

BUILDING FAITH, FAMILIES, FRIENDS



POLICY & PROCEDURE

INTRODUCTION

This manual provides policies and procedures to establish a standard that guides how we conduct ourselves as LEADERS; including how we work, interact with others, and manage the business of the CHURCH. The policies contained in this manual are in keeping with the values and goals of CHRIST'S CHAPEL.

OUR PURPOSE IS...

*To Be a Church Where People Are Accepted, Loved, Valued and Welcomed
People matter... all people... without exception.*

God's love collapses prejudice, bias, and the things that often divide and separate. Christ's Chapel welcomes the hurting and struggling as openly as those with wholeness and stability... genuinely celebrating everyone as a person of value.

Together, policies and procedures **provide a roadmap for day-to-day operations**. They ensure compliance with laws and regulations, give guidance for decision-making, and streamline internal processes.

CORE VALUES

Character defines a person... and a church. Although readily admitting our efforts fall short of our goals, these 'character traits' define our heart to live honorably and to always treat others with respect... detailing the attitudes we strive to live out in the workplace, congregation we serve, and community we live in.

1. Connection: Community Requires Intentionality
2. Discipleship: Becoming and Making Christ Followers is Priority
3. Faithful: You Can Depend on Us
4. Fun: Let's Enjoy Life and Laugh Often
5. Generous: We Aim to be Givers More Than Takers
6. Genuine: What You See is Who We Are

7. Hard Working: Faith Without Works is Dead
8. Honest: We Promise to Always Tell the Truth
9. Kind: Our Hope is to Always Show We Care
10. Loving: The Great Commandment (Mark 12:30-31) is Celebrated
11. Loyal: Everyone Needs Friends that Remains Friends
12. Prayerful: We Love Enough to Present Your Needs and Concerns to God
13. Safe: Creating a Secure Environment for Adults and Children at Every Gathering
14. Self-Evaluation: Our Goal is to Always Improve Who We Are and What We Do
15. Serving: We Discover Our Ministry Gifts by Investing in Others

Statement of Faith

In essential beliefs – we have unity.

- “There is one Body and one Spirit . . .there is one Lord, one faith, one baptism, and one God and Father of us all . . .” (Ephesians 4:4-6)

In non-essential beliefs – we have liberty.

- “Accept him whose faith is weak, without passing judgment on disputable matters . . . Who are you to judge someone else’s servant? To his own master he stands or falls . . .So then each of us will give an account of himself to God . . .So whatever you believe about these things keep between yourself and God.” (Romans 14:1, 4, 12, 22)

In all our beliefs – we show charity.

- “. . .If I hold in my mind not only all human knowledge but also the very secrets of God, and if I have the faith that can move mountains-but have no love, I amount to nothing at all.” (1 Corinthians 13:2)
- “So then, just as you received Christ Jesus as Lord, continue to live in him, rooted and built up in him, strengthened in the faith as you were taught, and overflowing with thankfulness.” (Colossians 2:6-7)

Six Basic Bible Practices

BIBLE AS OUR SOLE AUTHORITY

- “The whole Bible was given to us by inspiration from God and is useful to teach us what is true and make us realize what is wrong in our lives; it straightens us out and helps us to do what is right.” (2 Timothy 3:15)
- Since God’s Word is the only completely reliable and truthful authority, we accept the Bible as our manual for living. Our first question when faced with a

decision is “What does the bible say?” We practice regular Bible reading, Bible study, and Bible memorization. The Bible is the basis for all we believe.

PRIESTHOOD OF EVERY BELIEVER

- “Christ loves us, and by His death He had freed us from our sins and made us a kingdom of priests to serve God . . .” (Revelation 1:6) (GN) “You are . . . the King’s priests . . . God’s own people chosen to proclaim the wonderful acts of God.” (1 Peter 2:9) (GN)
- The Bible teaches that every Christian is called to “full time” Christian service, regardless of his or her vocation. We practice the truth that every believer is a minister encouraging every member to find a place of service and ministry. Every believer has direct access to God through prayer and Bible reading.

