

2025 ANNUAL REPORT

NORTHWOOD UNITED CHURCH

Next Annual General Meeting: April 12th, 2026

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**ANNUAL GENERAL MEETING MINUTES
CONGREGATIONAL MEETING MINUTES**

2025 ANNUAL GENERAL MEETING. Date: 30 March 2025

Number of Attendees in person: 41. Online Participants: Not recorded.

1. Call to Order for Annual Meeting

Rev. Scott Turnbrook called the meeting to order at 11:25 pm.

2. Land Acknowledgement & Opening Prayer

Rev. Scott Turnbrook did the land acknowledgement. He mentioned that we now acknowledge the local First Nations on our sign as well as on Sunday mornings. Rev. Scott then opened the meeting with prayer. He also thanked Sandra Hook for monitoring the chat on Youtube so that online participants could be part of the meeting.

3. Voting Privileges

Motion: To allow Adherents to have corresponding privileges.

Moved by Debra Richards Seconded by Kathleen Hearty.

CARRIED.

4. Appointment of Table Officers

Motion: That Doug Tingley be appointed Chair and Betty Nobel be appointed Secretary of this Annual General Meeting.

Moved by Sandra Record seconded by Ian McLeod

CARRIED.

5. Workplace Violence & Harassment Policy

Ian McLeod reminded everyone of the policy in place and noted it is everyone's responsibility to respond - both paid staff and volunteers. Ian stated it was key to remember we have a non-tolerance policy regarding harassment. A document was available in the Gathering Area which outlined the United Church's policy on Harassment. Any concerns can be brought to Ian McLeod, Rev. Scott or Doug Tingley. The information was also presented in a slide show.

6. Adoption of Agenda for the 2025 Annual Meeting

Motion: To adopt the agenda of the Annual General Meeting of March 30, 2025.

Moved by Doug Tingley, Seconded by Dan Hearty

CARRIED.

7. Approval of Minutes of the 2024 Annual Meeting – 14 April 2024

Motion: To approve the minutes of the April 14, 2024, Annual General Meeting, and the minutes of the Special Congregational meeting on May 19, 2024.

Moved by Doug Tingley, seconded by Gwen Sergius

CARRIED.

8. Ministry Reports (excluding the Finance Ministry)

Doug thanked everyone for their work in the church during the year. He mentioned the challenges posed by the nonfunctioning heating system, which makes the church building cold in winter and very hot in summer. With the installation of the heating system and the roof repair, phase one of the renovation project is complete. He also mentioned the flooring project, which will start soon. The flooring will be done over seven days in late April and May. Mo is taking the lead on this project.

Motion: that all Ministry Reports, with the exception of the Finance Ministry, be approved.

Moved by Doug Tingley seconded by Ian McLeod

CARRIED.

9. Questions & Hopes for the Future from Congregants

A question was asked about how the remaining funds of the \$500,000 loan provided by the Pacific Mountain Region would be spent. About \$50,000 will be left. The board has not yet decided how those funds will be spent. There was also a comment made that it would be great to have more children at the church.

10. Servants of God Laid to Rest in 2024

We give thanks for the light and witness of the members and adherents of our church family who now rest in God's peace. The following members died in 2024:

- Katsuko Araki
- Elwyn Condie
- Mary Cooley
- Darlene Gilchrist
- Beryl Hamilton
- Vernice Stephenson
- Helen Sureau
- Linda Tylor
- Margaret Watson
- Edna Woolgar

We also remembered those whose services were held at our church, including Pauline Dunn and Cindy Stock. Rev. Scott prayed for these much-loved members, and Terry Hill lit candles in their memory.

11. Ministry Board Nominations and Appointments

0 Positions to be filled: 1 Position for Board Secretary

Betty Nobel has agreed to withdraw her resignation and continue in the position of secretary, as long as a solution can be found to make hybrid meetings (both in person and online) louder so that she and other Zoom participants can hear the in-person speakers.

12. Ongoing Business: None

13. Northwood Property Redevelopment Update

The work continues. We are considering installing a fence and a gate to prevent people from congregating and using drugs near the front door. They often set fires as well. Renters should not have to see visible burn spots or drug use near the church. A design will be shared with the congregation before anything is built.

14. Financial Report

April Watson indicated that the year ended with a surplus of \$19,000. The boiler had to be replaced, which was an unbudgeted expense, and a new dishwasher was purchased.

Motion: that the 2023 Financial Report be approved as presented and be subject to a financial review.

Moved by Doug Tingley, seconded by Debra Richards

CARRIED.

15. 2025 Operating Budget

Revenue expectations have increased by 1.5%. Expenses were increased by 15%. A surplus of \$5400 is projected. Motion that the proposed operating budget for 2025 be approved as presented. Moved by April Watson, seconded by Gwen Sergius

CARRIED.

16. Congregational Input on Alcohol Service at Wedding Receptions

- Some points raised during the discussion are below:
- Any liability is to the renter. The church holds no liability.
- AA has been consulted and is ok with the church having alcohol on the premises.
- There is a concern about the church's reputation if something bad were to happen.
- Non-alcoholic beer or wine could be used.
- The church could be involved in a court proceeding, which would be very costly.
- One custodian is against this.
- The United Church has always been an alcohol-free place.
- There is concern about possible damage to our property, particularly the new flooring.
- More funding is necessary to expand our ministries.
- Question: Why did some congregations say no?
- Out of respect for AA, some churches decided not to allow alcohol.
- One church decided not to have alcohol because they had a daycare.
- The contract with renters who want to be able to serve alcohol would be very stringent.
- Alcohol would not be served in the sanctuary.
- The rental guidelines would change to ensure that renters would have liability insurance and someone with a "Serving It Right" designation.
- Allowing people to consume alcohol could mean possible involvement in a fatal vehicle crash.
- One host will not work at an event where alcohol is served.
- Perhaps some events could be approved on a trial basis.

A straw vote was taken and the majority of those who voted were opposed to serving alcohol on the church property.

This will be referred to the board for further discussion and decision.

17. Closing Prayer

Rev. Scott closed the meeting with prayer.

18. Adjournment of Annual Meeting

The meeting terminated at 12:35 pm.

NORTHWOOD UNITED CHURCH

Congregational Meeting - December 30, 2025 (in-person and by audio/video conference)

In-person: 38

On a/v call: 3

Total: 41

The meeting was called to order by Rev. Scott Turnbrook at 11:50 am.

1. Voting Privileges - Adherents and Members

Motion: that adherents be given voting privileges during this congregational meeting.

Moved by Marilyn Barga and seconded by Cindy Kornik.

Decision: CARRIED

2. Appointment of Table Officers

Motion: that Doug Tingley be appointed Chair and Sandra Record be appointed Secretary of this congregational meeting.

Moved by April Watson and seconded by Donna McKinnon-Heide.

Decision: CARRIED

3. Discussion and vote on new ministry position

Doug noted that the purpose of this meeting is to approve adding a new part-time ministry position. A draft description of the Leader-First Third Ministry has been distributed. He invited comments and questions.

A question was asked for an explanation of First Third Ministry. Rev. Scott stated it referred to the first third of one's life. This position would focus on ministry programming related to children and young families, teens and young adults.

A suggestion was made to consider this position as a six-month temporary role to start, to see if it attracts children to our door. Doug advised that the position description did not specify a time limit, nor was there a provision for a trial period. It would have to be decided by the Board.

Acknowledgement by two members was given to Rev. Scott and the Board for their efforts.

A question was raised about whether this Leader position was a ministry role. Rev. Scott noted that the position was open to anyone, whether minister or lay person; however, the salary would be paid according to the National salary scale in the Recognized Lay Ministry category.

It was hoped that the person hired would have a Christian background, as the position description does not specify that. Rev. Scott stated the Board would be open to amending the requirements.

A suggestion was made in addition to broader skills the person may have, it could include special needs experience.

A question was asked if a Committee would be struck for this hiring process. Doug advised Ministry & Personnel would handle the process which would then be referred to the Board.

There was a funding question regarding this position and if it would be based on having more funds from construction workers' parking at the church. As well, how long would funding be available. Doug replied the funding would not be from the parking but rather from rentals and daycares. There isn't any issue for funding.

It was noted with the Montessori pre-school opening soon, that would bring more families to us. The new daycare rentals and Montessori pre-school are all Christian based.

A question was raised if this position would have an impact on Aarti's position. Doug confirmed there would be no impact.

