & COMMUNICATION

- Keep your voice calm and your greeting short
- Offer a sensory bag and point out the calm room
- Give time to answer

If something happens: a loud sound, a meltdown, someone walking the aisle. Stay calm and kind. Offer help quietly ("Would a quieter spot help?"), keep others from staring, and never ask a family to leave. Tell your team leader afterward.

PRINTABLE

"We saved you a seat" cards (4 per page)

Print on cardstock, cut apart, and set on a chair. Save seats in the spots families asked for, like the aisle, near an exit, or near the calm room.



We saved you a seat!

Welcome! This seat is just for you and your family.

Your host today: _____

Questions? Text or call: _____



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FILL-IN TEMPLATE

Visiting our church

A social story helps people know what to expect. Add photos of your building and people, fill in the blanks, and send it to families before their first visit. Change any sentence to fit your church.

PHOTO: OUR BUILDING

I am going to _____ Church. This is what it looks like.

PHOTO: A GREETER

A greeter will say hello. I can say hi, wave, or smile.

PHOTO: THE WORSHIP ROOM

We might sing and pray. It may be loud. I can use headphones.

PHOTO: THE KIDS' ROOM / CLASS

I can go to my class. My buddy or teacher will help me.

PHOTO: THE CALM ROOM

If I need a break, I can ask. There is a calm room.

PHOTO: PICKUP / LEAVING

When church is done, my family will pick me up. Then we go home!

Everyone at church is happy to see me!

Everyone belongs at



Supports we offer

Check everything your church offers, then post this on your website, at the welcome desk, and in your welcome packet. Only check what's really ready. Families will count on it.

GETTING HERE & GETTING AROUND

- ☐ Accessible parking near the entrance
- ☐ Drop-off at the door
- ☐ Ramp or step-free entrance
- ☐ Elevator
- ☐ Accessible restroom
- ☐ Family / companion restroom
- ☐ Wheelchair spaces in worship
- ☐ Wheelchairs to borrow
- ☐ Other: _____

WORSHIP

- ☐ Large-print bulletins
- ☐ Words on screen
- ☐ Hearing assistance / loop
- ☐ ASL interpreter (on request)
- ☐ Livestream / online
- ☐ Sensory bags & headphones
- ☐ Calm room
- ☐ Sensory-friendly service
- ☐ Other: _____

KIDS & STUDENTS

- ☐ Trained buddies
- ☐ Visual schedules & picture cards
- ☐ Adapted lessons & crafts
- ☐ Calm corner in classrooms
- ☐ About Me page for your child
- ☐ Tour before your first visit
- ☐ Other: _____

ADULTS & FAMILIES

- ☐ Accessible Bible study / small group
- ☐ Serving roles with support
- ☐ Respite / Parents' Night Out
- ☐ Meals & care in hard seasons
- ☐ Allergy-friendly snack options
- ☐ A contact person just for you
- ☐ Other: _____

DON'T SEE WHAT YOU NEED? JUST ASK.

We'd love to talk about what would help you or your loved one take part. Reach out before your visit and we'll be ready.

Contact: _____

Phone / email: _____

COMING SOON

SERVICE TIMES & ADDRESS

Last updated: _____

FILL-IN TEMPLATE

Our church map

Sketch your building (or paste a floor plan) in the grid. Add the pictures from the key, or draw them in. A simple map helps families, visitors, and new volunteers feel confident.

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YOU ARE HERE: ★

KEY

-  Entrance
-  Accessible parking
-  Restrooms
-  Worship room
-  Kids' rooms
-  Calm room
-  Welcome desk
-  Exits

PRINTABLE

First-visit follow-up note (2 per page)

Send within 3 days of a first visit. Handwritten is best. Mention something specific and kind, like the person's name, something they enjoyed, or something they said.



We loved having you!

Dear _____,

Anything we can do to make next time even better? I'd love to hear.
 _____ (name & number)



*"Accept one another,
 then, just as Christ
 accepted you."
 Romans 15:7*



We loved having you!

Dear _____,

Anything we can do to make next time even better? I'd love to hear.
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AFTER THE FIRST VISIT

Follow-up scripts

A quick, warm follow-up says “we noticed you, and we want you back.” Keep it short and pressure-free.

TEXT MESSAGE · SAME DAY OR NEXT DAY

“Hi [name], it’s [your name] from [church]. It was so great to meet you and [person’s name] on Sunday! Is there anything that would make next time even easier? No need to reply, we just wanted you to know we’re glad you came.”

PHONE CALL · WITHIN A WEEK

“Hi, this is [name] from [church]. I wanted to say thanks for visiting. How was Sunday for your family? ... What went well? Was there anything that was hard? ... We’d love to help with [the thing they mention]. Would it help to set up a tour or meet our buddy coordinator before next week?”

IF THE VISIT WAS HARD

“I know Sunday might have been a lot, and I want you to know you are so welcome here, **exactly as you are**. We’re still learning. Would you be willing to tell us what would help? We’d really like to try again together.”

NEXT STEPS YOU CAN OFFER

- A tour at a quiet time
- Meeting the buddy coordinator
- The social story and map
- A saved seat next week
- Connection with another family

KEEP TRACK

- ☐ Who followed up, and when
- ☐ What the family said would help
- ☐ What you did about it
- ☐ When you’ll check in again

KEEP IT PRESSURE-FREE

- One text and one call is plenty; then simply invite
- Don’t ask for a diagnosis or personal details
- Don’t push membership, serving, or giving
- If they don’t come back, a kind “thinking of you” note keeps the door open