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**PERSONNEL**

**POLICY MANUAL**

**(Staff Policy Manual)**

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**PERSONNEL POLICY MANUAL – INTRODUCTION**

*(This section was revised September 2019)*

**Welcome to our Employees**

Welcome to our leadership team. We are glad you have chosen to work with us and trust our efforts together will produce an atmosphere compatible with the Christian principles we represent and an effectiveness in bringing many people to the saving knowledge of Jesus Christ our Lord.

You are important to the overall mission of this Church and in ministering to other employees, this Church as a whole, the entire local community, and those we minister to globally. Your personal spiritual growth and active involvement in our local Church are integral parts of your ministry on this staff.

**Purpose**

This Personnel Policy Manual is written as a general guide and not as a detailed explanation of every rule and policy and is written to provide you direction and to enable you to carry out your responsibilities to the best of your abilities. The purpose of this Personnel Policy Manual is to establish and maintain a uniform system for managing personnel matters; to comply with applicable employment laws; and to provide the standards, terms, and conditions of employment with our Church. It is further intended, by adoption and periodic amendment of these policies and procedures, that this Manual serve as a guide for our Church employees in their routine work activities and relationships and that the objectives of both this Church and the individual employees are achieved.

This Personnel Policy Manual is not a contract, and we reserve the right to change, delete or add to these or other policies at any time. Additionally, no document or informational item from Church including, but not limited to, an employee benefit plan, manual, employment application, recruiting or training material, or memorandum, whether singularly or combined, are to create an expressed or implied contract concerning any terms or conditions of employment. Revising and updating this Personnel Policy Manual is an ongoing function. Anytime changes occur, you will be informed of the changes and a revised Personnel Policy Manual will be given to you for you to sign.

**Authority of the Policy**

The policies contained in this Manual have been approved by the Board and carry the full authority of our Church. All employees in all situations shall follow them. The Lead Pastor and must approve any variations from these policies.

**Administration of the Policy**

Any questions regarding the implementation of these policies shall be referred to the Lead Pastor. The policy interpretation of the Lead Pastor shall be considered final.

**Call to Commitment**

Your job is important. It is important not only to you but also to the other team members who are responsible for the coordination of work at this Church. Your job is important also to this Church body and its ministry.

You, as an employee, are responsible for performing your job in the best and most efficient manner. Our staff works as a team and results depend on the combined efforts of all employees.

**Equal Opportunity**

This Church employment policy is to provide equal employment opportunities for all qualified employees and applicants without regard to race, color, sex, age or national origin.

This Church reserves the right to employ persons who are Christians with a likeminded philosophy of ministry and who, in the opinion of this Church, have a work history and lifestyle which is consistent with the Scriptural principles this Church embraces.

**Special Notes**

The personal pronouns “his,” “he,” and “him” are used for purposes of convenience and good grammar and may refer to either males or females. Our Church may also be referred to as “this Church” from this point forward. This handbook supersedes any previous handbook or unwritten policies.

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**PERSONNEL POLICY MANUAL – PURPOSE OF THIS CHURCH**

*(This section was revised September 2019)*

**Our Mission**

To Lead People to Become Fully Devoted Followers of Christ.

**Our PURPOSE**

Bring In, Build Up, Train, Send Out.

**OUR BEHAVIORAL VALUES**

Bring In, Build Up, Train, Send Out Work Ethic, Sense of Humor, Cultural Relevance, Teachability, Humility, Flexibility, Resilience.

**OUR core VALUES**

We are faith-filled, big thinking, bet-the-farm risk takers

* We’ll never insult God with small thinking and safe living.

We are all about the capital “C” Church.

* The local church is the hope of the world, and we know we can accomplish infinitely more together than apart.

We give up things we love for things we love even more.

* It’s an honor to sacrifice for Christ and His church.

We wholeheartedly reject the label mega-church.

* We are a micro-church with a mega-vision.

We will do anything short of sin to reach people who don’t know Christ.

* To reach people no one is reaching, we’ll have to do things no one is doing.

We will lead the way with irrational generosity.

* We truly believe it is more blessed to give than to receive.

We will laugh hard, loud, and often.

* Nothing is more fun than serving God with people you love.

We always bring our best.

* Excellence honors God and inspires people.

We are spiritual contributors not spiritual consumers.

* This Church does not exist for us. We are this Church and we exist for the world.

We will honor Christ and His church with integrity.

* If we live with integrity nothing else matters.

If we don’t live with integrity nothing else matters.

**Theological and moral positions**

Being affiliated with The Pentecostal Assemblies of Canada, Church Name fully subscribes to the Statement of Fundamental and Essentials Truths, as approved and amended from time to time by the General Conferences of The Pentecostal Assemblies of Canada. This document provides the theological and moral positions, as understood from the Bible, for Church Name and those who attend. In keeping a Christian work and church environment, all employees must also live by and subscribe to these same theological and moral positions.

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**PERSONNEL POLICY MANUAL – VALUES OF SERVING**

*(This section was revised September 2019)*

The Lord has graciously given us the privilege of serving His Church. Here is a synopsis of some of the principles and values by which we strive to maintain while working at our Church.

**Truth  |  Community  |  Servanthood  |  Christian Spirituality  | Missional Living**

These are the values we pray are being duplicated in our Church; therefore, it is imperative that we model them in our work. We desire to maintain a work environment that operates on the basis of Truth. The Word of God is our authority and guide-book. It is also the revelation of the Triune God.

The office culture is a unique community where we have the opportunity to model authentic relationships where we pray for, encourage, share and sharpen one another. The Lord both commanded and modeled foot-washing. The call of the leader is a call to serve. We are also spiritual people who do not fight against flesh and blood. The life of those who follow “The Way” is a mystical and spiritual life of prayer, fasting, sacrificial giving, worship, etc. Our calling to our Church is a call to maintain and sustain this aspect of life.

As our work is rooted in Truth and expressed in community, servanthood and spirituality, we hope to engender a work environment that is missional in nature. These values are foundations upon which the principles are built.

**Relevant Verses**

* *“Whatever you do, work at it with all your heart, as working for the Lord, not for human masters, since you know that you will receive an inheritance from the Lord as a reward. It is the Lord Christ you are serving.”* (Colossians 3:23-24 - NIV)
* *“Have confidence in your leaders and submit to their authority, because they keep watch over you as those who must give an account. Do this so that their work will be a joy, not a burden, for that would be of no benefit to you.”* (Hebrews 13:17 - NIV)

**Principles**

* **Excellence—**We are to work with excellence as unto Him. We do not expect perfection, only the pursuit of it (Colossians 3:17, 23-24; 1 Corinthians 10:31).
* **Priority Management—**We are too often ruled by the tyranny of the urgent to the detriment of the significant. Plan, prepare and utilize time effectively and efficiently (Psalms 39:4-5; Psalms 90:12; Prov. 6:6-11; Luke 10:38-42).
* **Integrity—**Our workplace must operate on the basis of honesty and integrity in all matters, all conversations and all actions. This also means we are faithful to be punctual, honor deadlines, return messages and maintain appointments (Proverbs 22:11, 28:6; Matthew 5:36-37; Luke 16:10; 2 Corinthians 7:2).
* **Rest and Celebration—**We are a rhythmic people designed for work and rest. The dedicated and ambitious are to be honored, but workaholics are not. Make time and take time to rejuvenate through rest and celebration (Genesis2:2; Ecclesiastes 4:6; Matthew 11:29; Mark 6:31-32; Proverbs 17:22; Luke 15:24).
* **Teachability—** *We are capable of being taught, apt and willing to learn and favorable to teaching.* As a result, we are to always be open to what God would teach us and have us learn, as we continue on His journey (Psalms 32:8; Proverbs 2:2, 10:17; John 14:26).

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**PERSONNEL POLICY MANUAL – DEFINITIONS**

*(This section was revised September 2019)*

**Definitions of Employment Status**

* **Regular full-time**—Full-time employees are scheduled to work usually thirty-seven and a half (37.5) hours, but at least thirty-two (32) hours per week, as agree upon in the job description. Only full-time employees are entitled to full employment benefits of this Church, as outlined in the Benefits section.
* **Temporary full-time**—There are occasions when the work of a specific job requires full-time work for a period of limited duration. A person who works in an interim position, while a regular employee is sought, may be classified in this category.
* **Regular part-time**—Part-time employees work less than thirty (30) hours per week, where those employed more than twenty (20) hours per week are entitled to the medical benefits from this Church.
* **Temporary part-time**—Extra employees may be used when a temporary job assignment needs to be completed. Temporary part-time employees work less than thirty (30) hours per week, and for a period of limited duration.