An explanation was asked regarding the vacation time stated in the position description. Rev. Scott confirmed that was laid out by the National Office.

Clarification was given regarding location for the daycare and Montessori pre-school being the Fireside Room and Classroom 1. It was also noted the Montessori pre-school is not a full day.

Motion: that the congregation of Northwood United Church approves adding a new part-time ministry position (Leader - First Third Ministry).

Moved by Doug Tingley and seconded by Pat Campbell.

Decision: CARRIED with one opposed.

Doug declared the meeting adjourned at 12:10 pm.

SECRETARY’S REPORT

Respectfully submitted by Betty Nobel

The board held meetings in all months except July, August and December. Meetings were well attended, and much was accomplished. There were also an Annual General Meeting and a congregational meeting in 2025.

I have enjoyed serving on the Northwood Board for three years. As I am too far away to attend and record minutes of the meetings, some technology was purchased so that people sitting around the table and virtual participants can more easily hear each other. This was very helpful not only for me, but also for those who also choose to attend virtually. It has been a great pleasure to work with the board and to serve with the leaders of so many wonderful ministries. While I have decided to resign from my current position, I have done so for personal reasons. I would encourage any of you who are interested to consider joining the board in whatever capacity suits your gifts. I have enjoyed my time on the board. Northwood is a very vibrant and caring community which will continue to thrive and grow under dedicated church leadership. You, too, can become a leader and have a say in the future of this church. I hope you will consider this prayerfully.

Respectfully submitted by Betty Nobel

NORTHWOOD PROPERTY MANAGEMENT REPORT

Property management is an important aspect of our church, especially as the building ages. There are many responsibilities to handle, making it difficult to list them all. Some include lights, doors, locks, plumbing, snow removal (not much of an issue this year!), salting, general cleaning, rentals, security, painting, roof and duct leaks, hot water tanks, heating, and cooling—all of which have required attention this year (and every year).

Many items have caught Property Management's attention this year. Notable updates include the new flooring installed in the building last spring and the new security gates at the front entrance. These improvements have greatly enhanced the church's appearance and comfort, especially with the flooring, and have significantly reduced the misuse and potential dangers at the covered front entrance thanks to the new gates.

Although I am preparing this report, many helpful souls in our congregation do much of the work in caring for our church building and property. I may miss some, but I will mention a few: Tammy, who cleans excellently and keeps a close watch on everything; Doug, who is always willing to assist in many ways with hard work and wise advice; Brian, who paints and doesn't mind climbing ladders.

Rod, Dave, and Josh, who quietly help keep our grounds tidy and attractive; and our office administrator Mo, who manages almost everything, including all our rentals, with steady leadership. These individuals embody a community of God working together towards a shared goal, and I feel fortunate to serve alongside them.

Respectfully submitted by Dan Hearty - Property Manager

MINISTRY AND PROPERTY DEVELOPMENT REPORT

Respectfully submitted by Douglas J. Tingley

2025 has been an exceptionally busy and productive year for Northwood. We continued advancing our planned upgrades and renovations while also addressing several unanticipated but necessary improvements, including installing a new camera system and security gates at the front entrance. In addition, several long-overdue kitchen upgrades were completed to better support both ministry and rental use.

These projects were funded primarily through our loan from PMR, which is now fully expended. During our discussions, PMR strongly encouraged us to maximize all available revenue streams to ensure we are doing everything possible to sustain and strengthen our ministry's mission.

Northwood currently relies on three major revenue sources: congregational offerings, Thrift Shop income, and building rentals. The first two have limited growth potential. Our congregation continues to shrink in both size and age, making it difficult to achieve significant increases in weekly offerings. Past stewardship campaigns demonstrated how challenging it is to meaningfully increase giving, and they were neither particularly enjoyable for participants nor for recipients of the appeals.

Similarly, our ability to expand revenue from the Thrift Shop is limited. Operating three days per week has proven to be the maximum sustainable schedule, and our volunteers are already stretched thin. Increasing hours is not feasible without additional volunteer capacity.

This leaves rental revenue as the most viable and impactful area for growth. Historically, Northwood has generated approximately \$120,000 in annual rental income. Even at that level, balancing the budget has been difficult, as reflected in the 2025 income statement, which shows a \$12,000 deficit. Recognizing this, the Board determined early in the year that our priority must be to ensure that as much of our building as possible generates revenue when not in use for church activities.

To support this direction, we tasked Moreen, our Office Administrator, with pursuing new rental opportunities. With rising building overhead costs, unused space represents a significant financial loss. Moreen has been remarkably successful in this work. By the end of 2025, she secured more than \$100,000 in new rental revenue—an extraordinary achievement that continues to grow. Our long-term goal is to ensure that all available spaces generate income whenever they are not required for ministry or major church events.

We recognize that increased rentals may bring some inconvenience and additional wear on our facilities. However, this remains a necessary and intentional priority of the Board. It is important to note that all major church functions and events are booked at least a year in advance, ensuring that ministry needs remain protected and scheduling conflicts are minimized.

Looking ahead, we are pleased to welcome a new rental partner in 2026: a Christian Montessori preschool program. They have expressed interest in becoming involved in our church community, and their presence may help bring young families and children into our congregation.

The impact of this increased revenue is already being felt. In November, we announced the search for a half-time First Third Ministry position, implemented well-deserved pay increases for our staff, and addressed rising utility and overhead costs. These steps are possible because of the additional revenue now supporting our operations.

The Board recognizes that higher rental rates might limit the ability to host unplanned events; however, Moreen continues to collaborate closely with members to meet their needs whenever possible. We expect further positive developments in 2026 as we work to strengthen Northwood's financial stability and ministry capacity.

Respectfully submitted by Douglas J. Tingley

CO-ORDINATING MINISTER'S REPORT

Respectfully submitted by Rev. Scott Turnbrook

“Church Growth”

“Unless the Lord builds the house, the builders labor in vain.” (Psalm 127:1)

It is my honour to submit the Coordinating Minister’s Report for this year’s annual report. In July, I will have been in ministry for 10 years with the amazing people of Northwood. Taking time to review another year gone by provides an opportunity to reflect on the broader scope of ministry at Northwood and consider its progression, blessings, and challenges.

As you are likely aware, the church has tasked me with four main goals outlined in my job description. These were created in 2016 to help focus my ministry within the church, and I continue to be review them annually with the Ministry and Personnel Committee. These broad goals are:

- Leadership
- Congregational Growth
- Program Development
- Pastoral Care

These areas are expressed in many forms; however, my main focus is to continue supporting the collective mission of our congregation, which has been set out in our 5-year plan, which are named as follows: *“As we seek to express our vision of 'embracing all of Creation with the love of Christ', we hold four goals:*

- **LEADERSHIP OF ALL:** In support of our vision, in 5 years, we, the followers of Jesus, pledge to be leaders, as well, through the development, support, and empowerment of lay leadership.
I continue to marvel at the level of involvement of our church members and adherents! Some new ministries continue to spring forth each year, and blessed favourites continue. People often describe Northwood as “small and mighty”. We are small enough to know one another and mighty enough to continue to be a faithful church. What a wonderful combination. In my role, I seek to identify new possibilities for ministry and encourage/ support existing programming. Traditions continue...new ones are built...hallelujah!
- **GROWTH & OUTREACH:** In support of our vision, in 5 years, we, the followers of Jesus, pledge to be a welcoming community that nurtures spiritual growth with Christ Consciousness that reaches out into the larger community.
Growth, of course, can be looked at from several perspectives. I believe that we are growing in depth and spirituality as a community. Opportunities for grace, forgiveness and diversity continue. I see Northwood as a ‘deeply spiritual place’. Growth in terms of size, attendance, or financial offerings has not increased. In fact, our financial report reveals financial decline and a growing reliance on Thrift Store revenue. Both of which are, obviously, troubling as we look to future sustainability. We have been blessed with new rental revenue and a strong Thrift Store income; however, these are areas to be aware of.
- **INFRASTRUCTURE:** In support of our vision, in 5 years, we, the followers of Jesus, pledge to have an infrastructure (staff, building, finances, property) that is visible, stable, sustainable, and beautiful in support of our ministry and mission.
This goal has been addressed admirably through the assistance of the PMR loan! There is a visible pride that Northwood folks feel following the upgraded flooring, painting and reliable heating. We have increasingly welcomed new rental groups as a result of these upgrades. Northwood is proud of its church, and it shows!

