

THE RIVER CHURCH

POLICIES AND PROCEDURES MANUAL

The River Church Policies and Procedures Manual

Welcome Letter of Purpose

Dear The River Church Family,

The purpose of The River Church Policies and Procedures Manual is to establish policies, procedures, benefits, and working conditions that will be followed by all The River Church employees/volunteers while conducting Church business. Through God we value order, in conjunction with the talents and abilities of our employees/volunteers and foster an open, cooperative, innovative and dynamic environment in which individuals at any level can thrive. The Executive Pastoral Leadership team remains unwavering in commitment to give as unto the Lord by providing services to people in need. Through the policies and procedures set forth in the attached manual this goal may be accomplished.

The policies and procedures manual as outlined will be implemented at the discretion of The River Church Senior Pastor. This manual is not a contract of employment, nor is it intended to create contractual obligations of any kind. Our pastoral leadership provides an open door policy in which employees/volunteers are encouraged to bring ideas/concerns if unable to resolve, or move forward within their ministry service.

Executive Pastoral Leadership will make every effort to notify employees/volunteers when an official change in policy or procedure has been made. Ministry service leaders are encouraged to keep employees/volunteers up-to-date about church policies, procedures, benefits, and working conditions as new information becomes available. No provision in this manual can be waived without written permission from the Church Senior Pastor, or designee. Such a waiver (if granted), applies only to the employee/volunteer for whom the waiver was granted. Revisions and addendums may be added with approval by the Senior Pastor and Executive Ministry Team.

The River Church is an equal opportunity employer. Age, religion, gender, national origin, sexual orientation, race, or color does not affect hiring, promotion, development opportunities, pay, or benefits. The River Church provides for fair treatment of employees based on merit (which shall include intellectual property). The church complies with all applicable federal, state, and local labor laws for 501C-3 organizations. Employment at The River Church is on an “at will” basis, which means that either the employee (if applicable), or Executive Pastoral Leadership may terminate the employment relationship at any time, for any reason, with or without cause. Only a written agreement signed by the Senior Pastor of The River Church can change the “at will” nature of the employment of any individual.

Please read the policies, procedures, working conditions, and benefits described in this manual. You will be asked to attest that you have read, understand, agree to abide by, and acknowledge your receipt of this manual via signature of the Acknowledgement Receipt.

I look forward to embracing this process as we move in unity to **Build Lives, Build Loyalty, and Build Legacy** within The River Church and beyond.

Faithfully yours,

Ronald L. Godbee, Senior Pastor

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HISTORY

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History

The founders of The River Church (The River), Bishop Joby and Pastor Sheryl Brady began The River church in 1999 in Raleigh, NC. Now located in Durham, NC; the River continues to impact the Raleigh, Research Triangle and surrounding communities, with its focus on building lives through service that motivates and challenges individuals to fulfill their regional and global responsibilities, while ‘fighting the good fight of faith.’

Bishop Brady is a renowned leader in the body of Christ and provides apostolic covering to pastors and church leaders; and his anointing and insight into the revelation of God’s Word touches the hearts of people around the world. He is an international speaker at conferences and leadership seminars, and is recognized by key national leaders for his prophetic wisdom. Bishop and Pastor Brady have three daughters whose families are active in their ministry.

Pastor Sheryl Brady became the Campus Pastor of the Potter’s House of North Dallas (located in Dallas, Texas) in April 2010, under the leadership of Bishop T.D. Jakes. Pastor Sheryl Brady is a Psalmist, recording artist, and speaker at conferences and churches around the world. She is known for her unique worship style and spiritual wisdom, and is often a featured guest on the Trinity Broadcasting Network, Daystar Television Network, The Word Network, and The Inspiration Network. Pastor Brady was the first female speaker at ManPower 2010, which is Bishop T. D. Jakes’ annual men’s only conference. Pastor Brady is the Founder of Sheryl Brady Ministries, The River Church Food Bank, and G-Ma’s Closet which are part of the community outreach ministries of The River Church.

The Senior Pastor of The River, Ronald Godbee, and Lady Karla Godbee began service in March 2011. Through hands-on leadership, teaching and mentoring, Pastor Godbee continues to develop the vision of building lives, building loyalty, and building legacy. *Many are well versed with the words of “The Great Commission” written in Matthew 28:19.* Pastor Ronald Godbee has been in covenant with God to crystallize this commission. Since accepting Jesus Christ as his Lord and savior, Pastor Godbee has pursued the mandate of God to seek and save souls through the preaching of the Gospel. Pastor Godbee’s greatest decision was to first choose Christ and to secondly choose Karla Godbee as his wife. They are the proud parents of three lovely children, Kindale, Ronald Jr., and Kharrington. After hearing a clarion call from God, he established the Inner Court Christian Center in the heart of the inner city of Detroit. Pastor Godbee’s transformative message, passion of worship and love for people, has given him the touch of God for these times. Pastor Godbee developed the Inner Court Christian Center to have a holistic approach towards ministry with the mind of Christ, to minister to the whole person both inside and outside the walls of the church. Pastor Godbee crafted Inner Court to become a model of 21st century ministry where manifesting the glory of God through worship was the mandate. With worship as its thrust and the love of Christ as its reason, Inner Court Christian Center impacted the lives of the lost. As God saturated the environment of this worship-centered ministry, all who attended were radically transformed to the glory of God.

Pastor Godbee was appointed by his spiritual father, Presiding Prelate Bishop Edgar L. Vann II, to serve as the General Overseer and executive council member of the Kingdom Alliance Covenant Fellowship. Pastor Godbee’s ministry has been highlighted in many forms of Christian media including television and radio. Pastor Godbee is noted for his hosting skills, and

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has been a regular host on many Christian talk shows. One of his notable achievements in media included co-hosting with Bishop Greg Davis on Rejoice in the Word. Pastor Godbee's anointed voice can be heard over the airwaves across the nation glorifying God and edifying the body of Christ. Pastor Ronald Godbee brings a wealth of true worship experience connected to an unapologetic love of the Lord from the heart of a servant-leader to his newly appointed position as the Senior Pastor of The River Church in Durham, NC. You will be blessed by a leader who creates an atmosphere of Christ-centered worship and praise where love is extended to all and the power of God can be experienced. *The River Church- "Fresh water, for dry places!"*

**STATEMENT
OF
INTENT**

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Statement of Intent

Confidentiality:

We are committed to maintaining the highest degree of integrity in all our communication with potential, current and past relationships; both in terms of confidentiality of church proprietary information and the protection of all personal information received in the course of providing services. This standard applies to all members, employees, volunteers, and associates.

Ethics:

We provide our services with honesty, loyalty, excellence, and integrity through our leadership, employees, and volunteers. Our counseling, strategic assistance and the methods imparted through our training, factor in these ethical considerations.

Duty of Care:

Our actions and counseling conforms to federal, state and local laws; and all church/ministry business shall avoid causing any adverse effect on the human rights of people within The River Church, external organizations, and the communities that we serve.

Conflict of Interest:

Due to the sensitive nature of our church/community services, we will not provide a service to a direct competitor of a client; and we generally try to avoid any dealings with competitor companies even after the cessation of services to a client.

Contracts:

Our contracts will usually be in the form of a detailed proposal, including goal(s), activities, costs, timeframe/deadline, and delivery. The quality of our service and the value of our support to the community provide the only true basis for continuity of all internal/external contracts. We shall meet contractual requirements within the parameters of each contract agreed upon. Any breach shall be pursued through proper legal counsel.

Fees and Payment for Use of The River Church and Staff:

Our fees are competitive relative to the high quality, tailored, specialized services provided by the staff of The River Church. As such, we do not generally offer discounts; a reduction in price is only enabled by reducing the level or extent of services requested. Thus, we always seek to propose solutions which accommodate budget and timeframe. All fees and charges will be provided in advance, in order that all financial obligations are met as agreed upon prior to The River Church staff rendering any requested service(s).

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Fees and Payment for Use of The River Church and Staff: *(Continued)*

We aim to be flexible in the way that our services are charged. Some clients prefer fixed pricing; others prefer down payment method, and we try to accommodate the needs of those requesting services. We make no attempt to charge interest on late payments. Thus, we expect payments to be made as agreed. Our terms are net 30 days.

Intellectual Property and Moral Rights:

We retain the moral rights in, and ownership of all intellectual property that we create within the confines of The River Church, unless otherwise agreed and through written request in advance. Additionally, we respect the moral and intellectual copyright vested in our leadership, employees, and volunteer's intellectual property, and shall provide protection thereof.

Quality Assurance:

We maintain the quality of what we do through periodic internal review of all mission, goals/objectives, policies and procedures, outcomes and the cost-effectiveness of every activity at The River Church. We encourage regular review meetings with the receipt of regular progress reports from each ministry leader.

Professional Conduct:

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our counsel and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of those which we serve.

Equality and Discrimination:

We shall continually strive to be fair and objective in our counsel, recommendations, and actions. We are never influenced in our decisions, actions or recommendations by issues of gender, race, color, age, disability, or national origin.

**STATEMENT
OF
VISION AND VALUES**

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Statement of Vision and Values

Vision:

The vision of The River Church is to build lives, build loyalty, and build legacy through service and outreach to others. To execute the responsibilities of ministry according to lawful, ethical and spiritual standards: uphold, safeguard and promote the organization's philosophy, mission, vision, and values through ethics and integrity. Ensure that standards are incorporated into policies and procedures. In order to achieve corporate church and social responsibility within the church and neighboring communities through service excellence, equality, education, mentoring, and development as referenced in The River Church Policies and Procedures Manual.

Values:

Our goal is to empower people through the word of God while living a life of integrity, compassion, and righteousness. In keeping with the purpose of The River founders we shall sharpen, shape, and strengthen the gift that God has given church leaders to move ministry towards the destiny that God has designed. We are committed to equipping our membership and community to be strengthened through preaching/teaching biblical principles of God's word. We are committed to reliance on prayer for direction, conception, planning and execution of the ministries and activities of this church.

Executive Pastoral Leadership is committed to guiding individual members, employees and volunteers toward transformation, conversion, and personal development. We are committed to helping people discover their spiritual gifts that they might use them in building the body of Christ. We are committed to remain obedient to the subtle suggestions of the Holy Spirit that enables creativity and innovation and obedience; thus, allowing us to maintain a high standard of service excellence in each ministry.

We are committed to the ministries of this church being carried out by non-ordained servants. This will be accomplished through training opportunities and through practices that encourage leadership, authority, and accountability within each ministry. We embrace diversity and are committed to all people, just as they are, without regard to race, gender, age, or lifestyle. We are committed to discipleship through sharing the gospel of Jesus Christ with others. We will develop spiritual aptitudes that encourage individual growth without compromising integrity or our commitment to Biblical truth.

Love is of God. We will love God as He loves us and love others as He loves them. We will pursue excellence in all we do, as God is excellent in all He does. We will accept others as they are because God has accepted us as we are. We will be just in our actions toward others because God delights in the just. We will show grace to others because God has shown us His amazing grace. We will be generous to others because we owe it to God and to them, and we will be faithful to God and His people because God remembers, and enjoys the faithful.