**Change in Employment Status**

Employees who are currently working part-time (regular or temporary) or temporary full-time where their employment status changes to regular full-time, being thirty-seven and a half (37.5) hours or at least thirty-two (32) hours a week, (30 hours per week minimum), will be eligible for full employment benefits. The effective date for benefits will be the same as the effective date of the employee’s regular full-time status, applying any waiting periods already established.

**Employee Categories**

All employees are classified into the following organization tiers. The tier structure can be defined as the utilization of organizational levels to establish leadership roles, job responsibilities and respective compensation packages.

* **Leadership Pastors** consists of the Lead Pastor, Associate Pastor when applicable and Executive Pastor when applicable.
* **Assisting Pastors** consists of department heads, such as Community Pastor, Worship Pastor, Children’s Pastor, etc.
* **Office Workers** consists of those who are assisting the Pastors and Board members, such as the Administrator, Bookkeeper, Custodian, etc.
* **Interns** consists of those involved in the intern program.

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**PERSONNEL POLICY MANUAL – JOB DESCRIPTIONS**

*(This section was revised September 2019)*

**Job Descriptions**

The Lead Pastor, along with the Board and executive pastor, will establish the job descriptions for all employees to detail all required job responsibilities. The job description for pastoral staff must include a percentage of average weekly time required for each ministry task, in keeping with CRA regulations for Clergy Residence Deductions.

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**PERSONNEL POLICY MANUAL – SELECTING PERSONNEL**

*(This section was revised September 2019)*

**Selecting**

The leadership of this Church carefully selects employees through written applications, personal interviews and reference checks. After all available information is considered and evaluated, employees are selected to join the team of employees.

**At Will**

This Church and all its employees recognize that all employees are hired at-will, meaning they may quit their jobs at any time, and this Church may terminate any employee at any time, without cause or notice.

**Employment of Relatives**

It is this Church’s goal to hire the best-qualified employee available for all jobs, including consideration for those related to other employees. Related family members would be spouses, children, siblings, parents, grandparents, grandchildren, cousins and in-laws. However, our practice is to avoid placing related employees under the supervision of another family member, unless otherwise approved by the Board. Performance reviews will not be conducted by family members, to prevent conflicts of interest.

Relatives would not be placed in positions where they would directly work with or have access to sensitive information, such as financial information, private information, or any such where there is an actual apparent conflict of interest.

If two existing employees marry, the above requirements would apply, where employees may have to be reassigned or transferred.

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**PERSONNEL POLICY MANUAL – PERSONAL RECORD CHECK**

*(This section was revised September 2019)*

**Criminal Record Check  |   Vulnerable Sector Check**

It is vitally important to us to protect all who attend, volunteer or are employed at our church, where all employees are required to provide a Criminal Record Check (CRC) and a Vulnerable Sector Check (VSC). Both the CRC and VSC must be provided prior to being hired and must be renewed every fifth year of employment or prior to if the Board so requests, where it would be vital for such to indicate a clear record. If such record(s) would not be clear, the employment status of the employee and ministry participation of a volunteer would be either reduced, restricted, or concluded.

For employees twelve (12) years of age or older, both the CRC and VSC can be obtained electronically through BC Registries or directly through the local RCMP detachment.

The information, from both the CRC and VSC, will remain confidential between the employee, Lead Pastor, Board members, and legal and/or court system.

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**PERSONNEL POLICY MANUAL – ORIENTATION & PROBATION**

*(This section was revised September 2019)*

**Orientation for Employees**

On the first day of employment, the Pastor or Board member responsible will ensure that the new employee receives an orientation of the policies, facilities, and job expectations, along with introductions to all staff and leadership personnel. The Job Description, Personnel Policy Manual, Church Policy Manual, Constitution, Bylaws and Statement of Fundamental and Essential Truths are to be reviewed and agreements signed by the end of the first day of work.

**Probation of Employment**

The probationary period for all new employees is for three (3) months, according to Employment Standards guidelines. During this time, the Pastor or Board member responsible will provide by-weekly written evaluations, for the purpose of providing feedback to the employee regarding the employee’s performance and to assess whether the employee is suitable for the position.

It is not until the probationary period has passed that the employee is considered a permanent employee. Employees who do not pass their probationary period are released and paid out according to Employment Standards guidelines.

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**PERSONNEL POLICY MANUAL – HOURS OF WORK**

*(This section was revised September 2019)*

**Volunteering in Ministry**

As a faith-based organization, volunteering is an important part of the Christian life for everyone, including employees. Therefore, as Christians and leaders in this Church, all employees are expected to exemplify regular volunteering in church ministries outside of their employment responsibilities.

**Office Hours**

Normal office hours occur Monday to Friday from 9:00am to 5:00pm.

**Working Hours**

Working ours are reflected in the Definitions of this Personnel Policy Manual and are determined in each employee’s job description.

**Hours of Work**

Due to the nature of the ministries presented by our church, we recognize that exceptions are necessary for certain employees when it comes to hours of work. Therefore, employment hours might not parallel the office hours, hour for hour, but must still reflect the hours identified in the job description of each employee. For example, those who are required to work on a Sunday, not volunteer, would only work four (4) of the week days. As a result, the schedule, by which the hours are fulfilled, must be established by the immediate supervisor of the employee and maintained by the employee.

Work demands are not always smooth, so employees are expected to be flexible if occasional requirements to work outside of the agreed working hours might occur. In the same way, the immediate supervisor will provide flexibility for employees who must alternate working hours to accomplish working responsibilities or occasionally must attend to personal matters, such as appointments or unexpected family circumstances.

If an employee is required to work more than the agreed working hours and if their schedule does not allow them to alternate working hours within the week, the hours may be recorded and taken at a different time in lieu, as noted in Time Away in this Personnel Policy Manual.

**Work Breaks**

Break times of fifteen-minutes are provided for all full-time employees during the morning and afternoon while at work. Employees working five hours or less in a day are provided one fifteen-minute break. These paid work breaks should be used for a change of pace from normal duties and for personal refreshment. The afternoon break may be combined with the morning break. Work break times may not be accumulated if not taken.

**Place of Work**

Due to the nature of the ministries presented by our church, we recognize that exceptions are necessary for certain employees when it comes to the place of work. It is expected that all employees would work at the office during normal working hours, except when work might better be accomplished elsewhere, when ministry requires otherwise or when the job description details differently; all of which must be agree upon by their immediate supervisor.

Virtual office technology provides employees the opportunity to be connected, regardless of the location. The virtual office has become a popular choice in today’s culture, where one can office from home, coffee shops, or the public buildings. This Church desires the employee to be connected and involved in the community, but team work and staff unity are vital aspects to our work. Therefore, the employee should office from this Church when at all possible. If the employee plans on utilizing a virtual office, for a certain day’s work, they must obtain permission from their immediate supervisor and inform this Church’s receptionist no later than 8:30 am that day. Any employee, who desires to office outside of this Church on a consistent basis, must gain written permission from their immediate supervisor and the Lead Pastor.

**Staff Meetings, Retreats, Gatherings and Events**

Staff meetings, retreats, gatherings and other events are planned on a regular basis to enhance communication, build the team, and ensure a flow of information. All full-time employees are expected to attend all staff meetings, as well as all other relevant meetings, and are expected to contribute verbally, creatively and willingly toward effective ministry outcomes. All part-time employees are to make every effort to attend all such relevant meetings. The employee’s immediate supervisor must approve in advance all exceptions.

**Attendance**

Maintaining a good attendance record reflects personal integrity and the necessity before God of being a good steward of our time and treasure. Therefore, each employee is expected to be regular and conscientious of his/her attendance. Repeated absenteeism may lead to progressive corrective disciplinary action up to and including termination.

**Promptness**

All employees are expected to be at work on time. Professional ethics demands accountability for the time for which employees are being paid and does not present cause for others to wait on your arrival. Repeated tardiness may lead to progressive corrective disciplinary action up to and including termination.

**Overtime**

All Employees are expected, when at all possible, to complete their required tasks within their regularly scheduled work hours.

Hourly employees who work overtime would be compensated according to B.C. Employment Standards. Salaried employees who occasionally might not be able to complete their tasks within the scheduled work hours may be compensated through time of in lieu. According to Section #40 of the B.C. Employment Standards, managers are not entitled to overtime pay.

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**PERSONNEL POLICY MANUAL – TIME AWAY**

*(This section was revised September 2019)*

**Stewards of Time**

Although both part-time and full-time employees work their full week schedule and volunteer more time in this Church, their schedule needs to reflect appropriate time off for Sabbath rest and for personal and familial responsibilities and needs to exemplify a balanced lifestyle as a leader.