- **INCLUSIVE & GROWING:** In support of our vision, in 5 years, we, the followers of Jesus, pledge to be an inclusive and growing Church that is responsive to the changing times in which we serve *As noted in goal #2, the congregation's net growth is not increasing in numbers. A missing demographic is the younger generation. I am enthusiastic about the possibility of addressing this by adding a part-time position called "First Third Leader," who will focus on people in the 'First Third' of life—children, teens, young adults, and young families. This age group is absent in the congregation, and many Sundays we have no one under the age of 50! This position is an excellent step in the right direction.*

Toward 2035

2025, of course, was the year of our Centenary! Northwood held a wonderful neighbourhood celebration in June and took various opportunities to reflect on how the Spirit had guided our denomination over the last 100 years. Following that anniversary, the General Council has now shifted our church's focus to the new initiative called Toward 2035. This initiative is hopeful as it helps us look, as an entire denomination, at the realities of ministry over the next 10 years. I am excited about how this will be a 'Whole-Church discernment process' rather than anything imposed. It is 'Hope-focused', rather than decline-focused, as we will discern the possibilities of what God is doing now. In this movement towards the creation of a 'Core Vision for 2035', we will be considering how we will become resilient and diverse communities that are connected locally, nationally, and globally. The three strategic priorities we will be unveiling are: embolden justice, invigorate leadership, and strengthen invitation. Ultimately, what we will be designing will be a shift away from an institution and towards a movement, away from maintenance towards mission. We have just begun to touch on this in 2025, and I'm excited to keep our focus on it into 2026 and beyond as we work with other United Churches and dream into what God is doing through us in the decade ahead!

In gratitude for the ministry in Christ that we share.

Shalom,

Rev. Scott

REGIONAL REPRESENTATIVES REPORT

Faithfully submitted by Rod Carter

Northwood's Regional Representatives are Rev. Scott Turnbrook, Rod Carter and Kay Park.

Pacific Mountain Regional Council's (PMRC) seventh Annual Meeting took place from May 29 to June 1, 2025, at the Vancouver Island Conference Centre. The theme was "The Church Cracked Open," highlighting exploration and discussion of new ideas and challenges within the church community. The Rev. Cannon Dr. Stepanie Spellers, from the Episcopal Church in the USA, author of the book "The Church Cracked Open," and a leading speaker on 21st-century ministry and mission, was the special guest for the event.

At this meeting:

- Eight (8) new persons were appointed to serve the Regional Executive.

A talented young adult, Thea Sheridan-Jonah, who has served on the PMRC Executive for several years while completing her undergraduate degree at UBC, was elected by the meeting as President-Elect. Thea will serve as President for the region from 2026 to 2028.

- Northwood member and Trustee, Deborah Richards, completed the final year as Immediate Past President of the Region, which formally ends her four (4) year commitment to the Regional Council in the role of President.

- There was a covenanting ceremony with Commissioners from the region to General Council 45, held in Calgary in August 2025.

The Celebration of Ministry Service, as always, was a heartfelt celebration of those who have chosen to pursue their call to paid accountable ministry in the church today and into the future. Four people were ordained as Ministers of Word, Sacrament, and Pastoral Care; two were commissioned to Diaconal ministry; and one person was recognised as a Designated Lay Minister.

During the 2024-25 year, the Regional Executive completed a Governance Review, and the Report of the Review, which was prepared by Convergence, was received at the meeting. A presentation of the report (PMRC Narrative Report) was also given.

The full AGM agenda and Reports are available at PMRC 2025 Agenda and Reports. The 8th General Meeting of the region will take place from June 4 to 7, 2026, in Kamloops, BC.

Faithfully submitted by Rod Carter

TRUSTEE’S REPORT

Respectfully submitted on behalf of the Board of Trustees by: Deborah Richards

In the United Church of Canada (UCC), every congregation must have trustees. Even if a congregation does not own land or a building, it might still own other types of congregational property, such as investments. The congregation determines the length of the trustees' terms.

Under secular law, a congregation cannot hold a building, land, or other types of property in its own name. In all provinces and territories except Quebec, the trustees are the legal owners of all congregational property, which means they are listed as the owners on title documents for land and other property. The trustees must follow the lawful directions of the congregation's governing body.

More details on the role of the Trustee and other guidelines related to the Board of Trustees are included in the Congregational Board of Trustees Handbook (united-church.ca).

Northwood's Board of Trustees includes Dan Hearty, Ian McLeod, Diane Onno, Deborah Richards, Gwen Sergius, and Rev. Scott Turnbrook (by his appointment as congregational minister).

In 2025, the Trustees continued their routine oversight of property tax payments and exemptions. Ensuring that suitable insurance coverage is in place remains another responsibility of the trustees.

Trustees continue to support further implementation of processes related to online payment authorizations, reducing reliance on in-person cheque signing and ensuring that cheques are signed off by two trustees when physical cheques are necessary. Two of our trustees, Dan Hearty and Ian McLeod, are members of the property committee and are actively involved in addressing property maintenance and repair issues throughout the year. Dan Hearty also participates in the property development committee, evaluating our future property needs. Significant property upgrades took place in 2025, including replacing flooring throughout the building, adding security barriers at the front of the church, and upgrading the sanctuary cameras to enhance the viewing and sound experience for our growing online community. The loan received from PMRC to support this work is greatly appreciated. These enhancements to our physical property and equipment enable us to continue offering ministry in our community and live out our calling of "embracing the community with the love of Christ."

Faithfully submitted on behalf of the Board of Trustees by: Deborah Richards

MINISTRY & PERSONNEL REPORT

Respectfully submitted by: Ian McLeod

The Ministry and Personnel Committee in 2025 consisted of five members: Sandra Hook, Jennifer Condie, Galvin Brower, Doug Tingley, and Chairperson Ian McLeod. We welcomed Jennifer to the team and were pleased to have Sandra return to M&P. The committee met in person twice during the year and communicated regularly by email.

The staff annual reviews were completed, and actions were taken as needed. Our liaison positions for the staff members have had some changes. We continue to thank all the staff members for their dedication to our church family and buildings. Rates of pay were reviewed, and our recommendations were approved by the Board. We appreciate their support.

Due to the significant increase in building and parking lot rentals, the Board decided to begin searching for a part-time First Third Ministry worker to focus on children, youth, and families. Please keep this need in your prayers and share the opportunity with anyone who might be a good fit.

Our team of paid staff members includes these wonderful folks:

Scott Turnbrook – Coordinating Minister and Jack of all Trades!

Moreen (Mo) Narayan – Office Administrator (full-time)

Dan Hearty – Choir Director

Linda Szentes – Musician

Tammy Madigan – Custodian (part-time)

David Rice – Custodian and Security (part-time)

Steve MacMillan – Custodian (part-time)

Aarti Sharma – Children’s Ministry (part-time)

We welcomed Steve back late in 2025 and are working with him to gradually increase his hours. David joined us to help with coverage and the increased demand for custodial duties due to the many bookings now being made.

As always, I wish to extend many thanks to our hard-working team, and we look forward to a quiet 2026.

Ian McLeod

Chair, Ministry, and Personnel

**ADMINISTRATION/OFFICE MANAGEMENT
REPORT
RENTAL REPORT**

Respectfully submitted by “Mo” Moreen Narayan

Northwood United Church earns revenue through facility rentals, as many community members use our space. We have both short-term and long-term renters. Our short-term rentals include AGM meetings, birthday parties, piano rentals, week-long music festivals, social events, and more. The long-term renters provide valuable services to our community, such as Gamblers Anonymous, Alcoholics Anonymous, Veg Out, Church of Jesus Vision, Members First, Veg Out Food Truck, choir groups, and the Japanese Ministry. We also host long-term tenants, such as the Surrey-Delta Métis Association and Our Lady of Perpetual Help (Arabic Community). Additionally, we rent our parking lot to Langley Minibus, Skytrain expansion contractors, Daycare bus company, and Young Drivers of Canada. Our church experienced a \$100,000 increase in rental revenue from 2024 to 2025.

We are currently establishing a Christian-based Montessori preschool.

Respectfully submitted by Moreen (Mo) Narayan

It has been a busy 2025; we have increased rental revenue. We also have boosted donations to our food pantry through fundraisers and social/kids' nights. I had the pleasure of coordinating and meeting other admin staff from the other United Church, and I also worked more closely with a few members of PMR. I enjoy it when things are busy and love taking on challenging tasks. I look forward to exciting new things in 2026.