LEADERSHIP ROLES

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Leadership Roles

Senior Pastor:

The Senior Pastor is responsible for delivering the sermon during scheduled church services, praying for members and the community; just to name a few of the many responsibilities. The Senior Pastor may also arrange for guest pastors/bishops to deliver the message to The River congregation. The Senior Pastor leads the Executive Pastoral team and staff. All events, church meetings, financial records, and other church business will be reviewed and approved by the Senior Pastor. The Senior Pastor may also choose to serve as a coach or mentor to members, preside during a funeral, officiate a wedding, and other services.

Executive Pastor:

The Executive Pastor is responsible for managing all operations for The River Church, and overseeing the Ministry Leads and volunteers. The Executive Pastor manages the staff's schedule. The Executive Pastor reports to the Senior Pastor, and serves as the liaison for all church business.

Elect Lady:

The Elect Lady, wife of the Senior Pastor, will provide support and assistance to the Senior Pastor. The Elect Lady will work with the Pastor's Assistant to manage the Senior Pastor's schedule.

Executive Pastoral Team:

The Executive Pastoral Team may consist of the Chief Financial Officer and the Accounting Team who are responsible for managing and reporting the finances for The River; the Ministerial team/"Front Row" Ministers who are responsible for serving and praying for members who have special prayer requests, and providing additional needs during services and other events. The Executive Pastoral Team reports to the Senior Pastor.

Elders:

Elders are elected people of wisdom who discern a situation. Elders govern infractions, conflicts, and disputes upon the church as a mediator and a moderator. Elders focus on the functionality and order of the church, and assist with ensuring that the church operates in order. Elders report to the Senior Pastor.

Ministry Leads:

A Ministry Lead will serve as the leader of a particular ministry. The Ministry Leads are responsible for leading their team of volunteers. Other responsibilities are outlined in the Ministry section of this manual. The Ministry Leads report to the Executive Pastor.

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The Minister of Protocol often serves in the capacity of assisting the Executive Pastor and Senior Pastor, and managing the service flow during all services. Other responsibilities are as follows: assist with service structure start time by checking-in and working with the Media Director, Usher and Greeter Ministry Leader, Security/ P.A.S.S. Leader, Music (Praise & Worship) Ministry Leader, Facilities and sound crew, and Executive Pastor for order of service and any updates (Performing Arts performances and 4Life updates, etc.) before and during service. Conduct a walk-through the church to ensure that it is clean and orderly and chairs/rows are aligned prior to service. Assist with announcements (updates), take notes during River Leaders' meetings, notify Leaders of upcoming meeting dates, ministry monthly/quarterly calendar due dates, and other important information. Compile notes from Leaders' meetings into *River Leaders Newsletter*, and compile notes from other meetings to share with appropriate River constituents. Assist with communication to leaders and collect other information: ministry/department calendar, leader vacation calendar and team member contact information, assist with collecting/reporting service and event attendance, create forms when needed, and other requests as needed. Must receive approval from Senior Pastor and/or Executive Pastor of all documents and communication before sharing with others/ leaders; and must maintain confidentiality of all information.

The Pastor's Assistant assists the Senior Pastor, and maintains the Senior Pastor's schedule and calendar, and plans his travel accordingly.

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**STANDARD POLICIES &
CODE OF CONDUCT**

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Access to Church and Grounds

Emergency:

There are various types of situations that are considered emergencies, such as: fire, flood, bomb threats, disasters, theft, robbery, burglary/break-in, kidnapping, other security issues or other significant emergencies. Everyone is to take ownership to maintain a clean and safe environment. Any unsafe practices, conditions or actions should be reported to The River Church Protective and Safety Services and the Executive Pastor immediately. This responsibility includes following the standards set forth to prevent future accidents and/or further injury:

The individual who sees the incident is responsible for reporting it to the Executive Pastor and Senior Pastor, or other available leader, and call 911 immediately then complete the Emergency Responder Report or Unusual Occurrence Report. The individual who reports the incident during the 911 call should be prepared to provide the following information: description of the disruption/occurrence, location, name and phone number, alternate name and contact number.

Threat to National Security during Church Service and Activities Designated Safety Zone/ Evacuation Site:

Executive Pastoral Leadership places emphasis on safety while on church grounds. The following is the process whereby the Emergency Response Ministry shall operate: an area on church property will be assigned as a Designated Safety Zone. Emergency supplies will be accumulated, stored and secured for availability, in order to sustain those in need at time of emergency. Access to emergency supplies shall be limited to Executive Pastoral Leadership, Emergency Response Ministry Leader, or designee, and The River Church Protective Services. Emergency supplies shall be secured via key and/or an access code key pad. Supplies may be used in non-life threatening situations, and must be returned and/or replaced accordingly. Inventory of emergency supplies shall be monitored on a quarterly basis.

Emergency Supplies:

The list of emergency supplies outlined in the Appendix shall be accumulated and secured for availability at all times. Several teams shall be developed and trained to be comprised of: caregivers, clean-up, food service, health, patrol with night watch, and registration with individuals qualified in CPR, minor non-surgical wound/care stabilization, triage, registration processes to track/monitor those present for the purpose of notification to next of kin. Additionally, a death/corpse team process shall be implemented to coordinate with state/local authorities as required.

Concealed Weapons:

Except for the following exemption, carrying a concealed weapon is not permitted on the grounds of The River Church. In accordance with state and local regulatory requirements, and at the discretion of the Senior Pastor, The River Church Protective Services is permitted to carry a concealed weapon on Church property.

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Fire:

In the event of fire locate and pull the fire alarm switch, dial 911, and evacuate the building immediately. Report actions taken to The River Church Protective Services and/or Executive Pastoral Leadership.

Alarms and Extinguishers:

The River Church Protective Services and Executive Pastoral Leadership are responsible for managing all alarm systems and the use of extinguishers during fire emergencies. Fire alarm switches, and class ABC fire extinguishers locations are identified by the Protective Services and Pastoral Leadership.

Severe Weather:

Please check local news/weather stations for weather updates if severe weather is expected; or when an emergency situation exists. You should always contact your ministry leader, and the church office if you are uncertain of whether the church will be open. Severe weather and emergency conditions are considered as: heavy snow, ice accumulation, earthquake, hurricane, tornado, flooding, and subsequent damage(s).

Code of Conduct & Ethics, and Confidentiality

The code of conduct and ethics applies to all members, volunteers, leaders, ministers, and staff at The River Church. All are treated equally. We expect quality work from our volunteers and staff. Keep confidential information confidential. Failure to adhere to the Policies and Procedures and Code of Conduct and Ethics shall be cause for additional training, coaching, counseling and corrective action which can include immediate dismissal from the ministry team. Be honest and accurate at all times. Avoid illegal conduct in your work and personal life. Volunteers and staff must immediately notify the ministry leader and Executive Pastor if you are convicted of a criminal offense of any type. Do not conduct or authorize any business transactions or enter any legal agreements on behalf of The River. All transactions and legal invitations should be reported for agreement to the Senior Pastor.

No outside personal, business, charitable, other religious, civic, or investment activities can conflict with the interests of The River. All should be brought to the attention of the Senior Pastor. When stating a personal opinion which can be interpreted as the opinion of The River Church it should be clarified that you are speaking on behalf of yourself and not The River Church. All non-public information concerning financial condition, investments, and other information remains confidential and only the Senior Pastor has the authority to share this information with the public when necessary. Tasks are to be performed without use of: discrimination, harassment, substance abuse, violence, or other illegal, unlawful/wrongful behavior. Participation in illegal or wrongful behavior will result in coaching and counseling, which may include immediate dismissal from the ministry team. Use of profanity in any form of communication is not permitted.

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Substance abuse and violence is not allowed and may result in immediate dismissal from the ministry team if suspected and confirmed. Use of illegal substances, consumption of alcoholic beverages on premises, and violence is not permitted. Violence includes but is not limited to: physical, verbal or nonverbal intimidating behavior, including threats to engage in such behavior. If you are subjected to behavior that may violate this policy, witness behavior that may violate this policy, or aware of a situation where violence is possible, you are obligated to report it to the Executive Pastor/designee immediately.

Sexual Harassment:

Any form of unwelcome visual, written, nonverbal, verbal, or physical conduct of a sexual nature is sexual harassment and is not allowed at any time by any employees/ paid staff, leaders, volunteers, members toward any employees/ paid staff, leaders, volunteers, members, non-members. All situations should be brought to the attention of the Senior Pastor and/or Executive Pastoral Leadership team for review and discussion, and may warrant disciplinary action to the accused up to termination.

Leaders on payroll should discuss with the Executive Pastoral Leadership team plans to date and when dating a member of the congregation.

Cell Phone Use:

Visitors, members, employees and volunteers are not allowed to talk on their cell phone in the sanctuary during service for any purposes. Individuals may be permitted to use the cell phone for purposes related to service (i.e. reading the bible, taking notes). However, use of cell phones or digital camera for the purpose of taking pictures during church service is strictly prohibited, as these devices may adversely interfere with media production. Inappropriate use of cell phone and/or the church telephone can lead to corrective action.

Dress Code:

Professional, clean, pressed and appropriate attire is expected. Some ministries may require uniform attire, which is to be followed if you are a member of that ministry.

Attendance, Vacation and Personal Time

Attendance and Breaks/ Lunch:

Individuals should arrive to work at least 15 minutes prior to start of shift/scheduled time in appropriate clean (uniform) attire according to the standards set forth. A tardy is indicated by arriving 15 minutes after start of shift. If you will not come to work at scheduled time due to an emergency or an illness you should call at least one hour prior to beginning of shift. Volunteer team members are responsible for notifying volunteer/ministry leaders, and ministers and department leaders are responsible for notifying the Executive Pastor. Corrective actions may be taken if you acquire excessive tardy or unexcused absences. If you are absent from work for three consecutive workdays without properly notifying or obtaining authorization from the Senior Pastor, the absence may be considered job abandonment and result in termination.

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Breaks and lunch breaks may be assigned by the manager or leader and should not exceed the amount set by the state government in the case of a full eight-hour work day.

Armed Services (Active/ Reserve Duty):

Upon notification to serve active/reserve military duty, notify your Ministry Leader and Executive Pastoral Leadership. Your ministry position may be held and made available upon your return from duty.

Bereavement:

The River recognizes the importance of family and the difficulties faced following the loss of a loved one. Staff, ministers, ministry team leaders, and volunteers may receive necessary bereavement leave immediately following the death of an immediate family member (your parent, mother/father-in-law, brother/sister, child, spouse, grandparent, grandchild, brother/sister-in-law, son/daughter-in-law, or members of the immediate household, including grandparents of your spouse, including step-relationships). If you require additional time off due to out-of-state travel or estate settlement, then the additional time off should have the Senior Pastor's approval prior to taking any leave.

Jury Duty:

To encourage staff to carry out their civic responsibilities, we provide excused time away from work without pay to you if you serve as a juror (or to serve as a witness). If you are excused or dismissed from jury duty prior to the end of your normal workday, you must report to work if it is practical to do so. If your jury duty is extended, you should notify the Senior Pastor as soon as possible and provide your anticipated date of return. Paid staff summoned to jury service must bring a copy of the summons to the Pastor when they first receive it.

Vacation and Personal Time:

We recognize that personal time away from your job can help revive you and make you more effective, so we would like to be aware of your vacation leave. If an employee, the advanced scheduling of your vacation is subject to the approval of the manager based on business needs. A submitted request does not guarantee approval. The Executive team will sign the request to signify a guaranteed approval. Employees and paid staff are awarded vacation based on the Tier Vacation System. One full week of vacation time must be taken consecutively. For example, one full week of vacation cannot be broken into individual days.