All time away from work must be approved by the employee’s immediate supervisor. When employees find it necessary to be absent, they should contact their immediate supervisor at the earliest time possible or pre-arrange for any anticipated absence. Some examples are extended lunches or even short periods of time absent from the office.

Since God’s people so generously support us in our work and since as God’s children, we want to remain people of integrity and responsibility by booking personal appointments outside of working hours whenever possible and by devising a clear plan with the immediate supervisor how to make up any lost time.

**Lieu Time**

When an employee is required to work beyond normal working hours, lieu time may be earned in fifteen-minute blocks, as approved by the immediate supervisor. The first fifteen minutes of work beyond normal working hours is not to be counted as earned time. Lieu time earned is highly recommended to be redeemed within thirty days of the extra hours worked, to allow for personal recovery. Exceptions to the thirty days and scheduling of lieu time away are to be approved by the immediate supervisor.

**Vacation**

Employees are eligible for annual paid vacations, which are intended to provide employees with periods of rest and relaxation away from the work environment.

Salaried pastoral employees are entitled to annual vacation, with pay based on the number of years they have been in full-time Christian ministry, on the following basis:

* Less than 5 years of service; 3 weeks
* After 5 years of service or ordination; 4 weeks
* After 10 years of service or masters or lead pastor; 5 weeks
* After 20 years of service or doctorate; 6 weeks

Salaried office employees are entitled to annual vacation, with pay based on the number of years of service at this Church, on the following basis:

* After 1 year of service; 2 weeks
* After 2 years of service; 3 weeks
* After 5 years of service; 4 weeks
* After 10 years of service; 5 weeks
* After 20 years of service; 6 weeks

Hourly paid employees will receive 4% of earnings on every paycheque for the first four years of service, 6% from the start of their 5th year of service, and 8% from the start of their 10th year of service, where they may schedule vacations without pay, on the following basis:

* After 1 year of service; 2 weeks
* After 2 years of service; 3 weeks
* After 5 years of service; 4 weeks
* After 10 years of service; 5 weeks
* After 20 years of service; 6 weeks

Employees who are required to work on Sundays are entitled to the same number of Sundays off as entitled weeks. Additionally, employees who required to work on Sundays, are allowed one extra Sunday away from this Church to attend a similar church for refreshment and ideas.

**Scheduling**

Vacation days are accrued over the year and must be used within the same calendar year or be forfeited. In rare circumstances, exceptions may be approved by the immediate supervisor. Vacation days should generally be scheduled in full week increments, but not less than full day increments (i.e. no half days taken). Statutory Holidays observed during a scheduled vacation will be considered a holiday and not charged to vacation.

**Approval**

Vacation days would be requested of and approved by the immediate supervisor, where the days must not be during key or main ministry times and must be made known to all employees via staff calendars. Ministry tasks must continue to be cared for through qualified substitution.

**Statutory Holidays**

Statutory holidays will be observed in accordance with the Province of British Columbia Employment Standards legislation, as follows:

* + - New Year’s Day (January)
    - Family Day (February)
    - Good Friday (Friday before Easter)
    - Victoria Day (May)
    - Canada Day (July)
    - BC Civic Day (August)
    - Labour Day (September)
    - Thanksgiving Day (October)
    - Remembrance Day (November)
    - Christmas Day (December)
    - Boxing Day (December)

Additionally, in respect to our beliefs:

* + - Easter Monday (Monday following Easter)

Additionally, in building the families of those who serve our church, employees may remain with their families, if all employment responsibilities are cared for and if they remain in the area, as follows:

* + - Weekdays between Christmas Day and New Year’s Day

If a statutory holiday falls on a Saturday or Sunday, time off with pay will be granted on the Monday immediately following. When two stat holidays fall on the same weekend, the second day may be taken on the Friday preceding or Tuesday following.

**Sick Leave**

In the case of illness or accident, the employee is expected to notify their immediate supervisor within a half hour of the regular starting time or in emergencies as soon as possible.

All regular full-time employees become eligible for up to eight (8) paid sick days on the first day of the month following the completion of probation period. These days shall be non-cumulative and there shall be no pay in lieu of such days not taken. Exceptional cases requiring more than 8 days per calendar year shall be considered by the immediate supervisor and the Board.

All regular part-time employees who have completed one year of service shall be eligible for sick leave on the basis of the number of hours worked in the preceding calendar year, effective after the first anniversary of their starting date:

* + - 100-249 hours; One day sick leave with pay
    - 250-499 hours; Two days sick leave with pay
    - 500-749 hours; Three days sick leave with pay
    - 750-999 hours; Four days sick leave with pay
    - 1,000-1,249 hours; Five days sick leave with pay
    - 1,250-1,499 hours; Six days sick leave with pay
    - 1,500-1,749 hours; Seven days sick leave with pay
    - 1,750 plus hours; Eight days sick leave with pay



Employees will not be eligible for sick leave with pay if the absence is due to any of the following conditions:

* In the event of long-term or chronic sickness, the employee is not under the care of a licensed physician or doctor.
* Occupational sickness or injury covered by Workers’ Compensation Board.
* Intentionally inflicted injuries or disease.
* Illness, injury or leave for which any other benefits are paid, including maternity/parental, family leave, etc.
* Cosmetic surgery
* Service in any naval, military or air force.
* Riots, wars, or wilful participation in disorderly conduct.
* While vacation pay is being received.
* Injuries or diseases sustained while committing a criminal offense.

Employees who are ill for three or more consecutive days may be required to provide a note from a medical doctor in good standing with the BC College of Physicians and Surgeons.

All employees are covered by Workers’ Compensation provisions. Any injuries received as a result of completing assigned responsibilities by this Church must be reported to the employee’s immediate supervisor, where the immediate supervisor will fill out the appropriate forms within 48 hours of occurrence.

**Personal Leave**

This Church acknowledges that employees may have occasional personal and/or family needs, including emergencies or appointments for medical, dental care, etc., during normal working hours. Therefore, the immediate supervisor may grant the employee up to two (2) requested days with pay in a calendar year for the employee to attend to these needs. These days reduce the number of sick days an employee has in a year and must be recorded in the report of hours worked.

**Compassionate Leave**

This Church fully supports the legislated provisions for “family” leave, which currently allows for up to five days of unpaid leave per year, so that an employee can attend to the personal and/or health care needs of an immediate family member.

This Church also supports the legislated provisions for “compassionate” leave, which currently allows for 8 weeks (6 weeks paid from EI) leave, to care for a dying or gravely ill immediate family member.

**Bereavement Leave**

In the event of bereavement in the immediate family (parents, spouse, children, son in-laws,

and daughter in-laws, grandparent or grandchild through bloodline, adoption or fostering), the immediate supervisor shall approve up to days granted for the employee to travel to, care for any required responsibilities, and/or attend the service.

**Relocation Leave**

One day may be granted in the event of a change of residence, but not more than once every two years

**Jury and Witness Leave**

If any employee is summoned for Jury Duty or receives summons or subpoena to appear as a

witness in a court proceeding, not occasioned by their own private affairs, they will be granted the required days and receive regular pay. The employee will be required to forward any fees paid by the courts, except for expense reimbursements, to this Church within one pay period after such payment is received. Advance notice is to be given to the immediate supervisor.

**Leave Without Pay**

Up to 10 working days in duration, without pay, may be to off of work with the approval of the immediate supervisor and the Board.

**Maternity and Parental Leave**

This Church fully supports the provincially legislated provisions for unpaid maternity and parental leave with continuing “benefits” and “return to work” privileges to those who qualify. This Church also provides, to the birth mother, a financial “top up” during the 6-week period (identified by EI as “disabled”) following the birth of the child. This Church expects employees to provide notice of intent to take maternity/parental leave at least 90 days in advance, so substitution can be found.

Five (5) working days may be granted, with pay, for all male parents whose spouse has just given birth or for all parents who have adopted a child, in order to provide support to the new arrival.

**Education Leave**

This Church fully supports the ongoing professional development of its employees and provides the opportunity for continuing education for all employees. Continuing education opportunities such as training, skills development, education or professional development may be available for employees, if the continuing education is directly related to an employee’s current work or anticipated areas of professional development within this Church.

Regular full-time Pastors are eligible up to seven (7) days per ministry year for courses, training, conferences or study. Regular full-time office employees will be granted up to four (4) days per work year for courses, training, conferences or study. This does not include time given to employees for conferences hosted by the PAOC and BC & Yukon District.