TITHING

- “A tithe of everything you produce belongs to the Lord; it is holy to the Lord.” (Leviticus 26:30)
- At Christ’s Chapel, we encourage tithing and giving offerings for the support of Christ’s body, the Church. (Malachi 3:8-10:2; Corinthians 8:7)

IMMERSION

- “For when you were baptized, you were buried with Christ, and in baptism you were also raised with Christ . . .” (Colossians 2:12) (GN)
- We practice baptism by immersion under water – the way Jesus was baptized, and the New Testament model.

SPIRIT-LED LIVING

- (Jesus said), “I am the Vine, you are the branches. If you abide in me and I in you, you will bear much fruit; but apart from me you can do nothing.” (John 15:5)
- We believe the only way possible to live the Christian life is by God’s power within us. So we seek to practice a daily dependence on God’s Spirit to enable us to do what is right. (Philippians 2:13; Ephesians 5:18)

TELLING OTHERS ABOUT CHRIST

- “Always be prepared to give an answer to everyone who asks you to give a reason for the hope that you have.” (1 Peter 3:15)
- It is the privilege of every Christian to share the Good News with others. We practice personal sharing about Christ and inviting friends to church and living a Christlike life before them.

- Note: Christ's Chapel is affiliated with the Assemblies of God and as such embraces the 16 Fundamental Doctrines of the Fellowship as Biblical truth.

FACILITY

A.) BUILDING CARE & SAFETY

1.) BUILDING USAGE

- a. Any person unlocking the building must be authorized and trained on how to un-arm the building
- b. Office hours are M-Th: 9:00 AM - 4:00 PM Fri: Closed
Those needing access to the building, may call the church office before Friday to schedule a time.
- c. Administrative Assistants leave the building at 4 PM, **IF** the mail has ran. IF it has not yet come, they are to stay until 4:30 PM. The exception to this rule would be if there are checks or a church letter to go out. If so, the Administrative Assistant should leave at 4 PM to take the mail going out to the post office.
- d. The last person leaving the building must follow specific closing procedures, located at the front desk, and is responsible for checking all doors and lights.
- e. The staff member who is responsible for an evening's events shall be responsible for all opening and closing procedures.
- f. All rooms (including kitchens, shelters, etc.) must be reserved with the Administrative Assistant and approved by the Church Administrator.
- g. Personal use of the building, shelter, tables and/or chairs will be reserved for regular attenders only. Such requests will go through the Church Administrator or Administrative Assistant.
- h. Non-church events will be placed on the church calendar upon approval by the Administrative Assistant.
- i. No Education Wing Rooms shall be used for any purpose after 3 PM on Saturdays. They are reserved for Church 922.

- j. No rooms shall be used for any purpose before 3:30 PM on Weekdays. They are reserved for Chris's Chapel Academy.
- k. There are no Saturday weddings allowed.
- l. Storage space, closet usage for church ministries and staff office assignment will be made by Church Administrator.
- m. The MWC kitchen may not be used while any service is taking place, pursuant to the KY Fire Marshall.
- n. ABSOLUTELY NO FRYING may take place in either kitchen, pursuant to the KY Fire Marshall.
- o. A clean-up committee must be appointed for every function. All dishes must be washed, dried, and put back in place. All kitchens must be left clean and orderly.
- p. Any children around the fountain area should be supervised by an adult.

2.) KEYS

- 1.) All master building key originals are stored within the Administrative Offices. The Church Administrator is held accountable for security, issuance, and collection. No one other than the Church Administrator or Facility Manager may have copies of keys made.
- 2.) Upon approval of the Church Administrator, a key will be issued with the following agreed to conditions:
 - a. Under no circumstances will the key be duplicated except by the above-mentioned individuals.
 - b. When the key is no longer needed, it will be returned.
 - c. Keys will not be given to any other person, including family members.
 - d. No unauthorized person will be given entrance to any building, room, or area by the key holder.
 - e. Any person unlocking a door will be responsible for its re-locking.
 - f. In case a key is lost, stolen, or misplaced, the Church Administrator must be notified immediately.