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Vacation and Personal Time: (Continued)

Tier Vacation System	Vacation Time (in full week increments)
1 full year of service (After 365 days of service)	1 week of vacation
3 years of service	2 weeks of vacation
5 years of service	3 weeks of vacation
Greater than 5 years of service	Vacation time is earned on a merit basis. Amount of weeks of vacation is determined by the Executive Board according to the Employee's Performance.

All ministers, leaders, and volunteers - vacation requests should be submitted to the respective leader and Executive Pastor for notification and review at least 15 days in advance.

When you must miss work due to your own illness or injury, or the illness of an immediate family member (spouse, child, or parent) for whom you are needed to provide care, you are asked to notify the manager, leader, or Executive Pastor of the requested amount of days off. Employees and paid staff will receive five (5) personal days per calendar year, depending on the month you begin employment. Personal days will not roll-over at the end of the calendar year. Personal days may be used independently and not included as part of a week of vacation.

Abuse of Attendance and Vacation Time Clause:

Time away may not be taken on service days, unless in the case of an emergency personal time may be used with appropriate notice. Once vacation and/or personal time is taken, any additional time used can withhold pay, and is subject to disciplinary action up to termination.

Leave of Absence (Maternity Leave, etc):

An employee, leader or volunteer may request a personal leave of absence. The request should be submitted in writing 30 calendar days prior to start date of leave of absence and will be evaluated by management on an individual basis. It is required that the written request be accompanied by the doctor's documentation. Written approval may be granted if warranted by unusual and/or pressing circumstances, and if business requirements can accommodate the period of absence. The maximum length of personal leave is 30 calendar days (an extension may be requested based on extenuating circumstances). Personal leave will be granted without pay. Reinstatement following a personal leave of absence is not guaranteed. If you do not return to work at the end of the leave period, you will be considered to have voluntarily terminated your employment/position. Maternity leave may be granted without pay, with the maximum length of 75 days.

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Evaluations and Corrective Action

Evaluations:

The purpose of an evaluation is to provide a summary of performance and conduct/behavior feedback, and outline goals and development plans. For employees, a 90-calendar day orientation and evaluation period should be successfully completed to continue employment. The employee and manager determine if the expectations of the position are met and if the employee has knowledge of the position and satisfactorily perform the necessary skills. All ministers, leaders and volunteers will receive a conduct and performance evaluation annually. Quarterly meetings and corrective action may be reported. It is important for the evaluated individual to have successfully completed training, and have a full understanding of their responsibilities. Areas of evaluation include excellent, satisfactory, need to improve/ verbal warning, need to improve/ written warning, need to improve/ written suspension, and termination. Excellent performance rating indicates excellent service in most or all areas, and satisfactory service in few or no areas. Satisfactory performance rating indicates satisfactory in most or all areas, and unsatisfactory in few or no areas. A plan of action will be identified for all ratings below satisfactory. Need to improve/ verbal warning performance signifies satisfactory in some areas, and unsatisfactory in some areas. Need to improve/ written warning, followed by the verbal warning, performance rating signifies satisfactory in few areas, and unsatisfactory in most areas. Need to improve/ written suspension, followed by written warning, performance rating indicates unsatisfactory in most to all areas, with no evidence of improvement. Termination may be determined after a written suspension or otherwise reported and indicates unsatisfactory in all areas, with no evidence of improvement. During evaluations the evaluated individual may include their major achievements, how well they served others, areas to improve, training/ cross-training opportunities of interest, and other goals.

Positive and open communication between co-workers/members and between employees and management/leaders are important at The River. You are encouraged to speak freely to your Manager/Leader regarding matters affecting your work. We welcome your ideas and suggestions, and want to be aware of any problems and concerns you may have. You may sometimes have problems and questions related to your work. It is important that you discuss and resolve these problems and questions quickly, before serious conflicts and misunderstandings develop.

Corrective Action:

A need for corrective action can often be identified by the leader of a team member, manager of an employee, or Executive Pastor/Senior Pastor of a leader or manager. There are three levels of corrective action verbal warning, written warning, and written suspension. In-person meetings may be required for corrective action review. Employees, leaders, and volunteers must sign a form that the meeting took place and to discuss the situation and seek opportunities for improvement.

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Departure Strategy:

Employees, staff, and volunteers should provide a two week notice to the Ministry Leader(s) and Manager prior to departure from any ministry or position. Ministry Leaders should provide a one month notice to Executive Pastoral leadership and the Senior Pastor prior to departure. All notices are maintained on file for at least a period of seven (7) years. A departure survey and interview may be conducted by Executive Pastoral Leadership. Additionally, should a volunteer, or Ministry Leader desire to return to service re-orientation and/or evaluation may be required prior to return.

Holidays

The administrative offices of The River Church observes the following holidays:

New Year's Day	January 1 st
Martin Luther King Jr., Birthday	3 rd Monday in January
Memorial Day	Last Monday in May
Independence Day	July 4 th
Labor Day	1 st Monday in September
Thanksgiving Day	4 th Thursday in November
Christmas Day	December 25 th

We are in operation on President's Day, Columbus Day, and Veteran's Day. When a holiday occurs on a Sunday or Tuesday, church service will occur as usual. We acknowledge the Durham County and Wake County school holiday and break schedule. Special events may be scheduled in observance of holidays, such as: New Year's Eve, Martin Luther King Jr. Day, Thanksgiving, and Christmas.

Operations

The Maintenance team focuses on the building maintenance and church facility to ensure items operate properly. The team is responsible for the upkeep, maintenance and cleanliness of the environment. We adhere to a safe environment and to the NC safety and sanitary codes. Individuals are asked to report to the Facility Maintenance Manager any broken items or to report if anything is out of order.

Equipment:

Equipment (i.e., computers, copiers, printers, fax machines, and telephones), of The River Church may only be utilized by authorized personnel, and is not for personal use. Illegal use of or access to pornographic and/or illicit computer websites is strictly prohibited. Such activity shall be subject to coaching, counseling and corrective action. If corrective action is not adhered to, the individual(s) may be dismissed and/or reported to the proper authorities.

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Personal Property:

We assist you in safeguarding your personal possessions while at work, but do not assume responsibility for them. We encourage you to actively safeguard your personal property: you should secure valuables in a locked location (if available), avoid leaving valuables visible or in unattended areas, and use good judgment regarding your personal property. In the event that property is lost, stolen or found, you should alert your supervisor immediately. Personal property is subject to inspection.

We reserve the right to inspect your personal property (such as your purse, coat, kit or any other such personal items including your vehicle on our premises) when there is a suspicion of theft; or that you may be in violation of the policy and procedure manual, where there is a safety concern or any reason that The River deems reasonable and necessary. You should, therefore, have no expectation of privacy in anything that is brought onto our premises, including items placed in your locker or work area. Where an authorized representative seeks to inspect the property or your personal property, you are expected to cooperate. Failure to do so may result in corrective action up to and including termination. Further, any search that reveals a violation of the policies or procedures, or that The River determines creates a security risk for its employees and members may result in corrective action up to and including termination.

Administration

The Administration department is responsible for managing the human resources, personnel files of church members, the Pastor's and assigned member travel arrangements, the strategic developmental plans for the organization, The River Calendar of events for all departments, and other administrative tasks. Member profile and confidential information must be maintained in a file/electronic system and should not be taken off of church premises. The Administration department may consist of the church secretary, the Pastor's assistant, the Human Resource administrator, and the stage manager who must be a long-standing, tithing member of The River.

Accounting and Finance

The Accounting and Finance department manages the finances of The River Church. Selected individuals must be a long-standing, tithing member of The River responsible for counting and recording the tithes and offerings, making appropriate deposits and discussing finances with the Pastor. Individuals hold financial information to the utmost discretion, and do not share confidential information. Private business information is kept private and confidential. All budget and monetary reimbursement requests are presented to accounting and finance team for review and approval; and all purchases must be approved by the accounting/finance department prior to purchase. Members of finance team must be able to work with the financial institution managing the account, and the tax preparer. Upon collection of the Tithes and Offering, funds are stored in a privately locked location until at least two department members are present to count and record the funds.

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**EMPLOYEES
SECTION**

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The following information has been uploaded from the appropriate website with reference provided, in order to reflect appropriate and applicable federal and state laws as it pertains to your employment with The River Church.

ADA

<http://www.ada.gov/>

Amendment of Title II and Title III Regulations: Extension of Compliance Date for Existing Pools

(New May 21, 2012)

On Friday, July 23, 2010, Attorney General Eric Holder signed final regulations revising the Department's ADA regulations, including its ADA Standards for Accessible Design. The official text was published in the Federal Register on September 15, 2010 (corrections to this text were published in the Federal Register on March 11, 2011).

The revised regulations amend the Department's title II regulation, 28 CFR Part 35, and the title III regulation, 28 CFR Part 36. Appendix A to each regulation includes a section-by-section analysis of the rule and responses to public comments on the proposed rule. Appendix B to the title III regulation discusses major changes in the ADA Standards for Accessible Design and responds to public comments received on the proposed rules.

These final rules went into effect on March 15, 2011 and will be published in the 2011 edition of the Code of Federal Regulations (CFR).

Compliance with the 2010 Standards for Accessible Design is permitted as of September 15, 2010, but not required until March 15, 2012. The Department has prepared fact sheets identifying the major changes in the rules.

Revised Final Title II Rule: A Compilation of Regulatory Provisions and Guidance -- Nondiscrimination on the Basis of Disability in State and Local Government Services (HTML) | Revised Title II Rule: A Compilation... (PDF) This document contains the following: (1) supplementary information (the preamble to the revised regulation); (2) the title II regulation updated to reflect the 2010 revisions and the technical corrections (published March 11, 2011) which became effective on March 15, 2011; (3) guidance on the revised regulatory provisions; and (4) guidance on the original 1991 title II regulation.

At Will Employment

<http://www.nclabor.com/wh/fact%20sheets/eaw.htm>

The term "Employment-at-Will" simply means that unless there is a specific law to protect employees or there is an employment contract providing otherwise, then an employer can treat

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its employees as it sees fit (including the assignment of demeaning tasks) and the employer can discharge an employee at the will of the employer for any reason or no reason at all. It is also up to each employer to decide if its employees may see their own personnel file or not.

The most common protected categories are those that protect an employee's civil rights based on age, race, sex, religion, national origin, color, disability [including the Americans with Disability Act (ADA)], or pregnancy. For questions or information on these protected categories, you need to contact the federal Equal Employment Opportunity Commission (EEOC) either in Charlotte (704) 344-6682, Greensboro (336) 333-5174, or Raleigh (919) 856-4064. You may also call 1-800-669-4000 (toll-free) to be connected to your local EEOC office. Web site:

<http://www.eeoc.gov/>

Fair Labor

http://www.nclabor.com/wh/fact%20sheets/joint_state_fed.htm

This reference guide provides general information about the federal child labor and North Carolina youth employment provisions applicable to non-agricultural occupations. Different federal standards apply to farm work, but the North Carolina youth employment provisions do not apply to farm work.

Both the U.S. and N.C. Departments of Labor are committed to helping young workers find positive and early employment experiences that can be so important to their development, but the work must be safe. Child labor provisions of the FLSA and the youth employment provisions of the WHA were enacted to ensure that the health, well-being or educational opportunities of young workers are not jeopardized. It is an unfortunate fact that children do get injured, even killed, in the workplace. The National Institute for Occupational Safety and Health estimates that more than 210,000 American children suffer occupational injuries every year. More than 70,000 of these injuries are serious enough to warrant emergency room treatment.