If additional time away is required for professional development, employees may use vacation days or leave without pay. Time will be pro-rated according to their employment contract, for employees working less than 40 hours per week.

**Outside Ministry Leave**

Regular full-time pastors may be eligible to allocate up to seven (7) days per year, which may include up to three (3) Sundays, with pay for outside ministry. Outside ministry is considered ministry with another Christian organization beyond our Church. Pastors must first request and secure approval for outside ministry leave from their immediate supervisor, prior to booking the event.

Expenses incurred, as a result of outside ministry, will not be charged to this Church. Any honorariums that may be received for officiating at any outside ministry event may be retained by the employee.

**Sabbatical Leave**

A sabbatical is a time of release from normal duties to devote time to intentional spiritual, emotional and mental renewal, refreshment and study. The intent of the sabbatical is to enhance the personal ministry of the pastor and further the ministry objectives of this Church.

A Sabbatical Leave is not automatically granted, due to employment with this Church or due to length of service. Regular full-time pastors, who have exhibited a track record of more than satisfactory performance, would be eligible to apply for a paid Sabbatical Leave, after seven (7) consecutive years of employment at this Church. Pastors will again become eligible to apply for another Sabbatical after each full seven (7) consecutive years of employment at this Church has passed. Paid Sabbatical Leave may be granted up to a maximum of twelve (12) weeks, though further vacation may be applied to the time away up to a maximum of 16 weeks total leave.

While on sabbatical, the employee will not seek outside employment or income generating ministry. The employee will continue to receive full base salary, medical benefits and pension benefits, but would not be eligible for expense reimbursements. After a sabbatical, a written report must be submitted to immediate supervisor, within one month of returning to work, reporting on all set sabbatical plans and goals along with other unplanned experiences contributing to one’s Sabbatical.

Upon return from paid sabbatical leave, a one-year minimum continued employment commitment is expected. If an employee leaves this Church before one year has passed, the remuneration during the sabbatical leave must be paid back at a pro-rated amount.

**Missions Trips**

All regular full-time pastors, after one consecutive year of employment at this Church, are eligible for one week of paid time, to participate in one of this Church’s missions trips each year. To further clarify: If the trip is ten days in length the employee will receive pay for one normal week of work and will be required to use vacation time, or leave without pay, for the rest of the trip’s duration. If an employee is asked to take a role on the trip that is in connection with their employment responsibilities, they will not be required to use vacation time or leave without pay for up to one additional week.

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**PERSONNEL POLICY MANUAL – COMPENSATION**

*(This section was revised September 2019)*

**Remuneration**

It is the goal of the Board to provide the best-possible remuneration to attract, motivate and inspire the best-qualified individuals with the passion and abilities to excel in God’s work. Most employees are remunerated through an annual salary, where others are remunerated through an hourly wage, as established in the employment agreement.

**Pay Periods**

Pay periods are semi-monthly on the 14th and last day of each month. If either of these days fall on a weekend or a holiday, deposits will be issued on the preceding working day.

**Considerations in Incomes**

* To be comparable with other similar sized churches and similar roles, while considering housing markets and overall cost of living.
* To be internally equitable, considering the level of responsibility, experience and qualifications.
* To be reviewed annually, considering the financial situation of this Church, the stewardship of all church revenues and the personal performance of the employee including ministry accomplishment, job performance and interpersonal/relational skills.

Salaries and wages are strictly confidential between the Board, the immediate supervisor and the employee, where breaching this confidentiality may affect the employment of the employee.

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**PERSONNEL POLICY MANUAL – BENEFITS**

*(This section was revised September 2019)*

**Employee Health Benefits**

All regular employees, after successfully completing their probation period, who work more than 20 hours per week will receive full employee health benefits, in compliance with the anti-selection regulation, where those whose spouse has an alternative plan may receive the basic employee life, long term disability, critical illness and accidental death/dismemberment benefits. Such benefits are taxable, where the premiums would be paid by this Church over and above the employee’s remuneration.

If an employee would be off work on short-term, maternity or parental leave, this Church will continue to pay the premiums for Health Benefits. If the employee no longer qualifies for short-term, maternity or parental benefits and has not returned to work, this Church will not continue to pay for Health Benefits. However, if the employee may continue to qualify for Health Benefits, if agreed upon by the Board, they may continue with the coverage where they would pay for the premiums on their own.

If an employee would be off work on long-term disability leave, with the intention of returning to work, this Church will continue to pay the premiums for Health Benefits for up to twelve months from the date the employee first was unable to work. If the employee no longer qualifies for long-term and has not returned to work, this Church will not continue to pay for Health Benefits. However, if the employee may continue to qualify for Health Benefits, if agreed upon by the Board, they may continue with the coverage where they would care for the premiums on their own.

**BC Medical Service Plan**

All residents of BC will receive BC Medical Service Plan coverage, through the BC Employer Health Tax regulations.

**Pension Plan**

All full-time regular employees, after successfully completing their probation period, would be eligible to participate either in the PAOC Pension Plan or an approved Registered Retirement Savings Plan. Such contributions would be matching, where the employee and Board would agree upon the contribution percentage of the employee’s salary, where the employee would contribute that percentage and this Church would match it. The following percentages may be agreed upon between the employee and the Board:

* **Leadership Pastors** between 0%-10%.
* **Assisting Pastors** between 0%-8%.
* **Office Workers** between 0%-6%.
* **Interns, contractors** or **temporary employees** would not qualify.

Pensions Plan contributions, on behalf of this Church, will stop when the employee is no longer receiving pay cheque from this Church.

If an employee continues to work after the age of 71, statutory rules would conclude further contributions.

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**PERSONNEL POLICY MANUAL – SPIRITUAL AND PROFESSIONAL DEVELOPMENT**

*(This section was revised September 2019)*

**Devotion and Prayer**

All employees are expected to pray and read their bible daily, in deepening their relationship with our Lord and modeling that relationship to their family, this Church family and neighbouring community.

**Fasting and Prayer**

All pastoral employees are expected to take quarterly days away from the office and family, for fasting and prayer for this Church and their ministries. Scheduling is to be outlined and approved by the Lead Pastor.

**Education and Professional Development**

This Church encourages its employees to engage in learning and professional development and will assist financially, when possible, in developing areas relating to the employee’s employment at this Church. Requests will be evaluated on an individual basis and approved by the immediate supervisor and Board. If a course, the tuition, or portion of, may be reimbursed on proof of having successfully passed the course based on the criteria established prior to commencing the course. The reimbursement amount would be agreed upon by the Board, prior to engaging any application for learning.

**Conferences**

To help employees move toward their greatest ministry and work potential, this Church may provide for conferences, when deemed feasible and beneficial to their ministries and work. This Church will pay for expenses for the Lead Pastor to attend the annual BC and Yukon District conference and may pay for the same for other pastors when feasible.

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**PERSONNEL POLICY MANUAL – EMPLOYEE EXPENSES**

*(This section was revised September 2019)*

**Ministry Expenses**

This Church will reimburse employees, or their authorized designate (volunteer), for authorized expenses incurred on this Church’s behalf. Such expenses should be conservative, prudent, and moderate under the circumstances, as well as necessary and incidental to the performance of the ministry and purpose of this Church.

Such expenses would be reimbursed, if the expense is approved through the annual budget and approved by the Board or their financial representative and if an official invoice or itemized receipt showing taxes would be submitted. Such invoice or receipt would allow this Church to be granted 50% of the identified GST.

Such expenses would not be personal in nature, such as meals for family unless approved, parking or traffic violations, club memberships, childcare unless approved, loss or damage of personal property, or donations.

**Non-Reimbursable Business or Ministry Expenses**

Personal expenses for traveler’s cheques, house sitting, pet boarding, movies, entertainment, toiletries, clothing, dry cleaning are not reimbursable.

**Reimbursable Automobile Mileage**

Travel expenses will be reimbursed either by kilometer or public transportation, whichever is less and practical, when traveling for Church business or ministry. Rental vehicles, if approved by immediate supervisor, would be reimbursed as a ministry expense. Kilometers must be tracked from their regular place of work (church, in most cases) and back to the same place of work or from the employees place of residence and back to their residence, if this Church’s business or ministry would occur after working hours. If the place of residence is abnormally further than the work place, where this Church would incur uncommon expenses, the distance from the place of residence would be subtracted.

Where individual round trips exceed 150 kms in one day, and rental vehicles are not available or when the kilometrage reimbursement is approved by the supervisor, those kms in excess of 150 kms during that day will be reimbursed at half the established rate. All other kms not in excess of this standard will be reimbursed at 75% (rounded to the nearest whole number) of the maximum rate posted by the Canadian Government for British Columbia. For example, the maximum rate for 2018 is $0.53 per kilometer, where 75% would be $0.40 per kilometer and half of that would $0.20 per kilometer.