- 3.) At the end of employment or termination of ministry leadership, the person having keys must return all keys to the office. Keys shall not be passed on to the new employee or leader.
- 4.) Recovery of all keys is the responsibility of the Church Administrator.
- 5.) Those opening doors for individuals with a legitimate need are also responsible for the door being locked when the specific task has been completed.

3.) CODED LOCKS

The Church Administrator maintains with the Facility Manager a master key codes list. Codes should be given only to staff members and those in leadership positions within the church. If this security is breeched or an employee or ministry leader is terminated, all codes should be changed immediately and only by the Facility Manager. Codes will not be given to any other person, including family members.

4.) EQUIPMENT/RESOURCES

- 1.) Tables & chairs in classrooms have been assigned to each room. If items are borrowed, they must be returned to their designated areas. Items from these rooms may not be borrowed during regular service times. This applies to the items found in each Kitchen as well.
- 2.) No person shall borrow ANY equipment from the A/V department without approval from the Worship Director.

5.) BUILDING & MAINTENANCE REPORTS/ REQUESTS

The Church Administrator maintains with the Facility Manager an ongoing list of maintenance needs, projects, and "other" reports. This information is best conveyed via the website under the employee tab, by submitting a Building & Maintenance Request Form.

B.) OFFICE CARE & SAFETY

1.) MACHINES

- 1.) The office machines (copiers/printers) are to be operated only by office staff or under their direction.

- 2.) Ministry leaders should not allow children to use office machines.
- 3.) Personal use copies shall not exceed 100.
- 4.) Church computers are to be used only by individuals authorized by the Church Administrator.

2.) MAILING LIST

- 1.) No individual, organization or group shall have access to the church mailing list.
- 2.) Church ministries needing a mailing list must request one from the church office one week in advance.

3.) COPY JOB & LETTER REQUESTS

- 1.) Copy jobs should be handled by individual ministry leaders with the assistance of office personnel if needed. Individuals not having permission to use office equipment may request that copies be made for them through the office; however, **at least 24-hour notice is preferred.**
- 2.) NO ONE OTHER THAN CHRIST'S CHAPEL STAFF members shall have access to church letterhead.
- 3.) Authorized individuals may be given special permission to send out form letters to agencies requesting donations. Individuals are authorized by the Church Administrator.
- 4.) Requests for letters of any sort **must be made at least one week in advance of date needed.**

FINANCIAL

A.) FINANCIAL CARE & SAFETY

1.) REIMBURSEMENTS

- 1.) The Church Financial Director will have reimbursement forms located at the bottom of the stairs to the office. Forms must be completed to receive reimbursement.

- 2.) No reimbursement requests will be processed without signed approval from the Pastoral Oversight of the ministry. RECEIPTS ARE MANDATORY FOR ANY REIMBURSEMENTS TO BE PROCESSED.
- 3.) Please submit receipts within thirty (30) days of purchase.
- 4.) Purchases made without prior approval will not be eligible for reimbursement.
- 5.) BE SURE ALL DATA NECESSARY TO PROCESS THE REQUEST IS SUPPLIED- INCLUDING A MAILING ADDRESS.
- 6.) Requests must be received by the Church Financial Director **before Wednesday to be processed that week.**
- 7.) Reimbursement requests will be processed based on the availability of funds for the ministry involved. If the ministry is over budget, reimbursements may be held until funds are available.

2.) PURCHASING

- 1.) Before purchasing any office supplies, please check with the Church Financial Director. Items are stocked in the office. This is to avoid unnecessary repetition of requisitions and orders.
- 2.) All requisitions for the purchase or lease of any material, supplies, equipment, or services shall be submitted to the Church Financial Director. Single purchases over the amount of \$250 must be approved by the Church Financial Director.
- 3.) Purchasing of paper goods and supplies is done on a weekly basis. If you need something from SAMS, etc., please notify our Administrative Assistant no later than Tuesday.
- 4.) Any goods or supplies needed for regular church functions, purchased with church monies, must be purchased through the Administrative Assistant, and only with the permission of the Pastoral Oversight of said church function.
- 5.) Large items should be purchased by authorized individuals only. These individuals often have purchasing skills to save money in such items. Please

see the Church Financial Director or Church Administrator for these purchases. All requisitions should be submitted far enough in advance of the need to permit correspondence and investigation of sources of supply.