Employers may be subject to either the federal child labor or the North Carolina youth employment provisions or both. The federal provisions apply under the same coverage criteria as established for the other provisions of the FLSA. Refer to [Fact Sheet 14](#) or federal regulations. The North Carolina youth employment provisions generally apply to all employers doing business in North Carolina regardless of their size or number of employees. However governmental, agricultural and domestic employers are totally exempt from the North Carolina youth employment provisions, including the requirement to obtain a North Carolina work permit for youths under 18.

Both federal and state laws govern the employment of young workers and when both are applicable, the law with the more stringent standard must be obeyed.

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EEO

<http://www.eeoc.gov/>

The U.S. Equal Employment Opportunity Commission enforces Federal laws prohibiting employment discrimination. These laws protect employees and job applicants against employment discrimination when it involves:

- Unfair treatment because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.
- Harassment by managers, co-workers, or others in the workplace, because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.
- Denial of a reasonable workplace accommodation that the employee needs because of religious beliefs or disability.
- Retaliation because the employee complained about job discrimination, or assisted with a job discrimination investigation or lawsuit.

Not all employers are covered by the laws we enforce, and not all employees are protected. This can vary depending on the type of employer, the number of employees it has, and the type of discrimination alleged.

An employee or job applicant who believes that he or she has been discriminated against at work can file a "Charge of Discrimination." All of the laws enforced by EEOC, except for the Equal Pay Act, require employees and applicants to file a Charge of Discrimination with us before they can file a job discrimination lawsuit against their employer. Also, there are strict time limits for filing a charge.

The fact that the EEOC has taken a charge does not mean that the government is accusing anyone of discrimination. The charging party has alleged that an employer has discriminated against him or her and it is the EEOC's job to investigate the matter to determine whether there is reasonable cause to believe that discrimination has occurred.

The laws enforced by EEOC require employers to keep certain records, regardless of whether a charge has been filed against them. When a charge has been filed, employers have additional recordkeeping obligations. The EEOC also collects workforce data from some employers, regardless of whether a charge has been filed against the company.

Employers are required to post notices describing the Federal laws prohibiting job discrimination based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.

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HIPPA

<http://www.hhs.gov/ocr/privacy/>

The Health Insurance Portability and Accountability Act of 1996 (HIPAA; Pub.L. 104-191, 110 Stat. 1936, enacted August 21, 1996) was enacted by the United States Congress and signed by President Bill Clinton in 1996. It was sponsored by Sen. Nancy Kassebaum (R-Kan.).^[11] Title I of HIPAA protects health insurance coverage for workers and their families when they change or lose their jobs. Title II of HIPAA, known as the Administrative Simplification (AS) provisions, requires the establishment of national standards for electronic health care transactions and national identifiers for providers, health insurance plans, and employers.^[21]

The Administrative Simplification provisions also address the security and privacy of health data. The standards are meant to improve the efficiency and effectiveness of the nation's health care system by encouraging the widespread use of electronic data interchange in the U.S. health care system.^[citation needed]

FMLA

<http://www.dol.gov/whd/fmla/>

The FMLA entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave. Eligible employees are entitled to:

Twelve work weeks of leave in a 12-month period for:

- the birth of a child and to care for the newborn child within one year of birth;
- the placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
- to care for the employee's spouse, child, or parent who has a serious health condition;
- a serious health condition that makes the employee unable to perform the essential functions of his or her job;
- any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty;" or

Twenty-six work weeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent, or next of kin (military caregiver leave).

**VOLUNTEER SERVICES
SECTION**

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Ministry Overview

Interest in Ministry and Orientation:

Interest in a ministry may be expressed to the Ministry Leader at any time upon completion of the following:

- Graduation from the New Member's Class; and
- Policy and Procedure Manual must be read and the Acknowledgement of Receipt signed.

Upon completion of these steps, the Ministry Leader will contact the interested individual to schedule a meeting, in order to assess skill, and to provide an overview of the ministry. Expressing interest in a ministry does not guarantee acceptance for service. Ministry Leaders may assess the need and/or timing of an opening for new volunteers (which is approved by the Senior Pastor). Every volunteer and Ministry Leader is required to re-enroll in the ministry of interest on an annual basis. Continued involvement in a ministry will be assessed by Executive Pastoral Leadership. Volunteering and/or serving as a Ministry Leader or Ministry Co-Leader is not a lifelong commitment or appointment. Executive Pastoral Leadership reserves the right to assess, reassign and/or terminate the status of all volunteers and Ministry Leaders and Ministry Co-Leaders at any time. As such, decisions are based on commitment and adherence to the Policy and Procedures as set forth. All volunteers are requested to maintain an updated demographic profile with The River Church Administration.

The expectations of the Ministry Leader include, but is not limited to the following: outline the goals and guidelines of the ministry (within the confines of The River Policy & Procedure Manual), plan the team/ministries monthly and quarterly training and outreach event calendar and submitting to the Executive Pastor for approval, complete and submit a monthly report of all meetings, trainings, outreach events, plan and manage the service schedule for team members and communicate to the team members in a timely manner, ensure that all team members communicate their vacation and personal schedule to you within the time specified, manage and attend team meetings and outreach events or notify the Ministry Co-Leader when back-up is needed, attend all Leadership and Volunteer meetings, plan community outreach events (at least two times per year), plan team training classes (at least two times per year), maintain an updated team member database, participate in classes and mentor opportunities, and complete the Volunteer Recognition Form when applicable. The Ministry Co-Leader serves as a back-up to the Ministry Leader when the Ministry Leader is unable to attend a service or outreach event or meeting, unable to serve in full capacity of duties, or otherwise noted by the Ministry Leader and Executive Pastoral Staff. The Ministry Co-Leader is expected to serve within the same expectations as the Ministry Leader.

The orientation period for volunteer service is set by the Ministry Leader. However, at least four training/shadow sessions are required before the new volunteer is able to serve in full capacity. The new volunteer will be evaluated during the training sessions, and for the first 60 days, or the equivalent of providing volunteer services at nine consecutive services/events. All volunteers and Ministry Leaders and Ministry Co-Leaders are required to pay tithes and give offering to The River Church.

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To transition from one ministry to another, a Volunteer Interest form needs to be completed and submitted to current and new Ministry Leader for review/approval by the Senior Pastor prior to transition.

New Ministry Structure and Process:

As the need arises for the development of new ministries, The River Executive Leadership Team may often identify a member to lead the efforts of the new ministry that fits within the vision of The River. The member will be responsible for creating a plan including an overview and the goals of the new ministry, expectations of the leader and team, and how the ministry plans to serve the congregation and community. In the case that a member would like to present an idea for a new ministry to the Senior Pastor, a plan should be drafted and presented to the Senior Pastor for review. Upon identifying that there is a need for the new ministry that is not yet provided by an active ministry, a meeting may be scheduled for the member to present their idea to the Senior Pastor and the Executive Leadership Team. Due to the requirements of maintaining a ministry to align with the vision of The River, a presented idea does not guarantee an approved new ministry.

Cultural Diversity and Guests Services:

The River Church is a non-profit organization who assists with the needs of its members and the community through teaching of the Holy Bible, prayer, service, and ministry. The River focuses on recognizing and bringing awareness to cultural diversity and serving all individuals with respect and love. English is the official language at The River Church. As a result, unless all participants are fluent in another language, services and training should be conducted in English.

Coaching and Training, and Corrective Action:

The Ministry Leader is responsible for the training and development of the paid staff and volunteer team members. Team members are expected to actively participate in outreach activities, development opportunities, and regularly attend: team and volunteer meetings, church services, and other pertinent events. Evaluations are conducted with volunteers and Ministry Leaders during orientation, the first six months, and subsequently on an annual/as needed basis.

Cross training opportunities will be available to assess the individual's ability to function well in a different/additional ministry or, leadership opportunities within the ministry service. Cross-training opportunities will be reviewed by the Ministry Leader(s), and Executive Leadership with final approval by the Senior Pastor. The Executive Leadership and/or Senior Pastor reserve the right to limit the number of activities and involvement in various ministries that an individual can serve.

CPR Training may be available to leaders and identified members.

When a team member and/or leader performs in a manner that is not representative of The River church, which also does not align with the policies set forth in this manual, the individual may participate in a series of 'corrective action' meetings. Upon the end of the specified amount of meetings the individual is deemed unable to continue serving on the ministry, the individual will

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sign a Corrective Action form and will be dismissed immediately from the ministry team. There may be an opportunity to rejoin the ministry team after a six-month to one-year review following the date on the Corrective Action form.

Service Ministries

<h4>Connections Ministry</h4>

Overview:

We have an obligation and opportunity to make all feel welcome. The Connections Ministry team will showcase sincere enthusiasm when welcoming and collecting information from visitors. Visitors come to The River by invitation, or as a result of meetings and media.

Expectations:

All of our visitors, whether first time or those who have made multiple visits, should be greeted warmly. It is important to capture visitor information on the Visitor's Card in the following areas, in order to evaluate our programs and its effectiveness: how did they hear about The River, do they live in the area, do they have a church home, if they have visited before – what brings them back again. It is important to discern whether the communication and conversation is engaging, but does not open the door to counseling. Encourage guests to complete the information and submit it to the Connections Ministry team member. Completed cards should be taken to the executive area immediately following service and placed in the appropriate area, until the information is uploaded into the Connection Power on-line database.

The Connections Ministry leader will facilitate the New Members' classes. Individuals who wish to join the church should express interest during the 'membership' altar call. New members should attend three classes in order to participate in graduation and receive their certificate of completion during the graduation ceremony on a specified Sunday service. Classes are generally held on the second, third, and fourth Sunday of the month. Class one focuses on the history of The River Church and its vision; class two focuses on what the new member can expect from the church; class three focuses on what The River expects from the new member. Any classes missed may be made-up during another session. New members are encouraged to attend the volunteer meetings held every-other month, in order to learn more about and express interest in the various ministries at The River. The new member's meet and greet is held one hour prior to the volunteer meeting on a quarterly basis. The meet and greet is an opportunity to fellowship with the ministry/department leaders.

Serving:

The designated greeting/welcome area should be monitored frequently by the Connections team to ensure it remains clean and visitor cards are replenished and visitor's gift (service CDs) is readily available. Visitors will often have questions about The River, so it is important for the leader and team to be knowledgeable about the church and provide an overview of the various ministries. The Connections Ministry team is encouraged to connect with new members via

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phone on a monthly to quarterly basis to assist with helping them become a part of The River family. Connections' team members are expected to become familiar with all areas of the Connections Ministry in order to connect with visitors and new members at all times. Some of the responsibilities include but are not limited to: monitor the greeting area, identify team members and other ministry partners to best assist the visitor (men, single parents, teenagers), maintain supplies, assist with developing the new members package, and provide back-up assistance.

Protective and Safety Services

The mission of the Protective and Safety Services (P.A.S.S.) is to provide protection, and safety to all while on The River Church premises. The P.A.S.S. team will also provide protective services to the Senior Pastor and his family when visiting other churches. Responsibilities of Protective and Safety Services include the following:

- Protection and safety of the Senior Pastor, the Elect Lady, and the Elect family and other individuals (as designated);
- Investigation of threats against Senior Pastor, Elect Lady, and the Elect family and other individuals (as designated);
- Protection of The River Church property including but not limited to designation of security team, planning for special events and all Church services; and
- Prevent disruption at Church services and events.