**Accommodation Expenses**

Invoiced hotel expenses, if required for Church business or ministry trips, would be reimbursed as a ministry expense. Where a motorhome, trailer, or camper is used for out of town Church business or ministry trips, there shall be a reimbursement of $30.00 per night for the use of those vehicles in the place of a hotel room.

**Non-Reimbursable Automobile Expenses**

Travel expenses for personal trips, educational advancement trips, or work day portal-to-portal (home to home) are not reimbursable.

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**PERSONNEL POLICY MANUAL – OFFICE CONDITIONS**

*(This section was revised September 2019)*

**Building Security System**

Each employee will receive a key to the entrance door and a code to the alarm system. Care must be taken, by the last person leaving the building, to ensure no one else is in the building, all lights are turned off, blinds are closed, and all doors are securely locked.

**Walk-ins**

If someone other than an invited guest, or one who is connected to our Church, asks to enter the building, the employee is to request assistance from another employee where both could assess the safety of the situation and seek further help if needed. If the situation was believed to be unsafe, the RCMP or Policy force are to be contacted immediately for the protection of all.

**Working Alone**

To maintain safety, employees are encouraged not to work alone in the building, when possible.

**Building emergencies**

In the event of a building emergency, employees would be expected to follow emergency instructions promptly. If an employee is hosting visitor(s), the employee would be responsible to assist the visitor(s) in evacuating the building. The evacuation plan is posted throughout the building.

In the event of imminent danger to employees, employees are asked to call 911. All employees are then required to lock themselves and others inside lockable offices or rooms. When possible, the employee would then send an employee-wide email or text, alerting all employees of the high alert situation.

**Threats and Violence**

Employees who observe or have knowledge of any violence or threat should immediately report it to the immediate supervisor, Lead Pastor or personnel responsible. Employees are empowered to contact the proper law enforcement authorities, before such individuals, if and when they believe a threat to the safety of themselves or others exists.

All complaints will be investigated and acted upon responsibly.

**Emergency Preparedness Plan**

During orientation, employees will be made familiar with the location of phones and appropriate emergency numbers, electrical panels for the building, fire extinguishers, first aid equipment, and flashlights. Employees directing activities at any time must appoint a replacement to assume their emergency preparedness responsibilities, before leaving the building for any reason for any length of time. All accidents must be reported to the immediate supervisor, Lead Pastor or personnel responsible immediately.

**Work Areas**Work areas should be reasonably neat, clean and orderly.  
The immediate supervisor, Lead Pastor or personnel responsible must approve any changes to offices or work areas in advance.

**Accompaniment**

Employees are not to bring their children into the office or work areas, during regular office hours for any extended length of time, in order to provide a working environment that is both professional and safe. Pets, except service animals, are not permitted in the office or church buildings.

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**PERSONNEL POLICY MANUAL – HEALTH AND SAFETY**

*(This section was revised September 2019)*

**Commitment**

This Church is dedicated to providing a safe and healthy work environment and to promoting a culture within the organization that values safety above performance and production. This Church’s health and safety goals will be achieved through the participation and active involvement of both management and workers. Occupational ‘health and safety’ is a shared responsibility. It is the duty of every employee to work safely and have a positive attitude toward the promotion of safe working conditions.

**Health and Safety Responsibilities**

The following areas of responsibility are essential to the success of our health and safety objectives:

**Board**

It shall be the responsibility of the Board to ensure that a formal Occupational ‘Health and Safety’ Program is developed, implemented and maintained in accordance with this Church’s health and safety objectives.

**Supervisors**

All supervisors are responsible for the prevention of occupational injuries, accidents and diseases. Every supervisor must know and comply with this Church’s occupational health and safety requirements. They are responsible to ensure that the workers under their supervision are trained on how to perform their work safely and that they follow safe work procedures.

Supervisors shall conduct regular workplace inspections, initiate accident investigations, and pursue the necessary corrective measures to maintain a safe work environment. Supervisors will cooperate with WorksafeBC, or any other health and safety representative, and will promote proper procedures to all employees.

**Employees and Volunteers**

It shall be the responsibility of employees to protect the personal health and safety of themselves and others, by following safe work practices and complying with this Church’s safety policies and procedures. Employees shall report any workplace hazards and injuries and shall take every reasonable precaution, to prevent accidents and occupational illness. All workers are expected to contribute to the achievement of a safe and healthy workplace by attending all training sessions and learning and following safe work procedures.

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**PERSONNEL POLICY MANUAL – APPEARANCE**

*(This section was revised September 2019)*

**Dress Code**

The District office seeks to establish and maintain a friendly, collegial, yet always professional working atmosphere. The guiding principle in dress code is modesty and professionalism. If an employee has questions regarding the appropriate dress, they may consult with their immediate supervisor. The recommended dress code for employees is smart casual in the office and relatively casual during ministry events, as managed and directed by the Lead Pastor.

Employees who serve at weddings, funerals or like services will dress accordingly in formal attire.

**Hygiene**

Hygiene must be respectfully clean without body odor, where appropriateness is managed and directed between the immediate supervisor and the employee.

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**PERSONNEL POLICY MANUAL – TECHNOLOGY ACCESS**

*(This section was revised September 2019)*

**Commitment**

This policy describes this Church’s guidelines with regard to acceptable use of Information Technology, and disclosure of information stored, transmitted or received on this Church’s systems. With technology, this Church respects the individual privacy of its employees; however, employee privacy does not extend to the employees work related conduct or to the use of this Church’s provided equipment or supplies. The following guidelines may affect your privacy in the workplace.

**Provision of Internet Access**

As a condition of providing Internet access to its employees, this Church places certain restrictions on workplace use of the Internet. When an employee or volunteer connects to the Internet using a Church address designation, or using a Church owned device, it should be for a Church related activity.

This Church encourages employee use of the Internet:

* To communicate with fellow employees and clients regarding matters within an employee’s assigned duties;
* To acquire information related to, or designed to facilitate the performance of regular assigned duties; and
* To facilitate performance of any task or project in a manner approved by an employee’s supervisor.

Use of social media (Facebook, Instagram, etc.) during work hours is discouraged unless the communication is for the purposes of the employee’s duties. Because employees are encouraged to build relationships, the use of social media while working is difficult to regulate. However, this Church expects good time management and good stewardship in this area. Supervisors are encouraged to monitor their teams in this area.

**Compliance with Applicable Laws and Licenses**

Employees must comply with all software licenses, copyrights, and all other laws governing intellectual property and online activity.

Please be advised that your use of Church’s IT systems, including Internet access, expressly prohibits the following:

* Game playing
* Distribution of destructive programs (i.e., viruses and/or self-replicating code)
* Hateful, harassing, or other anti-social behaviour
* Intentional damage or interference with others (for example, hacking and distributing

viruses)

* Making / distributing / viewing any sexually inappropriate or otherwise offensive

material

* Solicitation
* Commercial use or non-Church business
* Dissemination or printing of copyrighted materials (including articles and software) in violation of copyright laws
* Sending, receiving, printing or otherwise disseminating proprietary data, trade secrets

or other confidential information of this Church, in violation of company policy or proprietary agreements

* Offensive or harassing statements or language including disparagement of others

based on their race, national origin, sex, sexual orientation, age, disability, religious or

political beliefs.

* Sending, storing or soliciting sexually oriented messages or images
* Operating a business, usurping business opportunities or soliciting money for personal

gain, or searching for jobs outside of this Church

* Sending chain letters, gambling or engaging in any other activity in violation of the

law

**Management’s Right to Access Information**

This Church provides a computer network, including all applications and services (such as: File Storage, Email, Printing, etc.) to facilitate Church communications and employee productivity. Although each employee has an individual password to access this system, it belongs to this Church and the entire contents of the IT system are accessible at all times by this Church management for any business purpose. These systems may be subject to periodic unannounced inspections and should be treated like other shared filing systems. All system passwords and encryption keys must be available to this Church management, and your passwords or encryption keys must be available to your immediate supervisor. All electronic files are company records. The contents of any electronic record stored on this Church’s Information System may be disclosed within this Church without your permission. Therefore, you should not assume that any document or electronic record is confidential. Back-up copies of all electronic records may be maintained and referenced for business and legal reasons.