Respectfully submitted by “Mo” Moreen Narayan

PASTORAL CARE REPORT

Respectfully submitted by Jenny Freeborn on behalf of the Pastoral Care Ministry Team of Rev. Scott Turnbrook, Terry Hill, Barbara Warren, and Marilyn Borgen

Our Pastoral Care Ministry is led by Rev. Scott. The Pastoral Care Team meets regularly throughout the year to share ideas, raise concerns, and identify emerging needs within our church community. This year has been characterized by seasons of joy, loss, sadness, and change. Several cherished members of our congregation have passed away, while others have experienced extended hospital stays. Additionally, a few members have relocated to more supportive environments. During these times, pastoral support has been offered through in-person visits and personal phone calls, providing presence, prayer, and encouragement. We are truly blessed at Northwood to be supported by a caring congregation that naturally offers pastoral care in many ways. This support is evident on Sunday mornings through greeters who warmly welcome everyone, including newcomers; conversations among members; the passing of the peace; and fellowship during coffee following worship. Pastoral Care is also expressed throughout the life of the church in Bible study groups, by the Pray team, the Faith Journey Group, Seniors Coffee, Jazz Vespers, book club gatherings, friendly phone calls, and monthly lunches, to name a few. Care is further extended within the Northwood community through cards of support and encouragement, welcome bags for newcomers, and the gifting of handmade prayer shawls as tangible expressions of comfort and care. Pastoral Care reaches beyond our church walls through visits to members living in care homes, as well as in independent and assisted living facilities.

As a church, we extend care to the wider community by supporting the Northwood Emergency Food Pantry, Shoe Box Ministry, Store House Society Outreach Food Ministry, and the Christmas Hamper Ministry. In addition, we share care with the community at outreach events such as children's parties, game nights, and other gatherings that foster connection, generosity, and welcome. We welcome any suggestions that will help us strengthen and enhance the pastoral care we offer within our church and community.

We welcome any suggestions that will help us strengthen and enhance the pastoral care we offer within our church and community.

Grounded in faith and guided by compassion, Northwood's Pastoral Care Ministry strives to reflect God's love and care for one another, bearing witness to Christ's presence within our congregation and beyond.

Respectfully submitted by Jenny Freeborn on behalf of the Pastoral Care Ministry Team of Rev. Scott Turnbrook, Terry Hill, Barbara Warren, and Marilyn Borgen

CARD MINISTRY REPORT

Respectfully submitted by Jenny Freeborn on behalf of the Pastoral Care Ministry Team

The card ministry at Northwood remains a vibrant part of pastoral care. We welcomed two new card writers in 2025. We are blessed to have a team of ten committed, faithful card writers. These individuals take the time to write and send cards with personalised, meaningful messages to the recipients.

Cards convey our sympathy, caring, encouragement, appreciation, and celebration depending on the situation. We send cards to members of the congregation and their families. Additionally, we also send cards to the broader community that has blessed or supported Northwood in some way.

Each card writer writes cards five times a year. We send an average of three to five cards each week throughout the year. Card writers receive a yearly roster and a package with all the supplies needed to send cards.

Our ministry is continually blessed and enriched by the handmade cards made for us by Sandra Hook. We encourage everyone at Northwood to inform Scott, myself, or Mo in the office if they know someone who would appreciate a card.

Respectfully submitted by Jenny Freeborn on behalf of the Pastoral Care Ministry Team

SENIOR'S COFFEE REPORT PURDY'S CHOCOLATE FUNDRAISER REPORT

Respectfully Submitted by Jaqueline Melnychuk

Another year with a fantastic group of Northwood Seniors! We started January with about a dozen attendees every Wednesday morning at 10 am. Sometimes the numbers grew to 20. We enjoyed a cup of coffee or tea, a treat like muffins, and friendly conversation. Sandra Hook was my main helper, but many others helped in the kitchen. Much thanks to everyone.

Every week, we put out a coffee mug for donations. This helps cover expenses for supplies, gifts, prizes, and so on throughout the year. Once a month, we usually enjoy lunch at a local restaurant. Everyone pays for their own meal. By June, we're ready for a break. We finish the month with a potluck picnic — food, fun, games, prizes, and lots of laughter. Gotta love it!

Summer comes and goes, and we return in September. A Halloween party wraps up the month with costumes, games, prizes, treats, and fun. As Christmas arrives, we enjoyed an excellent catered lunch with turkey and trimmings. Singing carols, playing games, winning prizes, and sharing lots of laughter. Our year concluded with friends gathering at Wal and Jaqueline's home for treats and a lovely festive time.

Sadly, we said goodbye to our dear friend Wally Cringle in his 95th year. For many years, he was part of our coffee Wednesdays. When he couldn't come, muffins and treats were taken to him and Eileen. We miss him dearly.

Respectfully Submitted by Jaqueline Melnychuk

In 2025, we held two fundraisers.

Easter 2025 = Total Profit **\$539.71**

Christmas 2025 = Total Profit **\$1,179.28**

The funds raised are allocated by the church's decisions to support its operations.

As a congregation, we pay the retail price, just like in the store. The difference is we receive 25% of our total sales back. We often have between 30 and 56 participants. This is one of the best fundraising programs available. Purdy's also caters to various tastes with all types of quality chocolates. They offer white chocolate, milk chocolate, and dark chocolate varieties. Purdy's also provides no sugar added options, as well as nuts and jellies for seasonal occasions. They also have gift boxes and baskets.

Many blessings to those who love chocolate and our Church.

Respectfully Submitted by Jaqueline Melnychuk

**KITCHEN COORDINATOR REPORT
COFFEE SERVERS REPORT
CRAFT FAIR REPORT**

Respectfully submitted by Bev Woods

Bev has been keeping key items (coffee, sugar, cream, cleansers, etc.) stocked. Marilyn Barga and Bev Woods have been slowly purging unused items from cupboards and drawers.

In January, a new dishwasher/sanitizer was installed. It is a great improvement from the old sanitizer, as items no longer need to be washed before going in. Thank you to Joe for keeping the detergent topped up.

There is concern about wear and tear in the kitchen, as it is being used for more rentals.

Respectfully submitted by Bev Woods

We are continuing with self-service coffee time. Approximately forty people are staying for social time following the service. Marilyn Barga and Bev Woods prepare the coffee most Sundays. When we need a break, April Watson, Jenny Freeborn, and Brenda Persiani step in to help. Thank you.

With the installation of the new dishwasher/sanitizer, we have moved away from disposable paper cups, back to China mugs.

It seems to be the same few people signing up to bring treats. This is too burdensome for the few. Perhaps we will need to change to pre-packaged cookies if new volunteers are not added to the list.

Respectfully submitted by Bev Woods

After years of dedicated service, Pam Mason has chosen to retire from her role as a champion of the Northwood United Church craft fair. Your commitment to the crafters and the Church is greatly appreciated. Thank you for all the hours of dedicated work, Pam.

After a challenging start, Northwood United Church organized three craft fairs in 2025. The spring craft fair took place in April, and two Christmas craft fairs were held in November. It takes a great effort from many volunteers to run each three-day event, but it is very rewarding to see the smiles on the faces of the volunteers, shoppers, vendors, and the treasurer.

The 2025 craft fairs generated a total of **\$8,771.55** for Northwood. Additionally, they attracted an average of 240 customers and 35 vendors to our facility.

As you read this, we are preparing for the spring craft fair on April 18. Please consider offering your help if you're able. Thank you.

Respectfully submitted by Bev Woods

**COMMUNION ELEMENTS REPORT
QUIET CHRISTMAS SERVICE
WORSHIP COMMITTEE REPORT
SHOE BOX MINISTRY REPORT**

Respectfully submitted by Brenda Persiani

CHOIR REPORT

Respectfully submitted by Dan Hearty - Property Manager

We have continued to use the Pre-filled Communion Elements & Gluten-Free Elements. Our aim is to involve 2 or 3 additional people in this meaningful ministry by taking turns setting up the elements. Currently, only Margaret Marshall and I are involved. I am always eager to include anyone interested in helping with this important ministry — it's a wonderful way to volunteer. (Connect with me if you'd like to learn more or try it out for a month or two.)