Overview:

The goal of Protective and Safety Services is ensure the security of Church property and the safety of those in attendance at Church services and/or events. Each member of the Protective and Safety Services team shall reflect a smile and extend a friendly hand to those who are on Church property, without intimidation.

Expectations:

Arrival time for the Protective and Safety Services team is 30-45 minutes prior to service/event. The Protective and Safety Services team shall wear an earpiece and carry a radio. Upon arrival, report to the security station for instructions and prayer. It is imperative that each team member arrives on schedule. If a team member is not available to be on post, or will be late, contact the Director of Protective and Safety Services, or Team Leader, in order that a substitution can be made.

The Protective and Safety Services team shall reflect professionalism, and uniforms are an indicator of conformity, training and skill. Team members are to be mindful of personal hygiene, and be clean shaven or, neatly trimmed mustache/beard is acceptable. Light cologne/perfume is permitted. All Protective and Safety Services team members are required to

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wear the same uniform at all services and events. Uniform attire must be clean and pressed. Dress slacks only, and blazers are to be a conservative color (i.e., black, navy blue, gray, tan, beige, and brown). Shoes are to be shined (No casual or suede shoes); and no white socks with dress shoes.

Subsequent to team prayer a radio and assignment of post will be provided. Proceed immediately to assigned position(s). During services/events building patrols are to occur every 15-20 minutes until the end of service, activity or event. The only deviation from this time-frame is during the offering. Remember to be courteous when interacting with others. Always radio base upon beginning and completing a patrol. During church service or an event, loitering in the foyer is not permitted, as the goal is to have a quiet atmosphere. Flexibility should be extended to visitors, as they will not be accustomed to procedure. Contact the security station, or Executive Pastor regarding anyone requesting counseling, or prayer at the end of service.

Building patrols are made to ensure the areas that are “off limits” are secure, and that the premises are safe. Constant radio communication is essential when not visible to the team, and location and time of patrol is to be radioed to security station. Remain ready and alert to control any disturbances in your area. Should an emergency occur, the Director of Protective and Safety Services and Executive Pastor are to be notified immediately. Provide complete information regarding location and occurrence.

Child Safety:

Each child five years of age and under is assigned two numbered tags. This tag system enables the team to “match” each child to their parent(s) accordingly. Thus, familiarity with the “Child Retrieval” Policy is required. The tag number also serves as a means to alert the parent via (digital notification) that a ministry staff member requires parental assistance. Investigation to accurately “match” child to parent shall be done so with discretion and sensitivity.

Safety in the Sanctuary:

Team positions are to be taken as directed by the Security Station. During the services always monitor the congregation for small pockets of disturbance or confusion to ensure that there is no disruption to the service, or event. Be mindful to prevent individuals from approaching the platform without an invitation to do so. If unsure, obtain permission prior to allowing the individual to proceed. Worship with your eyes open, remain watchful and refrain from closing your eyes during prayer; as this is a distraction from being effective while on post. The team schedule will be rotated to allow participation in church services and events.

Pastoral Safety:

During church service anyone requesting to speak to the Pastor will be directed to the Executive Pastor and the Director of Protective and Safety Services. With the exception of individuals kneeling at the altar, and/or individuals invited by those officiating a service or event, no one is allowed on the platform. In the event of disruptive behavior Do Not leave a designated post to investigate. Notify the Director of Protective and Safety Services and Executive Pastor in order to determine how best to proceed relative to removing the individual from service or event.

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During altar call and offering the team will move into position to cover the sanctuary accordingly. Subsequent to altar call and offering the team will move into the designated position to cover and protect the worshippers of The River for them to minister to individuals waiting for prayer. At completion maintain radio contact and provide escort to designated area.

Greeters and Ushers

Overview:

The greeters and ushers ministry is an important role at The River Church, and the first to come into contact with the congregation. The mission of the greeters and ushers ministry is modeled after Psalm 84:10. Team members are expected to adhere to the guidelines outlined in this manual.

Expectations:

Team members are asked to arrive approximately 30 to 45 minutes prior to the start of service to pray and gather the tithe and offering envelopes for the baskets. As a team we share any special needs to pray for one another. Team members will also conduct a “walk-through” the sanctuary before and after service to ensure the space is neat and clean. Doorkeepers are expected to inquire of guests whether they are first time guests and special guests. Special guests include but are not limited to those identified by the Executive Pastoral Team as bishops, pastors, guest artists, and dignitaries. The doorkeeper will inform the appropriate team member and Executive Pastoral Team member of any special guests.

Serving:

Greeters generally serve at the entry to the sanctuary to greet the guests and inquire the number in their party/family to inform the usher of how many to seat. The ushers generally serve in the sanctuary in each aisle and seat guests as they are directed into the sanctuary by the greeter. Doorkeepers also serve on the greeters and ushers ministry, and stand at the entry to the church building to greet each guest. Team members are cross-trained to enable coverage at the entry doors and in the sanctuary. All members should be well equipped to serve as an usher, greeter or doorkeeper.

Music and Fine Arts [Praise & Worship]

Overview:

The praise and worship team is responsible for leading the congregation into a corporate expression of praise and worship with the use of songs and praise. The singing ability is one element amongst many that helps to sustain one’s position with the worship team. Leaders and members of the team should have a teachable spirit to be empowered with spiritual implantation of the songs, and perform in excellence. An individual may join the team by audition only.

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Once you have passed the audition process you then become equipped for singing on the praise and worship team.

Expectations:

Leaders and members are expected to be a faithful member of the church in terms of visibility and financial commitment to God by way of tithes and offerings. The praise team members are expected to attend every scheduled rehearsal, and come prepared and knowledgeable of the parts and lyrics. Members are expected to respond to all events posted in the Planning Center online tool in regards to new material, rehearsals and services. Members are expected to wear proper attire in accordance with the pre-arranged schedule.

Every praise team member is a leader of praise and worship as it pertains holistically to our expression of worship in service. Member's lifestyle matters, both inwardly and outwardly. The music department at The River church reserves the right to view any social media such as: Facebook, Twitter, etc, as it pertains to the team members. We also reserve the right to terminate your membership, in the unfortunate event of there being some personal content that is contrary to the depiction of what The River stands for.

Evaluations:

Evaluations in the music and fine arts department occur on a quarterly basis. Upon your membership into the department there will be a formal one-on-one introduction. The quarterly evaluations offer an opportunity for personal assessment in the department, as well as a personal two-way dialogue with the leadership. Leadership of the department reserves the right at any time aside from the quarterly evaluations to meet with any member one-on-one to address issues, concerns, and/or to express gratitude.

Performing Arts

Overview:

The Performing Arts Ministry (operating within the Music and Fine Arts Ministry) focuses on various forms of movement with the incorporation of media and creative writing. Members will participate in class sessions and learn the basics to various movement forms, improvisation, liturgical, contemporary and more. The goal of the Performing Arts Ministry is modeled after Psalm 149:1-3.

Expectations:

Team members are not expected or required to have prior dance or training in order to join or participate in the Performing Arts Ministry. This is an inclusive ministry that will welcome a committed individual at least 6 years of age who is willing to learn. Team members are encouraged to consistently attend two large class sessions consisting of 18-week classes and several performance opportunities within each session. The weekly classes will assist in developing dance techniques, improvisational skills, performance qualities, and other qualities

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needed. When participating in performances, members are expected to attend at least three meetings/rehearsals prior to the particular performances, meet in the designated room 30 minutes prior to the service start time in appropriate performance attire. Following each performance, participants will have the opportunity to be a part of a group critique to discuss strengths, positive aspects, as well as looking at new ways to improve and progress.

Serving:

Team members will explore how literature and other writings can serve as inspiration and bases for movement. The team will learn how to use media and video to display choreographed work in and outside of live movement. Team members will have several opportunities to worship/perform during scheduled performances often held during Sunday morning service, as well as for special events and celebrations.

Hospitality

Overview:

The Hospitality Ministry consists of a group of active selected members who show kindness and provide various services in serving the Senior Pastor and his/her family, entertaining visitors and special guests. The hospitality department should consist of a group of members who are willing to give of themselves to assist and bless others, who enjoy making others happy through preparing meals, assisting first time visitors and special guests, and often give of gifts.

Our vision, modeled after Hebrews 13:2, is to show the love of God by demonstrating kindness and hospitality to visitors and guests of the ministry and community. Hospitality is more than being warm and friendly to others. It is transforming our way of life that opens our hearts not only to see Christ in the other, but also to be ready and available to individuals in need.

The Executive Hospitality team is a group within the Hospitality Ministry, comprised of a group of individuals selected to be directly responsible for the guests of the Senior Pastor whenever the need arises. The Executive Hospitality volunteers will be the primary representative who support and share the vision and heart of the leader(s) and Executive Pastoral Team. It will be the responsibilities of the Ministry Lead Servant to provide a list of qualified servants for final approval by the Senior Pastor or appointed executive leadership regarding who will serve on the Executive Hospitality Team. The Executive Hospitality Team will be required to sign and adhere to The River Church and ministerial confidentiality agreement.

The organizational structure consists of the Senior Pastor, Executive Pastor, and the Hospitality Ministry Lead Servant (MLS)/ Team Leader.

Expectations:

The Hospitality team leader and members are expected to: be a member of The River Church, attend and complete the New Membership/Connections Class, a faithful committed tither, have regular attendance of a minimum of four (4) services in a monthly cycle, including Sunday and

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mid-week service, have a desire to carry the vision of the Senior Pastor, The River Church, and Hospitality Ministry, as well as display the heart of the Senior Pastor and Christ on a consistent basis, and live circumspectly with God's Word.

The Hospitality Team duties include, but are not limited to, the following: provide visitor hospitality which may include serving refreshments, assisting with first time visitor follow-up, etc., work in all areas of food services (provide hostess/host services for all guests, leaders and members as needed and prepare food for fellowship meals, breakfasts, luncheons, dinners and other church related functions), attend team and volunteer meetings as scheduled, have the ability to stand for long periods of time, the ability to lift and carry up to 10 lbs., itemize inventory of materials, team-oriented, and have an eye for detail and attention to excellence. The member/volunteer will correspond in writing with the Ministry Lead Servant if unable to serve on assigned day or post. The standard time frame to inform MLS will be 2 days prior to serving date or as soon as possible in unforeseen or emergency situations. MLS or appointee must complete a requisition form before any purchases are made on behalf of the ministry. All receipts must be organized by the MLS or appointee and presented for reimbursements. The ability to arrive early and stay later than normal service hours is expected of all team members, and will be a regular requirement for the Executive Hospitality team, which is generally thirty minutes prior to service start time during mid-week service, approximately one hour and thirty minutes prior to the service start time on Sundays, and one hour prior to the start of a special event.

The Hospitality MLS has the ability to request the dismissal of any team member that does not adhere to the ministry requirements. A quarterly and annual evaluation will be completed on each team member by the MLS. The evaluation will be discussed with the team member and signed by the team member, MLS, and executive staff of The River Church. All team members will be provided with training. It is required that each member be in attendance unless MLS has been notified prior to training time and date. If the hospitality ministry is over staffed the MLS has the authority to reassign the team member to temporarily assist in another ministry or position.