**Personal Use of E-Mail**

Because this Church provides the electronic mail system to assist you in the performance of your job, you should use it for official Church business only. Incidental and occasional personal use of e-mail is permitted by this Church, but these messages will be treated the same as other messages. This Church reserves the right to access and disclose as necessary all messages sent over its e-mail system, without regard to content. Since your personal messages can be accessed by this Church’s management without prior notice, you should not use this Church’s e-mail to transmit any messages you don’t want to be read by a third party.

**Password and Encryption Key Security and Integrity**

Employees are prohibited from the use of the passwords or encryption keys of other employees for any reason. If you know/believe that someone might know your password or encryption key, it is your duty to change that password, or notify IT support so that it can be changed.

**Virus Detection**

All material downloaded from the Internet or from computers or networks or portable devices, MUST be scanned for viruses and other destructive programs before being placed onto this Church’s computer system.

**Software Installation**

To ensure compliance with applicable laws and proper management of all applications, employees are prohibited from installing applications on any Church electronic system, without explicit permission from the IT support. For the purpose of this policy, an application is any computer program that provides a function (such as: a toolbar for internet explorer, a calculator, Microsoft Office, screensavers, music players, etc.). You can make a request to have software approved for installation by emailing the IT support.

**Personal Computers**

To ensure security and proper management of the Information Technology Systems, any device that is not owned and managed by this Church is prohibited from connecting to this Church’s corporate network / Information Technology systems unless approval is granted by IT support.

**Non-Employee Access**

Each person that accesses a Church computer / IT resource must have their own unique username / password. As such, those persons who are not employees, interns, or key volunteers of this Church (including spouses / children of employees) are prohibited from using this Church’s Information Technology Systems. Under no circumstances shall an employee permit anyone, especially a non-employee, to use their personal credentials to access this Church’s IT system. If a key volunteer is required to use this Church’s Information Technology Systems to perform their duties a request can be submitted for a non-employee account with very limited access be created.

**Waiver of Privacy**

This Church has the right, but not the duty, to monitor any and all aspects of its computer system, including, but not limited to, monitoring sites employees visit on the Internet, reviewing material downloaded or uploaded by employees, and reviewing e-mail sent and received by employees. Employees waive any right to privacy in anything they create, store, send, or receive on the computer, internet, or other IT system.

**Violation of this Church’s Information Technology: Access and Activity Policy**

Violation of this Church’s Information Technology: Access and Activity Policy may result in disciplinary action. The measure of discipline will correspond to the gravity of the offence as weighed by its potential effect on this Church and fellow employees.

**Breach in Confidentiality**

If a breach in confidentially accidentally occurs, the following steps will be taken to contain confidential information from spreading to unauthorized recipients:

* Report the incident immediately and openly to the immediate supervisor and those whose confidential information has been breached.
* Recover the information as quickly as possible by contacting unauthorized recipients immediately.
* Remediate the breach of confidentiality by ensuring that all unauthorized recipients have relinquished and/or or entirely deleted all unauthorized confidential information accidently sent to them.
* Prevent other breaches of confidentiality will occur by reviewing what went wrong, how the reparation process went, and what safeguards are needed moving forward to prevent further breaches of confidentiality.

**Signed Release**

All users will be required to sign this policy manual stating their knowledge of and agreement with the fact that all aspects of this Church’s IT Systems are subject to monitoring by this Church. Further, their signature shall indicate agreement to all requirements and conditions outlined in the above policy.

**Cellular Phones**

As approved by the Board, employees who, due to their job description and responsibilities, regularly use their cell phones to assist them in their employment with this Church, are eligible for limited cell phone reimbursement per the rates established by the Board. A copy of the employee’s monthly cell phone bill must be submitted annually to the Board to properly substantiate this expenditure.

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**PERSONNEL POLICY MANUAL – SOCIAL MEDIA**

*(This section was revised September 2019)*

**Commitment**

This Church generally views creating or contributing to personal websites, blogs, social networks, message boards, virtual worlds, and other kinds of social media positively. We recognize the desire of our employees to participate in online community and encourage this form of networking and idea exchange.

As an employee of this Church, employees may be seen by our members, attendees, and outside parties as a representative of our organization. That means that while employees may view their online presence as a personal project, many readers will associate employees and the views they express with this Church. In light of that, we ask that you observe the policies and guidelines outlined below.

Please keep in mind that these policies and guidelines will continue to evolve as new social networking platforms and channels emerge.

**Social Media Accounts**

Personal social media identities, logon ID's and user names may not use this Church’s name. This Church and any of it’s ministry social media accounts cannot be linked to an individual’s account or email address without proper approvals according to this Church’s Social Media Policies Manual.

Employees are not to set up any Church or Church Ministry social media accounts. All Church Corporate social media accounts and all Church ministry social media accounts will be set up by this Church’s leadership and/or this their representatives according to this Church’s Social Media Policies Manual.

**Expectations**

Any employee that has a social networking page (Ie. Facebook, MySpace, Twitter, Plaxo, LinkedIn and similar sites) agrees to the following terms and conditions:

* The employee agrees to write only under his/her own name.
* The employee may write about this Church, their employment with this Church or some aspect of the organization on a regular basis.
* The employee agrees to include the following disclaimer on the site: “The opinions expressed on this site are the opinions of the participating user. This Church acts only as a passive conduit for the online distribution and publication of user-submitted material, content and/or links and expressly DOES NOT endorse any user-submitted material, content and/or links or assume any liability for any actions of the participating user.”
* The employee agrees not to attack fellow employees, members, or vendors. The employee may disagree with this Church and its Leadership, provided the tone is respectful and the employee does not resort to personal attacks.
* The employee agrees not to disclose any sensitive, proprietary, confidential, or financial information about this Church, other than what is publicly available.
* The employee may comment on other Churches, but agrees to do so respectfully without ridiculing, defaming, or libelling them in any way.
* The employee agrees not to post any material that is obscene, defamatory, profane, libellous, threatening, harassing, abusive, hateful or embarrassing to another person or any other person or entity.
* The employee agrees not to post advertisements, solicitations and/or market and/or promote any business or commercial interest, chain letters, or pyramid schemes.

**Obey Copyright Laws**

From a legal perspective, you are responsible for what is on your personal web space, so make sure you follow copyright rules and any other relevant laws. Be particularly mindful of video and music clips. Those lawyers do not mess around, no matter how small potatoes you might feel.

**Controversial Issues**

If you see misrepresentations made about this Church in the media or on social media, you are not to make official statements on behalf of this Church. But, instead, bring the misrepresentation to the awareness of the Board.

**Respect Confidentiality**

You must take proper care not to purposefully or inadvertently disclose any information that is confidential or proprietary to this Church. Consult the immediate supervisor and this Church’s Policy Manual for guidance about what constitutes “confidential” or “proprietary” information. Be sure that what you are announcing has been in the weekend bulletin, on the website, or announced from the stage before posting it. A good rule of thumb is "point, don't post," meaning that it's better to share or link to the content on our established communication channels rather than creating your own posts about our content and then posting it on your social media channels. If you are unsure, check with your supervisor or the Communications Department.

**Respect Your Audience, the Church, and Your Co-workers**

Whether offline or online, you are representing this Church at all times so long as you are employed here. Please keep this in mind as you interact, create and share in the digital world.

The public in general, along with this Church's employees and attenders, reflect a diverse set of customs, values and points of view. Since your site is a public space, we expect you to be respectful to this Church and our leaders, employees, volunteers, and members.

Remember Internet Permanency, where ‘What goes on the Internet, stays on the Internet’. Google has a very good (and very permanent) memory. Think about this before sharing anything online.

**Disclaimers**

Disclaimers or not, you represent. Yes, a disclaimer is a good idea. But even with that, what you say in your tweets, on your blog, or on your Facebook page is just as much of a reflection of this Church as what you do in your personal life. A few things that will help with that: don’t link to your personal site from this Church’s communication, and don’t speak on behalf of this Church.

**Be Mindful**

Please be sensible when using social networks during your working hours. We realize this is a powerful and effective medium to keep in touch with friends, coworkers and volunteers, but please be mindful of how much time you spend doing non-Church related online activities. As outlined in this Church’s Information Technology: Access and Activity Policy, employee’s usage of social media sites can and may be monitored by management at any time.

**Use Common Sense**

Use common sense in all communications, particularly on a website accessible to anyone. What you say on your site could potentially be grounds for dismissal. If you would not be comfortable with your immediate supervisor, co-workers, or the Board reading your words, you probably should not write them.

**Enforcement**

Policy violations will be subject to disciplinary action, up to and including termination for cause.