3.) HANDLING OF MONIES

1. **DURING SERVICES:** No less than two authorized ushers are permitted to handle and sort monies from offerings received during services. Offerings shall be locked up securely by these individuals after each service.
2. **IN OFFICE:** Offerings shall be counted and sorted by the Church Financial Director & Financial Administrative Assistant. Under no circumstance should only one person be responsible for counting and sorting offerings.

PASTORAL

A.) GENERAL PASTORAL CARE & SAFETY

1.) NEW BABY & PARENT/CHILD DEDICATION

Parents desiring to have their children dedicated must contact the Care & Volunteer Director. Dedications will be scheduled two to three times a year. Please complete a Baby Dedication Request at www.christschapel.net/grow.

2.) WATER BAPTISM

The following shall apply to those wishing to be baptized in water:

- They must show genuine faith via accepting Jesus as their Lord and Savior.
- Individuals shall be informed about our next Baptism Weekend. These will be scheduled two-three times a year.
- Individuals shall attend a Baptism class.
- Ministry Leaders of Individual will be informed of their decision ahead of time.
- Written permission will be obtained regarding minors deciding to be baptized.
- Applications to to request a baptism can be found at www.christschapel.net/grow.

3.) MEMBERSHIP

In accordance with our church by-laws, a list of Christ's Chapel members must be always maintained. Those interested in membership can visit www.christschapel.net/grow for more details or to submit an application.

4.) SERVING

To become a ministry volunteer, the following must occur:

PROCEDURE:

- 1.) Individuals who fall in any of the following categories should be connected to the Care and Volunteer Director via the filling out of the below referenced form.
 - a. New to Christ's Chapel
 - b. Not new to Christ's Chapel, but new to serving
 - c. Returning to Christ's Chapel after an extended amount of absence from church.

- 2.) The process by which to do this is a form called "Serving Sign Up Form" located at www.christschapel.net/volunteer.

- 3.) Any staff or leader should direct the individual to the website and ask them to complete it. The form will then be sent directly to the Care & Volunteer Director for review.

- 4.) Said Director will contact individuals interesting in serving to determine the following:
 - a. Are they faithful in attendance?
 - b. Do they reflect evidence of a maturing spiritual growth?
 - c. Is an in-person meeting with Director, Ministry Leader, and/or the Senior Pastor required to further determine the answers to a and b?
 - d. Find out if they have already spoken to a Ministry Leader about an area, they are feeling led to serve.
 - e. If they have not decided an area of service, she will help guide them to connect with a ministry leader that fits for them.
 - f. Once a connection is made between the Care and Volunteer Director and a Ministry Leader, it is the responsibility of the ministry leader to submit a background check.
 - g. Volunteer is not authorized to serve until a clear check is reported to the Ministry Director by the Church Administrator.

- h. Should a check come back unclear. The Church Administrator, and Ministry Leader will have a conversation regarding next steps.

POLICY REGARDING BACKGROUND CHECKS:

- 1.) Christ's Chapel reserves the right to refrain from using a volunteer in any ministry due to a questionable Background Check.
- 2.) Christ's Chapel reserves the right to remove a volunteer from participating in any ministry if any member of the staff feels suspicion regarding said volunteer. This includes, but is not limited to, records of past service, knowledge of personal circumstances, witnessing inappropriate behavior or general feelings of uneasiness.
- 3.) Individuals with a questionable Background Check regarding minors - regardless of its foundation or accuracy according to the individual - will not be permitted to work with children.