Serving:

The major function of the ministry is to serve during local special programs such as church and pastoral programs, meetings, dinners, and other special events. Team members also serve as needed to our partner churches during special events. The River leadership should be able to count on the hospitality committee for serving appropriately when needed. On occasions when there is a need for flowers, decorations, or food the hospitality department must be prepared to provide them.

The River Church Policies and Procedures Manual

Event Planner and Planning Team

Overview:

The River church Event Planner plans fellowship opportunities for our members to connect with the community. The task may often include planning and arranging outside church events including weddings and anniversary celebrations.

Expectations:

The Event Planner works with the planning team to create, plan, organize, direct, manage, and execute events the church congregation and community can enjoy. The Event Planner may conduct meetings and conference calls to explore details of each event with the event planning team. The event planner should be available to share the ideas with department leaders, and provide assistance and oversee events.

Serving:

Some of the responsibilities of the event planner may include, but are not limited to: contact and follow up with vendors, visit off-campus venues, meet with off-campus personnel (including photographers), provide list of necessary event items and budget to Senior Pastor for approval at least 30 days in advance of the event, gather and purchase approved items (collect donations when possible), make request to Senior Pastor for all checks needed, be responsible for all monies collected and outgoing payment, provide budget updates to Senior Pastor, make arrangements for vendor deliveries, be the event liaison to ensure event is carried out as planned, work with the church facilities manager for event set up, review all contracts with Senior Pastor to sign (create contracts when necessary).

Some of the responsibilities of the event planning team may include, but are not limited to: visit off-campus venues, meet with off-campus personnel, partner with organizations in the community to get sponsorships, provide list of necessary event items to event planner, and assist with event set up and advertisements and rosters.

Product/Marketing Manager and Product Team

Overview:

The Product Marketing Manager and Team are responsible for duplicating various sermons and special church services for product sales. The product team will work closely with the media team who records the sermons and special church services.

The River Church Policies and Procedures Manual

Expectations:

The River church Product Manager duplicates and completes audio and video recording orders, creates labels for the product, reviews the list of supplies with the Senior Pastor for approval. The product team may provide list of supplies to the Product Manager, maintains inventory of supplies, and assists with troubleshooting computer and copier issues.

Serving:

Some of the responsibilities of the product manager may include, but are not limited to: duplicate product for Senior Pastor and The River staff for travel, monitor all inventory and replenish supplies as needed, train staff members of all aspects of the Product Ministry, provide weekly schedule to team, troubleshoot problems/concerns, responsible for monetary and credit card transactions and reporting to the finance department at the end of service, partner with media department to duplicate master recordings, report all messages/sermons on an Excel spreadsheet, and secure and lock product offices.

Some of the responsibilities of the product team may include, but are not limited to: set up and maintain inventory of product following service and for special events (and in stock room), organize, clean and stock the product counter.

Media Team

Overview:

The Media Team films and photographs live services and special events to produce recordings for our Live Stream services, and for advertising. The Media Director is responsible for overseeing the Media team and directing the camera operators before service, during service, and after service. The Media team often works in the video room.

Expectations:

Camera operators and media team members are expected to follow all instructions set by the media director, arrive at the set time prior to services and events to understand service role and expectations, limit side conversations during service, and have an understanding of media terminology. Camera operators are responsible for the following duties before service, which include: keeping the operators on task, ensure that all cameras and headsets work properly, make sure the operators have white balanced their cameras using the appropriate white balance cards, and meet with the operators to discuss the type of shots and views. During service the operators: notify the Media Director, Producer, and Minister of Protocol of any hindrances of filming, keep an eye on the focus of all cameras, and manage the shot speed with the flow of service. After service, the Media Director and Minister of Protocol meets with the operators and video room team and other team members to debrief what worked well and needs improvement or other issues prior to the next service, follow up on the breakdown and maintenance of all cameras, headsets, and cords and storing in appropriate locations, follow up with proper shut down/off of all equipment (lights, screens, and monitors).

The River Church Policies and Procedures Manual

The Media Director will partner with the Minister of Protocol prior to service to review the following: walk-thru the sanctuary, monitor TV lights and placement of certain items in the sanctuary, and will work with the Usher and Greeter Ministry Lead regarding seating arrangements. During service the Media Director will communicate with the Minister of Protocol to manage messages to the Executive Pastor, microphone transitions, and other areas where assistance is needed. The video room team is responsible for the following before service: ensuring all equipment works properly prior to filming, clean all recording devices, check sound levels, and check space on hard drive. After service check that all DVD's are finalized and labeled, work with the Product team for appropriate title, work with the Minister of Protocol or Executive Pastor to approve uploading the video to the online database.

Serving:

The Media Director, operators and other Media team members provide visual aid during service and events as needed, including camera shots, virtual announcements, and video recordings.

4Life Youth Ministry and Blueprint College Ministry

4Life

Overview:

The 4Life Youth Ministry mission is to empower students to live 4LOVE, 4LEADERSHIP, 4LEGACY and 4LIFE. Living a Life 4CHRIST 4LIFE. The 4Life leadership team aligns with the following responsibilities: Youth Pastor, Administration, Creative Team, Worship Pastor, Technical Media, Social Media, Group Life leader, Operations, and Culinary.

Expectations:

All 4Life volunteers are required to complete an application, successfully pass a background check, interview, attend a four (4)-week training, and shadow a 4Life team member. 4Life training consists of: 4L Standards, D & D's – Discipleship and DEVO's, 10-10-1, Social Media.

4Life leaders and volunteers are expected to adhere to the following rules, including but not limited to: always be on time (if you cannot make it notify one of the leaders 24 hours in advance), be accountable, obey and respect all staff/leaders/each other, always do your best, be authentic/ be yourself, know that leaders will socialize with students, all students will wear nametags, all leaders will wear nametags, no talking or disturbing during meetings, no adult leaders should be texting students unless they are student leaders, never confront a student or be with a student of the opposite sex alone, if you notice a student with misconduct, includes excessive talking/joking, cell phone use, PDA (public displays of affection), violence you are encouraged to give them one warning then ask them to exit with you. Properly handling behavior issues are outlined in the 4Life Team Manual. Provide student one verbal warning, then the second time pull them aside to speak to them, and the third time they will be put out and parents notified and not allowed back for a week.

The River Church Policies and Procedures Manual

When leaders and volunteers are addressing students: look students in the eye during the conversation. This communicates confidence and authority on your part. Start the conversation by introducing yourself. Tell them your name and ask for their name. This action is an icebreaker that disarms the situation and puts the student at ease. Calmly explain the rule that they were in violation of and explain how they broke that rule. Explain briefly the reason behind the rule so they understand why we enforce it and also what action we take when that rule is broken. Make sure that the student understands what you have just communicated to them. Never yell, use slang terms, physically grab or touch them, or confront a student of the opposite sex alone.

No tolerance of: alcohol, drugs, weapons, violence, sexual misconduct, discrimination, etc. No tobacco products. Zero tolerance of sexual harassment of any kind. No abuse of equipment or facilities. No speeding in vehicles. Student drivers cannot leave early unless they have permission from their parents and cannot take other students unless permission from their parents or unless they came together. Use garbage cans for all trash.

Dress code for females: no short skirts, no short shorts, no cleavage showing, no back-out tops, nothing revealing. Dress code for males: no sagging pants, no gang colors of any sort for male and females, and no undergarment tanks/"wife-beater" shirts. No graphics t-shirts that are disrespectful.

Serving:

4Life serves youth ages 6 weeks to 18, in 3 different groups: 4Life Kids (6wks - 23 months, 2 – 3 yr olds, 4 – 5 yr olds, 1st – 5th grade), 4Life Jr. High (6th – 8th grade), and 4Life High (9th – 12th grade). Various programs and teaching methods will be used and outings planned when serving youth in the 4Life ministry.

Blueprint

Overview:

The Blueprint College Ministry mission is to live the God-designed life. The Blueprint leadership team aligns with the following responsibilities: College Pastor, Administration, Creative Team, Worship Pastor, Technical Media, Social Media, Group Life leader, Operations, and Culinary.

Expectations:

All Blueprint volunteers are required to complete an application, successfully pass a background check, interview, attend a four (4)-week training, and shadow a Blueprint team member. Blueprint training consists of: Blueprint Standards, D & D's – Discipleship and DEVO's, 10-10-1, Social Media.

Blueprint leaders and volunteers are expected to adhere to the following rules, including but not limited to: always be on time (if you cannot make it notify one of the leaders 24 hours in advance), be accountable, obey and respect all staff/leaders/each other, always do your best, be

The River Church Policies and Procedures Manual

authentic/ be yourself, know that leaders will socialize with students, all leaders will wear nametags, no talking or disturbing during meetings, never confront a student or be with a student of the opposite sex alone.

No tolerance of: alcohol, drugs, weapons, violence, sexual misconduct, discrimination, etc. No tobacco products. Zero tolerance of sexual harassment of any kind. No abuse of equipment or facilities. No speeding in vehicles. Use garbage cans for all trash.

Dress code for females: no short skirts, no short shorts, no cleavage showing, no back-out tops, nothing revealing. Dress code for males: no sagging pants, no gang colors of any sort for male and females, and no undergarment tanks/"wife-beater" shirts. No graphics t-shirts that are disrespectful.

Serving:

Blueprint serves teenagers and young adults ages 18-25. Various programs and communication methods will be used and outings planned when serving young adults in the Blueprint ministry.

School of Ministry and Mentoring

Overview:

The School of Ministry is a class or series of biblical teachings, often led by an Executive Pastoral Team member. Group mentoring sessions and individual mentoring sessions may be available with the Senior Pastor.

Expectations:

School of Ministry: Members and non-members are welcome to sign up and attend classes and are expected to adhere to the class guidelines, which consist of attending class on time with appropriate writing utensil, notepad and Bible. Course offerings and timeline are explained during the start of the course.

Mentoring: Members are welcome to sign up and attend the group or individual sessions. Information discussed during the mentoring sessions is often focused on leadership skills.

Serving:

The School of Ministry and Mentoring are generally applicable to individuals ages 18 and older.

The River Church Policies and Procedures Manual

Community Outreach Ministries

All ministries are encouraged to participate in at least one outreach initiative annually. Outreach initiatives must be presented to Executive Pastoral Leadership and Senior Pastor for approval at least 30 days prior to the outreach activity, and a follow-up report is required. Ministry groups may partner in outreach activities, and may include River Church members who are not volunteers. When involving non-volunteers, appropriate training must be completed and the Policy and Procedure manual must be read and the Acknowledgement of Receipt must be signed.

River Business Academy:

The River Business Academy partners with the NC Institute for Minority Economic Development (NCIMED) to provide training sessions for people aspiring to start their own business. Participation in The River Business Academy may require a fee, and you do not have to be a member of The River to participate in the training sessions.

Crisis Center:

The River Crisis Center serves individuals in need of counseling, finding a job, and other critical needs. For emergencies, contact the Crisis Center Hotline at 919-530-0816.

Food Bank:

The River Food Bank was awarded in 2011 as the largest food bank in Durham and Wake County responsible for feeding over 250 families for 5 days on a weekly basis.

G-Ma's Closet:

G-Ma's Closet provides gently used children clothing to families in need. Appropriate donations are accepted.

Nursing Home:

The Nursing Home team partners with nursing homes in the community, to visit and fellowship with those who are unable to attend our campus services.