Blessings and respectfully submitted by Brenda Persiani

This is one of the most meaningful and touching services open to the community, including Northwood, on December 21, 2025. We were blessed to share this experience with 8 recipients of a beautiful Prayer Shawl, lovingly blessed by Rev. Scott, and 24 people in attendance. We also introduced Therapeutic Touch, which offered a deeply meaningful and gentle addition to this important time of care and prayer. Everyone is welcome to receive a Prayer Shawl, either for themselves or to share with someone in need, with each shawl blessed by Rev. Scott. At the end of the service, those present receive a small Christmas ornament as a keepsake of this special day.



Blessings and respectfully submitted by Brenda Persiani

Meetings:

- Jan 19, 2025 – plan Feb, March, April, May 2025
- May 4, 2025 - plan June, July, August, Sept, Oct 2025
- Oct 5, 2025 - plan Nov, Dec 2025
- Next meeting: Jan 11, 2025

SPECIAL EVENTS & SERVICES

- March 4, 2025, Shrove Tuesday & Ash Wednesday Service
- 6 pm Pancake dinner served 7:00 – 7:30 pm clean up
- 7:30 pm Ash Wednesday Service

We had lots of kitchen helpers, making it a fun environment for flipping pancakes. 31 people (including 6 kitchen helpers) enjoyed a wonderful meal & 22 people attended the beautiful Ash Wednesday Service.

On March 30, 2025, four kitchen helpers prepared and served lunch to the congregation after the AGM meeting. Sandwiches, treats, coffee, and tea were provided.

June 15, 2025 - Graduation Gifts: Journal, Pen, All the Places You Will Go (Book), Owl Dish / Cup (Donated by Kathy Dubin's Family)



Sept 7, 2025, Northwood hosted a “Welcome Back” luncheon. We had a few helpers to prepare the meal and clean up. This event was well attended, and everyone had a wonderful time sharing a meal. meal & fellowship.

Blessings and respectfully submitted by Brenda Persiani

SUMS (Surrey Urban Missions Society) Delivered to 10776 King George Blvd., Surrey

Thank you to the congregation for your ongoing support of this meaningful Ministry. On February 1, 2025, we delivered 45 sets of thermal tops and bottoms, along with a bag full of toques made by Cindy Kornik. This year, our winter was quite delayed. Our donation was warmly received, as the weather had just changed and snowfall warnings were imminent.



Due to a lack of funding for the SUMS hot meals program, I shifted gears and redirected the Shoe Box Ministry Funds, which are generously donated by our wonderful congregation, to help provide breakfast and lunch to those in need. I have partnered with Shannon Dignard (now retired from SUMS) and Rebecca at SUMS, who keep me updated on their needs. They anticipate serving around 150 to 200 people daily through the Surrey Welcome Hub for breakfast and lunch. Northwood is supporting with bulk items such as coffee, Coffee Mate, crackers, peanut butter, jams, granola bars, fruit cups, napkins, sugar, and various items that can be eaten on the go or outside, as the eating area has now been converted into a sleeping space.

On Nov 5, 2025, Christmas Delivery was sent to SUMS earlier to better serve the guests. We delivered the following items in bulk as requested: toothbrushes, toothpaste, soap, facecloths, razors, socks, underwear, deodorant, cookies, granola bars, crackers, chocolates (lots of grab-and-go treats), juice boxes, and much-needed gloves, thermal tops and bottoms, etc.



Blessings and respectfully submitted by Brenda Persiani

We had a joyful and successful year, singing a wide variety of anthems during our Sunday morning services with the talented Linda on piano. Our numbers fluctuate as people travel or recover from illness, but we always manage to create fitting music to praise God. We've mentioned this before, but we're always happy to welcome new members—brave souls willing to try something new. I believe we're a cheerful group, and our rehearsals are far from intimidating—they are fun and fulfilling. We look forward to singing many more anthems for our congregation in the weeks and months to come.

Respectfully submitted by Dan Hearty - Choir Director

JAZZ VESPERS REPORT

Respectfully submitted by Rev. G. Scott Turnbrook & Linda Szentes

At the beginning, it is important to recognise the dedication of our volunteers! We value the growing volunteer community that has allowed us to offer greeting, fellowship time, and an overall sense of 'welcome' during the Vespers experience. We are very grateful to Linda Szentes for serving as our 'Jazz Vespers Coordinator'. She makes sure that enough volunteers are available each Sunday. Joe Johnson remains our dependable sound technician, and Sandra Hook continues as our dedicated poster creator. This season, we focused on expanding our volunteer base and asked them to take on roles such as kitchen hospitality, baking, and greeting duties for just a few Vespers services throughout the year. We thank the MANY people who have contributed to these areas and welcome others who feel called to participate. Come and enjoy Sunday afternoons where jazz meets the Spirit!

We hosted the following 15 Jazz Vespers in the Valley Services in 2024:

- January 19 ~ The Diane Lines Quartet
- February 2 ~ Marcus Mosely and the Wild Blue Herons
- February 23 ~ Inlet Jazz Band w' Linda Szentes
- March 9 ~ Jennifer Scott & Rene Worst
- March 23 ~ Tom Arntzen and Friends
- April 13 ~ Linda Szentes and Jazzlinks
- May 4 ~ Bill Weeds Quartet Featuring Cory Weeds
- May 25 ~ Heather Soles Group featuring Miles Black
- October 5 ~ Nick Apivor and Friends
- October 19 ~ Aaron Hardie
- November 9 ~ Lesley Branton Trio
- November 30 ~ Jazz Orchestra of the 49th Parallel
- December 14 ~ South Van Big Band

Financially, we typically see a modest income from the freewill offerings received after covering the musicians' costs. The attendees include a small percentage of Northwood regulars, people from neighbouring churches, and others with no church background at all! Our attendance now surpasses our Sunday morning congregation, and some attendees have become involved in other parts of Northwood ministries!

Indeed, Vespers has been an opportunity for evangelism, community and church in a 'new form'. We are excited to see Jazz Vespers flourish!

Respectfully submitted by Rev. G. Scott Turnbrook & Linda Szentes

IN MEMORIUM REPORT

Respectfully submitted – Rev. G. Scott Turnbrook and Naoko Ezaki

MEMBERSHIP ROLL REPORT

Respectfully submitted – Rev. G. Scott Turnbrook

MEMORIAL GARDEN REPORT

Respectfully submitted by Wes Warren

We give thanks for the light and witness of the members and adherents of our church family who now rest in God's peace. The following members died in 2025:

- Chris Beddis
- Donna Brown
- Wally Cringle
- Mike Gibson
- Marguerite Hibbs
- Gerry Miller
- Ralph Maryatt
- Angus Pratt
- Lynn Robertson
- Sumie Nagano – (Japanese Ministry)

Respectfully submitted – Rev. G. Scott Turnbrook and Naoko Ezaki

Members as of December 31, 2024:	280	
Transfers In	0	
Transfers Out	0	
New Members by reaffirmation of faith	0	
Members by Adult - Baptism/Confirmation	0	
Baptisms conducted	0	
Deaths	8	Chris Beddis Donna Brown Wally Cringle Mike Gibson Marguerite Hibbs Gerry Miller Angus Pratt Lynn Robertson
Marriages conducted	0	
Total Members as of December 31, 2025:	272	

Respectfully submitted – Rev. G. Scott Turnbrook

In the southeast corner of our church property is a small garden area that serves as our Memorial Garden. The ashes of loved ones may be interred here. Since this is not a cemetery, permanent markers are not permitted. The use of our garden is coordinated through our Minister and is provided free of charge.

Volunteers, coordinated by Wes Warren, perform maintenance on the garden. Carole Dixon assists. Tasks have included watering in summer, weeding, planting bulbs, trimming trees, and repairing the fence.

Respectfully submitted by Wes Warren

THURSDAY MORNING BIBLE STUDY REPORT

Respectfully submitted by Delores Wanders on behalf of Diane Onno

MONDAY EVENING BIBLE STUDY REPORT

Respectfully submitted by Emma Dyck

ON OUR FAITH JOURNEY REPORT

Respectfully submitted by David Mahiban

SPIRITUAL DEVELOPMENT REPORT

Respectfully submitted by Kay Park

Thursday morning at 10 am, the Kaleidoscope Bible Study Process involves shared leadership with Scripture discussions using the 'mutual invitation method'; this practice (inviting one person at a time to share reflections) encourages deep and holy listening among participants. It challenges, inspires, and enlightens the group's collective walk with God.