POLICY REGARDING VEHICLES:

- 1.) Only authorized individuals, over the age of 21, with a clean driving record will be permitted to drive one of the church vehicles. **Authorization is approved by the Church Administrator OR Church Financial Director.**
- 2.) Christ's Chapel reserves the right to revoke any volunteers driving privileges at any time.
- 3.) Use of vehicles requests must be made through the Church Administrator, Administrative Assistant or Outreach Director, such dates must be placed in PCO Resources/Cargo Van Group Communication. **Requests will be processed on a first come first serve basis. Requests should preferably be made at least two weeks prior to the date of planned use. Exceptions may apply.**
- 4.) Keys to vehicles must remain in the 922 Office

POLICY REGARDING BUILDING ACCESSIBILITY DURING SERVICES:

- 1.) During services, only adults who have been authorized are allowed in the Education Wing. Authorized persons will be determined by the scheduled Safety Team Member, based on: Staff, serving in the Edu Wing, or Parent.

- 2.) During services, only the two doors at the main entrance will remain unlocked for entry into the building. All other doors will remain inaccessible for outside entrance.
- 3.) A member of the Guests Services team must be present in the church foyer during all services. A sweep of the parking lot shall be made every thirty (30) minutes. A sweep of the building shall be made every fifteen (15) minutes.

B.)STUDENT MINISTRIES PATORAL CARE & SAFETY

1.) PERMISSION & MEDICAL RELEASE FORMS

All youth/kids/outreach (youth or kids) participating in off-campus programs or riding to church through the Van Ministry must have a Christ's Chapel parental consent, medical release and/or medication consent form completed each calendar year to cover ALL events for that year. Records are kept in the following locations:

- Nursery/ Kids/ Youth: Student Ministries Office
- Outreach Nursery/ Kids/ Youth: Maintained in folders in Shuttles

2.) IN HOUSE INCIDENT REPORTS

- a. If an incident occurs in the any area of Student Ministries, including Student Outreach Ministry. Volunteers should be asked to fill out an incident report form. The Ministry Leader in that area should be given the report for review and the Ministry Leader then submit the form to the Safety Director. Once all reporting is gathered these items are submitted to the Church Administrator for further review and record keeping.
- b. An incident is defined by: is first aid applied or is there a conflict resolution issue.

3.) DICISPLINE PROCEDURES

- a. Disciplinary procedures and policies for Student Ministries can be found within the Student Ministries Guide. Further details about restroom break protocol, how to engage with students as leaders, and what actions to take when students are disruptive are all included within this Guide.

4.) CHILD ABUSE RESPONSE AND REPORTING

Through this policy, we seek to prevent child abuse occurring at Christ's Chapel campuses. Allegations or reasonable suspicions of abuse will be responded to seriously and reported to appropriate church and state authorities. All the actions and documentation described below must be held in the strictest confidence and as

such, **as few people as possible are informed.** It is the responsibility of all concerned to maintain confidentiality.

Standard for Reporting

Christ's Chapel observes the Kentucky standard for reporting abuse (**620.030 attached**). Anyone with "a reasonable cause to believe" that a minor, a person under the age of 18, is suffering or has suffered from abuse or neglect will follow these Response and Reporting Policies and Procedures.

Reasonable Causes:

- a) a minor is suffering serious physical or emotional injury resulting from abuse inflicted upon him/her, including sexual abuse;
- b) a minor is suffering from neglect, including malnutrition;
- c) a minor shows up with a serious untreated injury;
- d) although not required pursuant to this statute an information regarding suicide should also be reported immediately following the same guidelines.

"Reasonable Cause" means that, after examining all the facts in a particular situation, most people with similar training and experience would also suspect abuse. This is a "reasonable person" standard commonly used in the law. It is really saying you should use your training and/or experience, and your personal knowledge of the child, to make an informed decision. If you are at all unsure of the facts in a particular situation, please consult with one of the Pastors.

Failure to Report or False Reporting is a Class B Misdemeanor

Reporting Process

If in the context of a class or other event, a minor discloses information or an adult otherwise has a reasonable cause to believe that a minor is not safe, the incident should be discussed promptly with the Pastor in charge of the ministry involved to clarify and determine an appropriate level of response.