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**PERSONNEL POLICY MANUAL – RESOLVING CONFLICTS**

*(This section was revised September 2019)*

**Commitment**

As followers of Jesus Christ in a Christian workplace, we value people. As such, we are committed to ensuring our employees are free from any sorts of violence, bullying and harassment. We are blessed to work somewhere where all employees look for ways to care for each other. It is the heart of our leadership that the following policies would affirm our commitment to seek to live in safety, unity, peace and love with one another.

This Church values diversity. As such, this Church does not discriminate against any person on the basis of race, colour, national origin, disability, gender, or age in admission except for those under the legal employment age.

**Internal Complaints**

The internal complaints process is established to address and deal with complaints from Church employees, regarding breaches of policies and standards of conduct. Complaints that are determined to be frivolous, vexatious, made in bad faith or not warranted will be summarily dismissed in writing.

When complaints arise, the relevant employee will have full and complete access to the complaints process. The Board will be consulted on any complaints that may result in significant disciplinary action against an employee. Barring exceptional circumstances, a complaint must be made within three months of the incident that is the subject of the complaint, to allow for timely resolution. Complaints over three months old may be dismissed, if circumstances mean they cannot properly be addressed, as long as the complaint is not of a legal nature. This Church will acknowledge all complaints in writing to the complainant(s) and inform the complainant(s) in writing of the final disposition of the complaint. All employees who are the subject of a complaint are notified in writing that a complaint has been made and are provided details regarding the nature of the complaint, unless such notification would interfere with the integrity of the complaint investigation. Every effort is made to resolve all substantiated complaints within 30 days.

**Procedures**

As a Bible-believing Church, we make every effort to live at peace and to resolve disputes directly with each other or within the Christian community. Therefore, the following procedures are designed to encourage submission to Biblical essentials by allowing clear and open communication through appropriate channels. Each employee of this Church has the responsibility to ensure that the following bible verse and steps are followed. The Bible verses are as follows:

* Do what is just and merciful: “And what does the Lord require of you? To act justly, and to love mercy, and to walk humbly with your God” (Micah 6:8)
* Accept responsibility for your actions and admit your wrongs: “First, take the plank out of your own eye, and then you will see clearly enough to remove the speck from your brother’s eye” (Matthew 7:5)
* Be concerned for the interests of others: “Each of you should look not only to your own interests, but to the interests of others” (Philippians 2:4)
* Listen carefully to what others say: “He who answers before listening, that is his folly and his shame” (Proverbs 18:13)
* Overlook minor offenses: “A man’s wisdom gives him patience; it is to his glory to overlook an offense” (Proverbs 19:11)
* Confront others constructively: “Do not let any unwholesome talk come out of your mouths, but only what is helpful to building others up according to their needs, that it may benefit those who listen” (Ephesians 4:29)
* Be open to forgiveness and reconciliation: Be kind and compassionate to one another, forgiving each other, just as Christ God forgave you (Eph. 4:32)
* Change harmful attitudes and behaviour: “He who conceals his sins does not prosper, but whoever confesses and renounces them finds mercy” (Prov. 28:13)

As the goal is for a private resolution, wherever possible, the parties should proceed through Step 1 of these procedures on their own, unless there is a clear need to have support persons for reasons of safety or perceived imbalance of power. Either party may request assistance of immediate supervisors. Neither party may bring legal representation into the proceedings.

Each step of the process is to be initiated promptly and completed in a timely manner. Those planning to engage this process should think in terms of initiating the first step within one (1) week of the cause of concern and proceeding to successive steps, as necessary, within a similar timeframe until the concern is resolved. Prompt attention and speedy resolution of the concern is desired – but fair and due process is essential and the ultimate goal. Hopefully, each required step can be completed within three (3) to five (5) working days. The steps are as follows:

* The employee, with the concern, shall go directly to the offending party or parties and seek resolution of the conflict through specific, clear and open discussion of the concern based on the above Biblical principles. Each party in the conflict shall determine their responsibility in the concern and explore how their behaviour or circumstances may be changed to prevent repeated conflict. All parties shall participate in confession and forgiveness.
* If the concern remains unresolved, then whichever employee has the continuing concern may request a meeting with the offending party or parties and the immediate supervisors. The immediate supervisors are encouraged to seek support from the Lead Pastor if needed. The immediate supervisors should engage this meeting within two (2) working days of receiving the request.
  + If the conflict/concern is between an employee and an immediate supervisor, then a second immediate supervisor is involved in this stage.
  + If the conflict/concern involves alleged misconduct that is potentially culpable (leading to discipline), the supervisor should suspend this concerns process and redirect the issue to the Lead Pastor or Board, who shall proceed in accordance with this second step.
* If the concern continues to be unresolved, then either employee may request the involvement of the Lead Pastor and Board. The Lead Pastor and Board will review all available information, possibly interview employees involved and draw on other resources as may be required. A recommended resolution will be communicated to the parties and the immediate supervisors.

If either employee remains dissatisfied, either may invoke an appeal process, by requesting in writing, to the Lead Pastor and Board, that the issue be placed in the hands of a trained mediator or Christian Conciliator. The Lead Pastor and Board will review all information and the recommended resolution from the third step. If the Lead Pastor and Board agree that Christian conciliation would be appropriate and helpful, then one will be appointed by the Board at this Church’s expense providing Christian counselling on how to biblically resolve concerns.

Both individuals will again be given an opportunity to resolve the concern directly between themselves. If direct resolution is either rejected or unsuccessful, the individuals will then meet with the conciliator together, with the goal of full resolution. The Christian Conciliator will target to complete the sessions and submit a report to the Lead Pastor and Board, with copies to both parties and the immediate supervisors within two (2) weeks. The immediate supervisors will then work with the parties involved and respond to the recommendations of the conciliator. This decision will be final and binding on both parties.

**Workplace Violence**

This Church is committed to preventing workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources. Management will investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned to the extent possible.

**Bullying & Harassment**

This Church is committed to providing a work environment in which all individuals are treated with respect and dignity. Therefore, this Church strictly forbids harassment of any form, including, but not limited to verbal, physical, sexual, or visual. Everyone in the workplace must be dedicated to preventing workplace harassment. Supervisors and employees are expected to uphold this policy and will be held accountable by the employer.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace – a comment or conduct that is known or ought reasonably to be known to be unwelcome. The person engaged in the bullying or harassment behaviour may or may not be an employee. It could be a non-workplace party such as a member of the public, a client, or anyone the employee comes into contact with at the workplace. Examples of prohibited conduct include:

* Unwelcome sexual advances including but not limited to unwelcome sexual flirtations, advances or propositions.
* Subtle pressure or requests for sexual acts or favors.
* Other verbal or physical conduct of a harassing nature including but not limited to verbal abuse of a sexual nature, unnecessary touching of an individual, graphic comments about an individual’s body, a display in the workplace of sexually suggestive objects or pictures, sexually explicit or offensive jokes, or physical assault.

Also, when:

* Submission to the conduct is made a condition of employment; or
* Submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed employee; or
* The harassment has the purpose or effect of unreasonably interfering with an employee’s work performance or creates an intimidating, hostile or offensive environment.

Employees are strongly encouraged to report any incidents of workplace harassment they believe has occurred towards themselves or another employee. The facts should be reported promptly to your immediate supervisor or, alternatively, to a member of the Board. Supervisors will make their supervisor aware of the report immediately. The person making the report is protected from any form of repercussion unless the report is found to be malicious.

After an initial debriefing, the incident must be reported in writing and all claims will be investigated immediately and appropriate disciplinary action recommended. If the employee is unsatisfied with the findings, they may appeal to the Lead Pastor and Board.

This Church will retain confidential documentation of all allegations and investigations. In determining whether the alleged conduct constitutes unlawful harassment, the totality of the circumstances, such as the nature of the conduct and the context in which the alleged incident occurred, will be investigated by appropriate parties. Violations of this policy will result in disciplinary action when justified, up to and including possible termination.

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**PERSONNEL POLICY MANUAL – CONFLICT OF INTEREST**

*(This section was revised September 2019)*

**Conflicts of Interest**

Employees will not be allowed to solicit, obtain, accept, or retain any personal benefit from any supplier, vendor, member, or any individual or organization doing or seeking business with this Church. Likewise, employees will not be allowed to offer, solicit orders for, or sell any product or service to other employees or members of this Church. The Lead Pastor may allow for, as exceptions, fund-raising drives or activities approved by this Church or sales or solicitation of orders for products or services outside scheduled work hours when approved by the immediate supervisor.