Studying the Bible is a journey to know God and provides understanding and insight toward a deeper, meaningful worship service. We are grateful for our time together in this sacred and beloved space.

“Open my eyes that I may behold wondrous things out of your law, Psalm 119.18.”

Respectfully submitted by Delores Wanders on behalf of Diane Onno

Monday evenings at 6 pm in the fireside room, a lively small group of six has been meeting this year for Bible study. We started the group to welcome people who cannot attend the Thursday morning Bible study due to work or other commitments.

The sessions always open with prayer and discussion on the previous Sunday's worship scriptures and sermon. We are always thrilled to hear that our point of view aligns with the sermons.

Reading scripture (from different translations) for next Sunday's worship service, we study key observations and understandings of the text, examine the biblical and historical context, and discuss our own interpretations and reflections.

We always leave with an individual application challenge for the week, taken from the scriptures.

Deepening our understanding of the scriptures and applying biblical principles to our daily lives is our goal for Thanks-giving. We encourage everyone to join our group to strengthen their own faith journey.

Respectfully submitted by Emma Dyck

The discussion group that explores Progressive Christianity through books and videos met online weekly on Tuesday nights from 7:00 to 8:30, except in July and August. The participants have appreciated seamless access to meetings via Northwood's Zoom video platform. During this 13th year of fellowship, the group, mainly consisting of five regular members, enthusiastically engaged in discussions focused on the following two books:

1. "The Market as God" by Dr. Harvey Cox
2. Miracles and Wonder by Elaine Pagles

Currently, the discussion is about Sayings in "Gospel of Thomas," featured in "The Five Gospels," with commentary by biblical scholars Robert W. Funk, Roy W. Hoover, and The Jesus Seminar on "What Did Jesus Really Say?" Everyone is welcome to join the discussions. Looking forward to seeing you.

Respectfully submitted by David Mahiban

☆ The Spiritual Ministry at Northwood Church offers a variety of programs to support spiritual growth for all ages. Weekly activities include Bible study sessions, a book club, Monday sermon discussions, and Tuesday progressive Christianity sessions exploring contemporary faith perspectives. In addition, a monthly book club session allows for deeper exploration of selected texts. Our Children and Youth Ministry provides age-appropriate Bible learning, activities, and guidance to nurture young members' faith.

Together, these programs foster learning, fellowship, and spiritual connection within the church community.

Respectfully submitted by Kay Park

**BOOK CLUB REPORT
'BROADVIEW' MAGAZINE SUBSCRIPTION
REPORT
SCRIPTURE READERS REPORT**

Respectfully submitted - Marilyn Barga

With Linda Hibbard's help, I coordinate the book club. We meet on the first Wednesday of the month at 7 pm via Zoom. We have 8 active members who join us regularly. We choose books as a group based on recommendations from members who have read them and think we would enjoy. We have lively discussions about the book and share information about the author. Please let me know if you would like to join us for a sneak peek. We would love new members.

Respectfully submitted - Marilyn Barga

Broadview has significantly changed its format, and there are very few articles related to the United Church. The articles are from a variety of contributors focusing on national and international issues. There are magazine samples in the gathering area for you to borrow. Our current church membership is 20.

Respectfully submitted - Marilyn Barga

We currently have a rotation of 16 members who read scripture on Sunday mornings. I prepare the schedule one month in advance, and Rev. Scott emails the readers the preamble and readings ahead of time. I want to thank all the readers for their cooperation and reliability. If you are interested in reading, please let me know.

Respectfully submitted - Marilyn Barga

CHILDREN AND YOUTH MINISTRY REPORT

Respectfully submitted by Aarti Sharma



Northwood Children's Ministry warmly welcomes children of all ages and youth every Sunday. Our ministry continues to grow as we focus on sharing God's Word in ways that help children build a personal relationship with Jesus and learn to follow His values in their daily lives.

This year, we are truly thankful to all the families and children who joined us at church. Their presence, enthusiasm, and participation during our Sunday gatherings made our time together special and meaningful. Through the adoption of the Holy Moly Curriculum, children explore Bible stories, share their thoughts in discussion circles, and express their faith through various creative activities such as arts and crafts, drawing, painting, origami, and fun games. These moments create a joyful and engaging environment where children can learn about God and recognize His many blessings in their lives.

We look forward to welcoming even more families and children in the future and continuing to grow Northwood Children's Ministry as a joyful, caring, and faith-filled space for all.

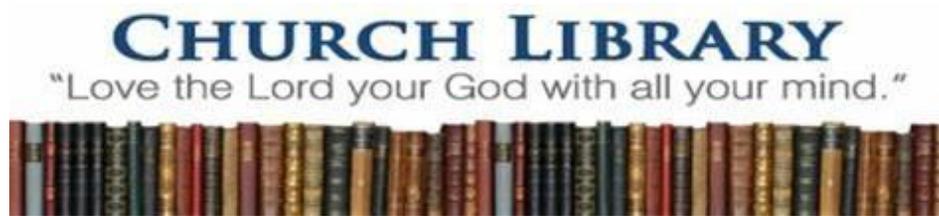
Respectfully submitted by Aarti Sharma

NORTHWOOD LIBRARY REPORT

Respectfully submitted by Delores Wanders

SOCIAL MEDIA REPORT

Respectfully submitted by Donna McKinnon-Heide



Northwood church library is like a spiritual teaching tool, spreading the Gospel and supporting the church's mission and the growth of individual members' faith. A quality collection of 934 titles....254 Children and 680 Adult titles.... grace the shelves.

Look for the 'Welcome to Northwood Library' frame for complete information on sign-out/book return guidelines. The 'Northwood Library' binder (detailing complete listings of resources available) is located next to the book return box, left of the fireplace in the gathering area.

Respectfully submitted by Delores Wanders

Northwood maintains Facebook and Instagram pages, including a dedicated Facebook page for our Thrift Store and an Instagram account for our Craft Fairs. We can promote church activities and ministries at no cost. This has increased awareness of our church, boosted attendance, attracted new vendors at our Craft Fairs, and brought more shoppers to our Thrift Store. These pages help both church members and the wider community see what we are doing and hopefully encourage them to join in. I would love more congregation members to send me pictures of our various activities to post, while respecting our privacy policies, as people enjoy seeing 'Faces on Facebook'. Liking and sharing posts on social media also benefits from Meta algorithms.

Respectfully submitted by Donna McKinnon-Heide

**COMMUNITY & GLOBAL DEVELOPMENT
CHAIR REPORT
COMMUNITY SOCIAL NIGHTS REPORT
FOOD PANTRY REPORT
SURREY INTERFAITH NETWORK REPORT
GREETERS REPORT**

Respectfully Submitted by Emma Dyck

“Ephesians 6: 7-8: Serve wholeheartedly as if serving the Lord, knowing He will reward your good deeds.”
Northwood proudly lives by the words above! Many ministries and events welcome the wider community, and this past year has been busy. People have stepped up by volunteering, sharing their time, talents, and contributions for the various ministries and events under the umbrella of CGD.

Ministries include: (Each report has been submitted by the dedicated ministry leads)

1. **Emergency Food Pantry** - Emma Dyck
2. **Storehouse** - Bev Woods
3. **Shoebox** - Brenda Persiani
4. **Thrift Store** - Doug Tingley & Gwen Sergius
5. **Craft Fair** - Bev Woods graciously stepping up to take the ministry lead this year
6. **Christmas Gift** - April Watson graciously stepping up to take the ministry lead this year
7. **Refugee** - Linda Hibbard.

Events held throughout the past year:

- **Spring Clean up** - March 29th, 2025 (outside only due to installation of the new flooring)
- **Spring Craft Fair** - April 12th
- **Spring Children’s Party** - April 25th
- **100th Anniversary Block Party** – June 7th
- **Camp Spirit** – Aug 18th – 22nd
- **Social Night (board games)** - Sep 12t
- **Métis Truth and Reconciliation Day** - Sep 30th
- **Fall Children’s Party** - Oct 3rd
- **Fall Craft Fairs** - Nov 8th and 22nd
- **Bear Creek Lights** -Nov 14th
- **Christmas Children’s Party** - Dec 5th
- **Social Night (Fun B.I.N.G.O)** - Jan 23rd, 2026
- **Songs of Support Concert** - Feb 27th, 2026

The Northwood United Frosty Flock supported the Coldest Night of the Year in Cloverdale for Storehouse on Feb 22nd, 2025. We plan to support again on Feb 28th, 2026.