Incident Reports, found at the Welcome Desk, are required for all unusual occurrences at Christ's Chapel. They must be submitted to the Senior Pastor's office immediately. These forms will be safely stored in the Student Ministries Office.

The Senior Pastor along with the Ministry Pastor will then meet with involved individuals to determine if the incident necessitates filing an oral report with the

Boone County Sheriff's Dept. or **Child Protection Hot Line:** 1-877-KYSAFE1 or 1-877-597-2331.

620.030 Duty to report dependency, neglect, or abuse -- Husband-wife and professional-client/patient privileges not grounds for refusal to report -- Exceptions -- Penalties.

(1) Any person who knows or has reasonable cause to believe that a child is dependent, neglected, or abused shall immediately cause an oral or written report to be made to a local law enforcement agency or the Department of Kentucky State Police; the cabinet or its designated representative; the Commonwealth's attorney or the county attorney; by telephone or otherwise. Any supervisor who receives from an employee a report of suspected dependency, neglect, or abuse shall promptly make a report to the proper authorities for investigation. If the cabinet receives a report of abuse or neglect allegedly committed by a person other than a parent, guardian, or person exercising custodial control or supervision, the cabinet shall refer the matter to the Commonwealth's attorney or the county attorney and the local law enforcement agency or the Department of Kentucky State Police. Nothing in this section shall relieve individuals of their obligations to report.

(2) Any person, including but not limited to a physician, osteopathic physician, nurse, teacher, school personnel, social worker, coroner, medical examiner, child-caring personnel, resident, intern, chiropractor, dentist, optometrist, emergency medical technician, paramedic, health professional, mental health professional, peace officer, or any organization or agency for any of the above, who knows or has reasonable cause to believe that a child is dependent, neglected, or abused, regardless of whether the person believed to have caused the dependency, neglect, or abuse is a parent, guardian, person exercising custodial control or supervision, or another person, or who has attended such child as a part of his or her professional duties shall, if requested, in addition to the report required in subsection (1) of this section, file with the local law enforcement agency or the Department of Kentucky State Police or the Commonwealth's or county attorney, the cabinet or its designated representative within forty-eight (48) hours of the original report a written report containing:

- (a) The names and addresses of the child and his or her parents or other persons exercising custodial control or supervision;
- (b) The child's age;
- (c) The nature and extent of the child's alleged dependency, neglect, or abuse, including any previous charges of dependency, neglect, or abuse, to this child or his or her siblings;
- (d) The name and address of the person allegedly responsible for the abuse or neglect; and
- (e) Any other information that the person making the report believes may be helpful in the furtherance of the purpose of this section.

(3) Neither the husband-wife nor any professional-client/patient privilege, except the attorney-client and clergy-penitent privilege, shall be a ground for refusing to report under this section or for excluding evidence regarding a dependent, neglected, or abused child or the cause thereof, in any judicial proceedings resulting from a report pursuant to this section. This subsection shall also apply in any criminal proceeding in District or Circuit Court regarding a dependent, neglected, or abused child.

(4) The cabinet upon request shall receive from any agency of the state or any other agency, institution, or facility providing services to the child or his or her family, such cooperation, assistance, and information as will enable the cabinet to fulfill its responsibilities under KRS 620.030, 620.040, and 620.050.

(5) Any person who intentionally violates the provisions of this section shall be guilty of a:

- (a) Class B misdemeanor for the first offense;
- (b) Class A misdemeanor for the second offense; and
- (c) Class D felony for each subsequent offense.

Effective: July 15, 2008

History: Amended 2008 Ky. Acts ch. 72, sec. 4, effective July 15, 2008. -- Amended 2007 Ky. Acts ch. 85, sec. 330, effective June 26, 2007. -- Amended 1988 Ky. Acts ch. 258, sec. 2, effective July 15, 1988; and ch. 350, sec. 43, effective April 10, 1988. -- Created 1986 Ky. Acts ch. 423, sec. 64, effective July 1, 1987.

Legislative Research Commission Note. The 1988 amendments to this section are effective April 10, 1988, except for the second sentence of subsection (1), which is effective July 15, 1988.