One Day with God/ Prison Ministry:

Members of The River Church are encouraged to partner with Forgiven Ministry's One Day with God program. The vision of the camp is to reach, reconcile, and restore lives; modeled after Proverbs 29:18. The One Day with God program trains volunteers prior to visiting inmates. The purpose of the program is to reconcile inmates with their families and with God. For more information, visit: www.forgivenministry.org/1daywithgod

The River Church Policies and Procedures Manual

S.Y.N.C. (Singles Yielded in Christ)

The Singles Yielded in Christ Ministry is a supportive group of singles (unmarried men and women), divorced men and women, widows, single fathers and mothers who are members of The River Church. The S.Y.N.C. group may often attend local events, workshops, volunteer in the community, and provide useful resources to the group's members.

**APPENDIX:
FORMS
AND
TEMPLATES**

The River Church Policies and Procedures Manual

List of Emergency Supplies

- Antibacterial Soap, and Aerosol
- Air Mattresses
- Air Pump (Heavy Duty for Air Mattresses, Car/Truck Tires)
- Baby Food
- Blankets
- Bleach (Chlorine)
- Bowls (Small, Medium, Large)
- Breast Pump (Nursing Mother/s)
- Canned Goods
- Can openers
- Cell Phone/s
- Clothing/Shoes
- Cots
- Defibrillator/s
- Diabetic (Glizipide, Medforma, Glucometers, and Insulin Pens)
- Diapers (Infant, Toddler, Adult)
- Dumpster Bags (For Pick-up by Waste Management Company)
- Electrical Wall Outlet(s) – to Accommodate Heavy Duty Power Cord(s)
- Ensure (Dietary Supplement)
- First Aid Supplies
 - Alcohol
 - Ace Bandages
 - Antibacterial Skin Cleanser
 - Betadine
 - Bandages
 - Gauze
 - Neosporin
 - Peroxide
- Flares
- Flash Lights
- Formula (Infant/Baby Similac, Enfamil, ProSobee, etc.)
- Generators (Primary and Two Back-up)
- Gloves (Heavy Duty, Non-Surgical, Surgical)
- Hand Sanitizer
- Hospital Bed(s)
- Hot Plates/s
- Jumper Cables

The River Church Policies and Procedures Manual

- Heavy Duty Microwave/s
- Non-perishable (Food Items)
- Paper Products (Paper Towels, Paper Cups/Bowls)
- Pillows
- Plastic Products (Garbage Bags, Plastic Bags, Eating Utensils)
- Pots/Pans
- Radio (Transistor)
- Refrigerator/s and Freezer/s (Heavy Duty)
- Shortwave Radio
- Slim Jim (Re: Keys Locked in Car)
- Sterile Skin Cleanser (i.e., PhisoHex, etc.)
- Tables (Registration)
- Tazer/s
- Television
- Tools
- Toiletries (Bath Soap, Toothpaste, Deodorant, Lotion)
- Toilet Tissue
- Walkie/Talkie/s
- Wash Cloths/Towels (Disposable)
- Water
- Water Purifier (Tablets)
- Wipes (Chlorox, Diaper, and Hand)
- Working Bathrooms (Female/Male), and/or SaniJohn, Portable, etc.

Local Police Department Locations:

Durham Police Department, 3022 Fayetteville Street, Durham, NC (919) 560-4415

Durham Police Department, 516 Rigsbee Avenue, Durham, NC (919) 560-4935

Rescue/EMT and Local Hospital Locations:

Duke University Medical Center, 2301 Erwin Road, Durham, NC (919) 681-6859

Durham Regional Hospital, 3643 North Roxboro Road, Durham, NC (919) 470-4000

UNC Hospitals, 101 Manning Drive, Chapel Hill, NC (919) 966-4131

The River Church Policies and Procedures Manual

Forms/Templates

Policy & Procedures Acknowledgement Receipt

Confidentiality Agreement

Church Attendance Report

Church Access Form

Emergency Supply Inventory Sheet

Emergency Responder Report (Fire, Police, Rescue/EMT) & Unusual Occurrence Report

Ministry Membership Contact Log

Ministry: Volunteer Schedule & Attendance Log

Ministry Calendar of Events & Outreach

Budget Request

Media Request

Announcement Request

Meeting Request

Vacation & Leave of Absence Request Form

Volunteer Interest Form

Volunteer Recognition Form

List of Ministries

Corrective Action & Performance Evaluation (Employee, Leader, Volunteer)

Prayer Request

**The River Church
Policies and Procedures Manual**

**Policies and Procedures Manual
Employee/ Paid Staff Acknowledgement Receipt**

Attestation:

The content, requirements, and expectations within the attached **The River Church Policy and Procedure Manual** have been verbally presented to me. Additionally, I have read the manual carefully and in its entirety, and agree to abide by all guidelines established therein. Additional policies and information may be implemented by The River at any given time. The Manual does not serve as an employment agreement or guarantee. I recognize that I am an “at-will” employee and I or The River can terminate employment at any time for any reason with or without notice, regardless of my length of employment. The status of my “at-will” employment can only be changed through written agreement of me and the Senior Pastor. No employee, minister, leader, volunteer or other representative of The River can make any promises, oral agreements or statements, or representations that are inconsistent with this Acknowledgment. I understand that should I have any question(s), to consult my immediate ministry leader.

Signature of this form shall validate the above attestation regarding **The River Church Policy and Procedure Manual**. Upon signature, please submit to Ministry Leader.

Name of Department: _____
(Please Print Clearly)

Signature: _____

Printed Name: _____
(Please Print Clearly)

Date: _____

Designation (Please Check One): Employee Paid Staff Contractor

Employee/ Paid Staff - Please Do Not Complete Below This Line

I hereby attest that **The River Church Policy and Procedure Manual** has been distributed and discussed with the above team member. This Acknowledgement Receipt has been received by me for submission to Executive Pastoral Leader.

Manager Signature: _____

Printed Name: _____
(Please Print Clearly)

Date: _____

**The River Church
Policies and Procedures Manual**

**Policies and Procedures Manual
Minister and Ministry Co-/Leader Acknowledgement Receipt**

Attestation:

The content, requirements, and expectations within the attached **The River Church Policy and Procedure Manual** have been verbally presented to me. Additionally, I have read the manual carefully and in its entirety, and agree to abide by all guidelines established therein. Additional policies and information may be implemented by The River at any given time. The Manual does not serve as an “employment” agreement or guarantee, as my service is voluntary unless outlined in a separate Contractor Service Agreement. *Contractors must sign the Employee Acknowledgment Form.* I recognize that I am an “at-will” minister or leader and I or The River can terminate my service at any time for any reason with or without notice, regardless of my length of service. The status of my “at-will” service can only be changed through written agreement of me and the Senior Pastor. No employee, minister, leader, volunteer or other representative of The River can make any promises, oral agreements or statements, or representations that are inconsistent with this Acknowledgment. I understand that should I have any question(s), to consult my immediate pastoral leader.

Signature of this form shall validate the above attestation regarding **The River Church Policy and Procedure Manual**. Upon signature, please submit to Executive Pastoral Leader.

Name of Ministry: _____
(Please Print Clearly)

Ministry Co-/Leader or Minister Signature: _____

Printed Name: _____
(Please Print Clearly)

Date: _____

Designation (Please Check One): Ministry Leader Ministry Co-Leader Minister
Minister, Ministry Leader/ Ministry Co-Leader - Please Do Not Complete Below This Line

I hereby attest that **The River Church Policy and Procedure Manual** has been distributed and discussed with the above Ministry Leader and/or Assistant Ministry Leader. This Acknowledgement Receipt has been received by me for inclusion with The River Church Master Organizational Policies and Procedures Manual.

Senior/Executive Pastoral Signature: _____

Printed Name: _____
(Please Print Clearly)

Date: _____

**The River Church
Policies and Procedures Manual**

**Policies and Procedures Manual
Volunteer Acknowledgement Receipt**

Attestation:

The content, requirements, and expectations within the attached **The River Church Policy and Procedure Manual** have been verbally presented to me. Additionally, I have read the manual carefully and in its entirety, and agree to abide by all guidelines established therein. Additional policies and information may be implemented by The River at any given time. The Manual does not serve as an “employment” agreement or guarantee, as my service is voluntary unless outlined in a separate Contractor Service Agreement. *Contractors must sign the Employee Acknowledgment Form.* I recognize that I am an “at-will” volunteer and I or The River can terminate my service at any time for any reason with or without notice, regardless of my length of service. The status of my “at-will” service can only be changed through written agreement of me and the Senior Pastor. No employee, minister, leader, volunteer or other representative of The River can make any promises, oral agreements or statements, or representations that are inconsistent with this Acknowledgment. I understand that should I have any question(s), to consult my immediate pastoral leader.

Signature of this form shall validate the above attestation regarding **The River Church Policy and Procedure Manual**. Upon signature, please submit to Executive Pastoral Leader.

Name of Ministry: _____
(Please Print Clearly)

Volunteer Signature: _____

Printed Name: _____
(Please Print Clearly)

Date: _____

Volunteer - Please Do Not Complete Below This Line

I hereby attest that **The River Church Policy and Procedure Manual** has been distributed and discussed with the above Ministry Leader and/or Assistant Ministry Leader. This Acknowledgement Receipt has been received by me for inclusion with The River Church Master Organizational Policies and Procedures Manual.

Ministry Leader Signature: _____

Ministry Leader Printed Name: _____
(Please Print Clearly)

Senior/Executive Pastoral Signature: _____

Printed Name: _____
(Please Print Clearly)

Date: _____

The River Church
Budget Request Form

Ministry Name: _____

Ministry Leader Name: _____ **Telephone:** _____ **E-Mail:** _____

Ministry Co-Leader: _____ **Telephone:** _____ **E-Mail:** _____

Purpose of Funds: _____

Date for Use of Funds: _____

Date Submitted for Review & Approval: _____

*All individual budget requests must be submitted for Approval at least one (1) month in advance of event or purpose of funds, and Approved prior to occurrence/ use of funds. In the occurrence of approved budget requests that require upfront use of personal funds, all receipts must be submitted for a refund. Missing receipts do not guarantee a refund, even in the case of prior approval. Gas or mileage may be reimbursed, depending on the reason for travel. All travel arrangements (including flight and hotel) must be preapproved two (2) months in advance. Generally, the Senior Pastor, Executive Pastor or Executive Pastoral Staff may request travel reimbursement requests, when traveling on behalf of The River Church. Guest speakers and artists may submit a separate request form. All budget requests do not guarantee approval and are subject to further review by the Chief Financial Officer and Accounting Team. All receipts must be accompanied by this signed/approved form when requesting reimbursement. Appropriate time is to be expected when collecting reimbursement (generally, three (3) to six (6) weeks).