I would like to take this opportunity to thank everyone, from ministry leads to many who have volunteered and supported the CGD within the last year. Without your commitment, we could not fulfil our mission goal to *...be a welcoming community that nurtures spiritual growth with Christ consciousness that reaches out into the larger community.*”

Respectfully submitted by Emma Dyck.

‘For where two or three are gathered in my name, there am I among them’ Matthew 18:20.

We were delighted this year that we were able to hold many social events, reaching out to the wider community. The events only happened because volunteers stepped up to help with planning, advertising with posters and social media, baking treats, donating supplies, setting up games and crafts, and coordinating and cleaning up the fun events. Above all, success is everyone coming out to the events, building community. We have welcomed many families to the children’s parties, building relationships and creating a mailing list for future events and youth ministries.

- Spring Children’s Party - April 25th.
- Fall Children’s Party - Oct 3rd.
- Christmas Children’s Party - Dec 5th.

Social Nights have delighted many people who come to enjoy board games and fun B.I.N.G.O. nights. We welcomed individuals from the broader community and various user groups around Northwood.

- Board Game Night - Sep 12th.
- B.I.N.G.O. Night - Jan 23rd.

An outing to Bear Creek Christmas Lights delighted many at the start of the Advent season. Beautiful displays featured fish swimming in water, polar bears, flowers, butterflies, dragonflies, and even a church.

- Bear Creek Lights - Nov 14th.

We welcome suggestions of future social nights. Please fill out a suggestion slip and pop it in the suggestion box.

Respectfully submitted by Emma Dyck.

Hebrews 13:16: “Do not neglect to do good and to share what you have, for such sacrifices are pleasing to God.”

Food insecurity has worsened this year. We have observed a steady rise in not only unhoused individuals but also working families. People struggle to pay daily bills and keep a roof over their heads. We hear repeatedly that many simply don’t have enough money left for groceries.

The Emergency Food Pantry continues to serve as a bridge to support individuals in their most difficult times. We treat everyone with confidentiality, dignity, and compassion. Various community resources are shared with visitors, and information is regularly posted and updated on the info window.

The ministry can support the wider community through generous monetary and food donations. Contributions also come from families attending children’s parties and social nights. The Songs of Support fundraising concert (March 7th, 2025), featuring Urbana Band and Aequitas Singers, raised donations for the NUC food pantry and the Surrey Urban Mission. A silent auction with donated items provided an engaging experience for attendees.

We have continued to adapt to the needs of the pantry users, considering dietary and faith-based beliefs. The recently introduced Meals-in-a-Bag provides people with a complete meal plan, with all ingredients included. Separate Blessing bags for the unhoused offer ready-to-eat foods and utensils.

The pantry at Northwood has noticeably grown in its needs since Covid. The support this ministry receives is a true testimony of faith, and I thank everyone for their support. If anyone feels called to help run this ministry, please reach out as I will be stepping down.

Respectfully Submitted by Emma Dyck

United Nations General Assembly in 2010 passed a resolution designating the first week in Feb as World Interfaith Harmony Week. Calling for peace, tolerance and mutual understanding between peoples of all religious, convictions and beliefs.

The assembly calls upon groups of goodwill, people of different faiths and members of all communities to recognize common values and cooperatively enhance interfaith harmony and interreligious dialogue. It calls the week as an opportunity to join the United Nations to foster a culture of peace and non-violence and to eliminate all forms of intolerance and discrimination based on religious convictions or belief...

In 2026, the Province of British Columbia declared February 1st to 7th as Interfaith Harmony Week.

Northwood continues to be a welcoming facility for people of all faiths. We see this in the many user and rental groups coming through our doors. We see it with revisiting congregants at Sunday services. The continued relationships we hold dear with past sponsored refugee families from Syria. The welcoming words were painted by the Artlift youth group in many languages in the gathering area. The food is distributed from the food pantry. Above all, it's the people of Northwood who are welcoming disciples to all.

Surrey Interfaith Harmony Week have shared numerous events with the wider communities. Northwood has shared the events on social media sites and notice boards and announced them within services. Members of Northwood (that I know of) participated in:

- **Workshop on Compassionate Listening** via Zoom with Rev. Cathy Merchant.
- **Meet Your Jewish Neighbour** event, learning the history of the Jewish people.
- **3rd Annual Interfaith Friendship Gathering** hosted by the Baha'i Community of Surrey.

We continue to strengthen our relationship with the Surrey Interfaith Council, whose mission is to create an environment of interfaith respect, harmony, and social justice.

Psalm 133: 1 "How good and pleasant it is when God's people live in unity!"

Respectfully submitted by Emma Dyck.

'Therefore, welcome one another as Christ has welcomed you, for the glory of God'. Romans 15:7

Our greeter's ministry in 2025 has continued with eight dedicated compassionate greeters.

Rotating four groups of two, we welcome worshipers, respect the symbols of faith, and keep the sanctuary tidy. We have observed a slight increase in new worshipers entering the sanctuary. Each newcomer receives a Peace Candle and a welcome card, beautifully made by Sandra Hook. Unfortunately, only a few return periodically. Special services throughout the year have seen greeters step up at Ash Wednesday, Good Friday, Quiet Service, and Christmas Eve.

Thank you to all the greeters for their year of service and for agreeing to continue in 2026.

David Mahiban, Eric Johnson, Rod Carter, Gary Lavoie, Carmen Sterling, Terry Hill, Jenny Freeborn, Carole Dixon, plus spare members Brenda Persiani and Delores Wanders.

The Greeter's Ministry truly stands as a testament to discipleship, and I have been blessed to be part of it. If anyone feels called to serve in this ministry, please get in touch, as I will be stepping down.

Respectfully Submitted by Emma Dyck

THRIFT SHOP REPORT

Respectfully submitted by Gwen Sergius and Doug Tingley

Another year has come and gone, and it was a very good year for our little Thrift Shot and garage. Considering we are only open three days a week, with the garage sometimes closed due to bad weather on those days, we do quite well. Our clothing is sold at bargain basement prices; some items, because of their quality, fetch special prices, and many people are pleased with their purchases.

Our volunteers do a wonderful job keeping the store tidy and assisting customers searching for that perfect item. We are delighted to have many loyal repeat customers who often become very friendly with us. Sometimes, customers come in just to chat and connect, seeking a listening ear, and we are happy to oblige. About 26 volunteers work over the three days, but we are always seeking and needing new volunteers to help fill hours when others are away, sick, recovering, or on a trip. We are very flexible with the days, times, and hours a volunteer can contribute, and we truly appreciate whatever they are able to offer. Many volunteers willingly take on extra work for the shop at home, which directly benefits the shop. Some volunteers are also very good customers.

Doug Tingley has found a way to filter out donations that we simply cannot resell by requiring that no donations of any kind be left at the shop except on our open days. We try to recycle what we cannot sell, which provides a small stipend, and if we can up-cycle clothing of any sort to a callout from another organisation, all the better.

Please inform your friends or family that we are always looking for donations of new or gently used clothing, kitchenware, and small appliances that are complete and in good working order. We also appreciate tableware that is not chipped or cracked.

Our hours of operation are Tuesdays, Thursdays, and Fridays from 9:30 a.m. to 3:00 p.m. Donations are accepted from 9:30 a.m. to 12:30 p.m. on those days. Please do not drop off your donations when the shop is closed. You can call Doug at 778-845-9333 if you'd like to donate items.

Finally, Doug and I send out a “*huge thank you*” to all our volunteers. Without your efforts, we would be nothing, so to speak. Your support in helping the church and its efforts to serve the community and beyond is far more appreciated than you know.

Respectfully submitted by Gwen Sergius and Doug Tingley

CHRISTMAS GIFT MINISTRY REPORT

Respectfully submitted by April Watson and Emma Dyck.

Merry Christmas!

As always, we came together as a congregation, and the outpouring of gifts and donations was heartwarming. Within a day, we had boxes full of household staples and volunteers putting their hands up and saying, "I can help." Our congregation took gift tags, shopped till they dropped and filled up the tree with gifts. We received plentiful cash donations to purchase any needed items. On the day of delivery, we had a wonderful team sorting and boxing up the hamper items, so other volunteers could deliver the hampers to the families. We supported 8 families this year, for a total of 27 people.

Truly our congregation understands the meaning of giving and volunteering, and we were honoured to be part of making this work.