This Church respects employee’s activities outside his employment that are moral, private in nature and which in no way conflict with or reflect adversely upon this Church. Every employee is expected to devote full time and ability to this Church and not to engage outside interests which interfere with employment attendance, performance, and efficiency as determined by this Church, including the use of this Church’s facilities, materials and resources. If a conflict of interest situation should develop or an employee has any doubts, the matter should be discussed with their immediate supervisor.

**Concurrent Hours**

An employee may not work concurrent hours at this Church and any other business enterprise. We ask that full-time employees view their employment as their prime and full-time responsibility. Consequently, we ask that employees notify their immediate supervisor if they are intending on accepting any other full-time or part-time employment outside of this Church.

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**PERSONNEL POLICY MANUAL – CONFIDENTIALITY**

*(This section was revised September 2019)*

**Personnel Records**

Important events in each employee’s history with this Church will be recorded and kept in the employee’s personnel file. Applications for employment, employment review, ministry review, salary information, change of status records, commendations, and corrective action warnings are examples of records that will be kept and maintained.

Only authorized personnel may access an employee’s file, such as the employee along with the employee’s immediate supervisor and with the Board’s approval, the employee’s immediate supervisor, the Lead Pastor and the Board. All salary information is considered confidential and is not to be shared. The records may not be photocopied nor have any portion removed. The employee may submit any written supplement they feel would be appropriate for their file.

**Private Information**

All employees must be extra careful, when communicating to others, not inadvertently share confidential information, where the employee may be legally liable for what they make public. Laws governing slander, libel, defamation and copyright apply.

What is said or learned at this Church is to be cared for as confidential information, in order to safeguard the integrity of all persons, this Church and ultimately the image of Christ. Knowledge about people or circumstances, which may be gained because of one’s role, is strictly confidential. Each person who serves at this Church is responsible for information that may have been given to family or acquaintances and subsequently passed along to others.

**Personal Information**

Personal contact information is not to be given out to anyone except authorized employees, Board members or key volunteers who require it to conduct church business. When receiving requests for information from a third party, take the requester’s contact information and have the desired person contact the person who was trying to reach them.

This Church may provide personal information in a church directory in a printed or electronic version, but only those who have provided consent and opted in to the directory will be included.

**Credit Card Information**

Credit card numbers are not to be stored on paper or electronically, by anyone other than the those working with this Church’s finances. Any copies of credit card data that may appear on any paperwork, such as event registration forms, must be shredded immediately after the original is processed for payment.

**Donor Information**

Personal information collected from donors will be stored in a secure fashion and will only be accessible by authorized personnel for the purpose of contribution management and donor communication. From time to time statistical information will be used for understanding donor patterns to improve donor communication and ministry effectiveness.

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**PERSONNEL POLICY MANUAL – REVIEWS**

*(This section was revised September 2019)*

**Ongoing Performance Review**

The employee and ministry performance review will take place formally at least once each year and informally on an occasional basis. The purpose of the review(s) is to assist and increase effectiveness of the employee and their ministries in reaching their God-given potential. Such reviews also would assist the Board during salary reviews.

Excellence of performance is evaluated and based upon the successful accomplishment of the expectations detailed in the job description, adhering to this manual and the advancement of the ministry or role of the employee.

If deemed necessary and if only deemed necessary, the immediate supervisor is encouraged to openly discuss, following at least two attempts of written and reviewed expectations, the possibility of serving in another role or another location. Any such conversation must take place with utmost love, respect, prayer and support and the intention of enhancing the employee’s ministry and the Kingdom of God abroad.

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**PERSONNEL POLICY MANUAL – FAREWELL BENEFIT**

*(This section was revised September 2019)*

**Volunteer Resignation**

To qualify as a volunteer resignation, pastoral employees must provide at least four-week’s written notice and office employees must provide at least two-week’s written notice.

Upon voluntary resignation, regular full-time pastors, who have completed four or more years of service at this Church, shall be entitled to a farewell benefit in the amount of 2% of the final year’s gross salary plus housing times the number of years served. Likewise, regular full-time office employees, who have completed four or more years of service at this Church shall be entitled to a farewell benefit in the amount of 1% of the final year’s annual gross salary times the number of years served.

Regular part-time employees or volunteer ministry leaders, who have completed four or more years of service at this Church, shall be entitled to a farewell benefit in the amount of half percent (½%) of the final year’s salary times the number of years served or $100 for each year of service.

**Retirement**

Employees who retire from service with this Church, at 65 years of age or older, will be paid one-week’s salary for each consecutive year of service they contributed up to age 65. This benefit will be determined by calculating the employee’s average weekly salary over the last year of service. The maximum total amount of the benefit given will be $15,000.

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**PERSONNEL POLICY MANUAL – SEVERANCE**

*(This section was revised September 2019)*

**Conclusion by this Church**

For employees, who have met the probation requirements and are terminated by this Church Board, steps forward would be in keeping with the British Columbia Employment Standards Act where severance may or may not be granted.

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**PERSONNEL POLICY MANUAL – EXIT INTERVIEWS**

*(This section was revised September 2019)*

**Exit Interviews**

Following the resignation of an employee, an exit interview will be requested of the employee by the immediate supervisor, to assist in improving the staff culture, workplace environment, ministry effectiveness and practices of this Church. Comments made in the interview (either verbal or written) will be shared with the Lead Pastor and Board, and any written documentation will be kept confidential in the employee’s personnel file.

During the exit interview, all Church property must be returned, i.e., building access and door keys, employee badge, computer equipment, etc. On return of these items and arrangement for payment of any outstanding Church bills, a time will be scheduled to issue your final paycheck within employment laws.

**Keys and Codes**

Departing employees must return the keys to the building, where the alarm code must be changed.

**Time Owed**

When an employee’s services terminate, vacation days must be used prior to the final day of work. If it is not possible to use vacation time prior to the final day, pay adjustments will be made accordingly.

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**PERSONNEL POLICY MANUAL – VOLUNTEERS**

*(This section was revised September 2019)*

**Volunteers**

Every volunteer who serves in the office and/or in a ministry shall abide by these policies, apart from probation, working hours, time away, compensation, benefits, professional development, automobile kilometer rates, farewell and severance sections.

Volunteers are not compensated for their work or ministry for the Church and would not be scheduled for benefits.

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**PERSONNEL POLICY MANUAL – CONTRACTORS**

*(This section was revised September 2019)*

**Sub-Contractors**

Every sub-contractor hired shall be deemed as a ‘prime contractor’ for the purposes of the Workers Compensation Act through a written agreement. All sub-contractors shall coordinate and ensure compliance of health and safety requirements at the workplace and are responsible for the health and safety of their own workers.

Contractors generally work elsewhere doing similar tasks, define their own hours, determine their method of plans, use their own tools and are compensated through invoice or T4A without any benefits.

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**PERSONNEL POLICY MANUAL – COMMITMENT**

*(This section was revised September 2019)*

I affirm my faith in Jesus Christ as my Saviour and my submission to Him as my Lord. I submit to the authority of the Word of God.

I will subscribe to the PAOC Statement of Fundamental and Essential Truth and support The Pentecostal Assemblies of Canada. I will adhere to the Constitution, Bylaws, policies, vision, values, and mission of this Church.

I will adhere to Biblical moral standards and will uphold them in conversation, work, teaching (when applicable) and lifestyle. I will seek to strengthen and edify this Church family. I will reject any form of discrimination based on race or ethnicity. I will encourage a spirit of unity among all employees, leadership, and congregational members. Violations of the aforementioned standards include use of alcohol, misuse of prescription drugs, use of recreational and illegal drugs, sexual harassment or assault, misappropriation of funds, dishonesty or fraud in business or legal transaction and conviction of a criminal offense. If at any time I fail to uphold these standards, I will submit myself to church and/or membership discipline and be prepared to resign my position.

I affirm both singleness and marriage as biblical lifestyles within the Christian community. I affirm that marriage is an exclusive life partnership of love and faithfulness between a man and a woman. Sexual union is reserved for marriage, celibacy is required of the unmarried, and each Christian is called to a life of sexual purity in both thought and action. I affirm that any sexual activity (heterosexual or homosexual) outside of marriage (by a married or single person) is a violation of Biblical standards, and expectations of membership as outlined in this Church’s Constitution and Bylaws. In a fallen world, separation and divorce are common. Employees must guard their marriages wisely and build up their families in love. If at any time an employee’s marriage is in difficulty the employee should inform their immediate supervisor. This Church is committed to do all it can to help strengthen and restore that marriage.

If at any time my spiritual beliefs change, or my conduct contravenes the standards outlined in this Personnel Policy Manual, I will inform my immediate supervisor and be prepared to resign my position.

Name of Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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