Item <i>(Note each individual item)</i>	Quantity	Estimated Cost (& Resource)	Actual Cost	Deadline to Purchase	Reason for Purchase
Gas or Mileage Reimbursement	Gas Amount Paid or Miles Traveled (From, To)	Other/ Reason for Travel (*Indicate any flight and hotel arrangements)			

To be reviewed and completed by the Senior Pastor & Accounting Team

Date Reviewed: _____

Approval Signature: _____ Date Approved: _____

The River Church
Corrective Action & Performance Evaluation Form

Employee/Leader/Volunteer Name: _____ **Title/Department/Ministry:** _____

Manager/Sr. Leader/Leader Name: _____

Review Type (indicate one): 90-day/ New Hire Quarterly 6-month Annual Other

Date: _____ **Review Period (Date From, To):** _____

Goals: Area for Development	Job Responsibilities/ Task Metrics	Conduct/ Behavior	Notes (Success/ Strengths OR Areas to Improve)	Overall Performance Evaluation
Organization/ Church Business Goals				
Work-Flow & Teamwork				
Customer Service				
Outreach & Marketing				
Training & Development				
Compliance with Policies & Procedures				
Availability for Work/ Assignment (Attendance/ Present as Scheduled)				
Overall Behavior				
Goals for Coming Year				
Other: Outstanding Service				

<u>Final Evaluation (indicate one):</u>	<u>Plan of Action</u>	<u>Employee/Leader/Volunteer Signature:</u>	<u>Manager/Sr. Leader Signature:</u>
Excellent Performance			
Satisfactory Performance			
Need to Improve: Verbal Warning			
Need to Improve: Written Warning			
Need to Improve: Written Suspension			
Termination			

The River Church

Volunteer Interest Form

Name: _____

Date Form Completed: _____

Ministry of Interest: _____

Phone: _____

E-mail: _____

Address: _____ City: _____ State: _____ Zip: _____

Emergency Contact Name: _____ Phone: _____

Birth Date: _____

Spouse Name (if applicable): _____

Child(ren) Name(s) (if applicable) *age, optional*:

Interests/ Hobbies & Special Skill Sets: _____

Place of Employment and/or Self-employed Business: _____

City of Employment: _____ Work Phone: _____ Work E-mail: _____

Community Involvement: _____

Ideas and goals to be an effective team member: _____

Other information you would like to share (personal goals, etc): _____

Other ministries you are interested in learning about and/or currently serving: _____

Training activities and outings of interest: _____

The River Church

Confidentiality Agreement

Applicable to: The River paid staff/employees, ministers, leaders, volunteers and others who have access to information entrusted to or maintained by The River Church, including any piece of information (verbal, digital or hard copy) that is provided to The River or created by The River regarding any person or business/organization.

The River Church maintains information about its current and past paid staff/employees, ministers, leaders, volunteers, members, visitors and affiliates, as well as information concerning The River business operations and processes. The information is considered confidential or sensitive. The River Church restricts access to information for legitimate business purposes, and requires of those who have access to information: to access information solely for a legitimate business purpose as-needed, and not disclose information to any individual, group, media or organization.

- I understand that my access to confidential or sensitive information entrusted to or maintained by The River Church is approved solely in conjunction with my assigned responsibilities as a paid staff/employee, minister, leader or volunteer of The River Church and not for any other reason, particularly not for my personal benefit or for the benefit of others.
- I agree to take appropriate measures to uphold the confidentiality of this information and not divulge to anyone the contents of this information or any information provided to me, including any report or record, except in accordance with The River Church as assigned to me.
- I agree not to share any passwords with any other person, and that I am responsible for any activity carried out under my name.
- I understand that if I do not comply, I will be subject to disciplinary action up to and including termination.

Signature: _____

Printed Name: _____

Name of Ministry or Position: _____

Date: _____

Designation: (Please Check One)

Employee/ Paid Staff Minister Leader Volunteer Other

The River Church

Church Access Form

*Please complete at least 1 month prior to requested event for review and approval. *Please note, completion and submission of this form does not guarantee approval. *Security and/or Senior Pastor or Executive Pastoral Team Member must be present for duration of event.

Ministry/Department: _____

Ministry Leader Name: _____

Requestor Name: _____

Phone Number: _____ **E-mail:** _____

Date Request Submitted: _____ **Date of Event:** _____

Purpose for Use of Church (briefly describe the event):

Duration/Date & Timeframe of Event: _____

Number of Individuals who will be present: _____

**Person requesting access must be present throughout the duration and timeframe of the event*

Type of Event: Meeting Event (Event Type: _____) Other: _____ (Training, Workshop, Seminar, Practice, etc)

To be completed by Senior Pastor:

Date Reviewed: _____ **Date Approved:** _____

Senior Pastor Approval Signature: _____

If not approved, Reason: _____

The River Church

Church Service/Event Attendance Report

Church Service Attendance Report								
Date	Day			Time of Service		Minister(s):		
	Sun.	Tues	Other			Senior Pastor	Guest Pastor:	Guest Pastor:
1st Time Visitors	Main Sanctuary		Overflow	Other (Prayer, Class): Total	4Life Youth: Staff	4Life	Blueprint College: Staff	Blueprint
<i>Recorded by:</i>				TOTAL Onsite ATTENDANCE (<u>All</u> Inclusive)				

Church Service Attendance Report								
Date	Day			Time of Service		Minister(s):		
	Sun	Tues	Other			Senior Pastor	Guest Pastor:	Guest Pastor:
1st Time Visitors	Main Sanctuary		Overflow	Other (Prayer, Class): Total	4Life Youth: Staff	4Life	Blueprint College: Staff	Blueprint
<i>Recorded by:</i>				TOTAL Onsite ATTENDANCE (<u>All</u> Inclusive)				

CSAR –

Distribution:

Senior Pastor ___
 Executive Pastor ___
 Front Desk ___

The River Church

Media Request Form

*Completion of this form and submission to the Executive Pastor is required at least two (2) weeks prior to requested announcement start date for review and approval. Please note completion and submission of this form does not guarantee approval. If and when approved, the Executive Pastor will submit to Media Leader.

Ministry/Department: _____ **Date:** _____

Ministry Leader/Contact Name (*requested by*): _____

Phone Number: _____ **Email Address:** _____

Purpose of Media Request (Announcement via Reel)

Date/Timeframe of Event: _____ **Time of Event:** _____

Content for Announcement (verbiage to maintain 30 second or less timeframe)

Graphics to Accompany Announcement (check all that apply): **Pictures** **Music** **Words (indicate in Content above)** **Other:** _____ **Color Scheme:** _____

Requested Timeframe to Run Announcement: _____

To be completed by Pastor

Date Reviewed: _____ Date Approved: _____

To be completed by Media

Date Received: _____ Date Begin to Run: _____

The River Church

Meeting Request Form

*Completion of this form and submission to the Executive Pastor is required at least two (2) weeks prior to requested meeting date for review and to schedule. In order to be considerate of time, requested meetings may not exceed one (1) hour. When approved, the Executive Pastor will contact you to schedule the meeting date and time. Please be advised that urgent matters should be communicated via other means (i.e. phone or e-mail).

Please indicate one of the following requests:

- Request to meet with Senior Pastor**
- Request to meet with Executive Pastor**
- Request to meet with Executive Pastoral Staff**

Name: _____ **Date:** _____

Designation: **Employee/ Paid Staff** **Ministry Leader/ Ministry Co-Leader/ Minister** **Volunteer**

Ministry: _____

I wish to waive the right of my Manager/ Ministry Leader present during the meeting. If not waived (i.e. if box is not checked), your Manager/ Ministry Leader may be present during the meeting.

Purpose of Meeting: _____

Availability for Meeting:

1st Option (Date & Timeframe): _____

2nd Option (Date & Timeframe): _____

3rd Option (Date & Timeframe): _____

This Meeting Request is: **Time Sensitive** **Personal** **Other**

To be completed by Senior Pastor or Executive Pastor

Date Reviewed: _____ **Meeting Date & Time:** _____

Issue Resolved: _____

More information needed (follow up meeting scheduled): _____

Other (Plan of Action): _____

The River Church
Vacation Request Form

Name: _____ **Date:** _____

Phone Number: _____ **E-mail:** _____

Ministry/ Department: _____

Emergency Contact Name: _____ **Phone:** _____

Back-up Contact/ Ministry Co-Leader Name: _____

*Please indicate the dates you plan to be absent from church and/or meetings, and provide to the Executive Pastor. A submitted request does not guarantee approval. You will receive approval from the Executive Pastor.

Date [Month & Day]	Reason (optional)

Leave of Absence Request

*Indicate your proposed time away according to the doctor's note, if applicable. This form must accompany the doctor's note when applicable. This form usually pertains to maternity leave or an extended period of time away from work/service.

Dates [Month & Day Timeframe]	Reason (attach doctor's note, if applicable)

Approved By: _____ Approved Date: _____

The River Church

Announcement Request Form

*Completion of this form and submission to the Executive Pastor is required at least two (2) weeks prior to requested announcement start date for review and approval. Please note completion and submission of this form does not guarantee approval. If and when approved, the Executive Pastor will update to The River Announcement form.

Ministry/Department: _____ **Date:** _____

Ministry Leader/Contact Name (*requested by*): _____

Phone Number: _____ **Email Address:** _____

Purpose of Announcement

Date/Timeframe of Event: _____ **Time of Event:** _____

Content for Announcement (verbiage to maintain 30 second or less timeframe)

This form is also accompanied by (check all that apply): **Media Request form** **Event Request form**

Budget Request form **Other:** _____

Requested Timeframe to Announce: _____

To be completed by Pastor

Date Reviewed: _____ Date Approved: _____

If not approved, Reason: _____

The River Church

Volunteer Recognition Form

*To be completed by the Ministry Leader or Ministry Co-Leader.

Ministry/ Department: _____

Ministry Leader/ Contact Name: _____

Date form completed: _____

For Month to be recognized: _____

Team Member Name (to be recognized): _____

Detailed Brief Reason why Team Member (named above) should receive Recognition - "Volunteer of the Month" Award. How has he/she gone above and beyond in duties?"

Thank you for taking the time to recognize one of your volunteers! Please try to be mindful of other volunteers on your team, and submit recognition for different volunteers each month.

The River Church

Emergency Responder Report

*To be completed upon contacting an emergency unit (or within 12 hours of the occurrence), and submitted to the Senior Pastor or Executive Pastoral Team member immediately.

Name: _____ **Date & Time of Report:** _____

Date of Occurrence: _____ **Time of Occurrence (a.m./ p.m.):** _____

Description of Occurrence: _____

Location of Occurrence: _____

Individuals involved in Occurrence and Their Phone Number:

Time Emergency Unit (EMT, Police, Fire Truck) Contacted: _____

Individual's Name who contacted/called the Emergency Unit: _____

Time Emergency Unit (EMT, Police, Fire Truck) arrived on scene: _____

If Emergency Unit was not contacted, indicate the reason: _____

Unusual Occurrence Report

*In addition to completing the above information, include the following when an Emergency Unit is not contacted. Please be prepared to answer additional questions from the Senior Pastor and Executive Pastoral team regarding the occurrence.

Any Background/ Historical or Other Information in regards to Occurrence:

The River Church
Prayer Request Form

Requestor Name: _____

Reason for Request (what/who to pray for): _____

Do you request to meet with a Minister for additional prayer: Yes No

The River Church

List of Ministries

Service Ministries

- Connections Ministry
- Protective and Safety Services
- Greeters and Ushers
- Music and Fine Arts
- Performing Arts
- Hospitality
- Event Planner and Planning Team
- Product/Marketing Manager and Product Team
- Media Group
- 4Life Youth Ministry and Blueprint College Ministry
- School of Ministry and Mentoring

Community Outreach Ministries

- River Business Academy
- Crisis Center
- Food Bank
- G-Ma's Closet
- Nursing Home
- One Day with God/ Prison Ministry
- S.Y.N.C. (Singles Yielded in Christ)