Thank you to all who participated.

Respectfully submitted by April Watson and Emma Dyck.

JAPANESE WORSHIP & GATHERING REPORT

Respectfully submitted by Noriko Miki

JAPANESE MINISTRY SENIORS GATHERING REPORT JAPANESE MINISTRY FINANCIAL REPORT

Respectfully submitted by Naoko Ezaki

Led by Rev. Daebin Im

Worship services were held once a month, Third Sunday of the month.

<u>Month</u>	<u>Date</u>	<u>Type of Meeting</u>	<u>Led by</u>	<u>Att'd</u>
January	19	Worship	Rev.D. Im	9
February	16	Worship	Rev. D. Im	8
March	16	Worship	Rev.D. Im	10
April	20	Worship	Rev.D. Im	11
		Easter service & Party		
May	18	Worship	Rev.D. Im	15
June	15	Worship	Rev. D. Im	8
July	20	Worship	Rev. D. Im	12
August	17	Worship (Communion)	Rev.D. Im	9
September	21	Worship	Rev.D. Im	11
		Annual Memorial Service		
October	19	Worship	Rev. D. Im	8
		Thanksgiving service		
November	16	Worship	Rev.D. Im	9
December	14	Worship	Rev.D. Im & Rev. Scott	10
		Christmas Service & Party		

Respectfully submitted by Noriko Miki

<u>Date</u>	<u>Present</u>	<u>Description</u>
January 14	14	Tech to go for seniors.
February 11	14	Presentation for Brain exercise course.
March 11	11	How to setup zoom and use.
April 08	10	Card games and Quiz game
May 13	13	Exercise, Chair Yoga
June 10	10	Game for Brain
July 08	8	Picnic at the Bear Creek Park
August	No Gathering.	
September 09	10	Exercise, Chair Yoga.
October 14	12	Craft (origami).
November 04	10	Card and Jenga Game
December 09	14	Play Bingo game.

• Only 2 hours gathering (11:00am-1:00pm) • Bring own lunch & drink.

Respectfully submitted by Naoko Ezaki

Japanese Ministry Financial Report
January - December 2025

<u>Income</u>	<u>Actual Jan - Dec 2025</u>	<u>Budget 2026</u>
Weekly Offering	2825.00	2000.00
Special Offering	1980.00	1000.00
Easter Offering	410.00	300.00
Annual Memorial Service Offering	390.00	200.00
Thanksgiving Offering	120.00	100.00
Christmas Offering	500.00	300.00
Senior Gathering Fee	378.00	300.00
Memorial Donation	1200.00	0.00
The UC of Canada 100 th Anniversary Donation	360.00	0.00
Cheque from NWUC	1259.25	5150.00
Total	<u>\$9422.25</u>	<u>\$9350.00</u>
<u>Expenditure</u>		
Pulpit Supply	0.00	3600.00
Music Supply	1100.00	1200.00
Pastoral Care	159.25	300.00
Senior Gathering To NWUC	0.00 8163.00	50.00 4200.00
Total	<u>\$9422.25</u>	<u>9350.00</u>

Respectfully submitted by Naoko Ezaki

REFUGEE SPONSORSHIP REPORT

Respectfully Submitted by Linda Hibbard

Northwood United is currently awaiting several sponsored refugees.

1. Heme Alhaj Hammoud, a 28-year-old man from Syria, who has been living as a refugee in Syria for the past 12 years. This is the brother of Rasha Alhaj Hammoud, whose family was sponsored by our church over 7 years ago. We are hoping for Heme's arrival this year, 2026.
2. Mohammad and Eisa Al Sobeh - cousins of Zak Alatrak, who fully paid for their sponsorship. They are also Syrian refugees living in Lebanon. Their applications were approved by our Canadian government in June 2025. They are now being processed in Beirut, Lebanon. We still assume this will take some time.

Sometimes people seeking refugee sponsorship contact the church through email or by phone. These requests are passed along to me (Linda Hibbard). I have had the privilege of responding to these, either by phone or email. These are painful conversations with often very desperate caring family members. Recent contact has been with families living in Afghanistan and Pakistan.

Respectfully Submitted by Linda Hibbard

CUSTODIAL SERVICE REPORT

Respectfully Submitted by Tammy Madigan

I have had the privilege of working with Northwood for nearly ten years. During this time, I have taken great pride in caring for the church and supporting its day-to-day operations. I work Monday to Friday, with additional weekend hours as required. My primary responsibilities include the thorough cleaning and upkeep of the entire facility. This involves cleaning all rooms from top to bottom, including vacuuming, dusting, organizing spaces, and maintaining cleanliness throughout the sanctuary during the week. I clean and prepare the stage, rearrange chairs as needed, check and address issues with doors and windows, and ensure windows are clean. I also regularly check the exterior of the sanctuary for garbage or items that do not belong and open the sanctuary early when groups require access.

I maintain the gathering area by cleaning floors, tables, chairs, fixtures, and ledges. The kitchen is cleaned thoroughly, including appliances, floors, walls, and counters, and garbage, organics, and recycling are removed. I also clean the fireside room, including floors, windows, furniture, fixtures, and chairs. All washrooms are cleaned and maintained, including mopping, sanitizing sinks, counters, and toilets, and ensuring supplies are fully stocked. I clean all classrooms and daycare rooms Monday through Friday, including floors, walls, counters, windows, and garbage removal. In addition, I handle the cleanup of hazardous and unsanitary messes that occasionally occur outside the building, including biohazards and discarded materials, ensuring the property remains safe and welcoming.

Last year, I assisted with the floor renovation by coordinating classroom cleanouts, moving furniture, and working closely with the daycare to ensure the process was completed safely and efficiently. During this time, when our other custodian became ill, I also assumed responsibility for cleaning, organizing, and maintaining the thrift store three days a week. The thrift store team expressed appreciation for the improved cleanliness, organization, and efficiency.

Following the installation of the new floors, cleaning demands increased. I assisted in training David, our new temporary custodian and continue to support and train him as needed. I maintain and order cleaning supplies, coordinate repairs with the appropriate staff, and complete minor repairs, such as simple plumbing fixes, when possible. I also had the opportunity to work alongside Wes Warren, learning hands-on how to strip and refinish floors using the buffer machine. This experience will also be applied to the stage flooring. I also maintain the large outdoor signs and assist the office administrator with whatever comes up.

Steve returned late in 2025 and is gradually taking on the thrift store custodial duties. David has been a good addition to the team.

I carry out all of these responsibilities with pride and dedication, treating the church as I would my own home and caring deeply for the church community. While I may have missed some smaller tasks, this summary reflects my day-to-day duties at Northwood.

Respectfully Submitted by Tammy Madigan

LETTER OF APPRECIATION TO DONORS

Respectfully submitted by Rev. Scott Turnbrook, Douglas Tingley, & April Watson

DONATION RECORDER REPORT

Respectfully submitted by Delores Wanders

Dear Faithful Supporter of Northwood United,

Please find enclosed your official tax receipt for your valued financial contributions that supported Northwood's vital ministry through 2025. As we look back on the year of ministry, we take time to celebrate everyone's commitment to Northwood. Your ongoing commitment supported growth across a variety of our ministries. In addition, we advanced important building improvement projects that helped us be more effective in our ministry. As we concluded the centenary celebrations of the National Church, we feel better equipped to move into the years ahead! We give thanks to everyone for their adaptability and grace as we continue to be the Body of Christ.

On behalf of all who experience Northwood's diverse ministries, we thank you for your support. Your financial gifts and gifts-in-kind empowered the varied offerings of your church. Ministries include worship and spiritual growth, providing food and clothing, supporting refugees, delivering Christmas hampers to community members, and creating circles of friendship with spiritual nurture. Support was also provided for the spiritual development of children and youth, as well as for those who are sick, grieving, or facing times of transition. Indeed, our vision to "embrace all of Creation with the love of Christ" remains VERY BROAD, and we could not be the church without YOU!

Some offer support on a regular basis through offering envelopes; others contribute directly through P.A.R. (Pre-Authorized Remittances, a monthly debit from their bank account); and still others make periodic contributions throughout the year. Increasingly, many opt to make electronic donations via e-transfer or directly through our website. Large or small, regular or occasional, all offerings have enabled our collective ministry to flourish. Please know that we practice prayerful stewardship in their use and hold offerings in confidence. Occasionally, we receive inquiries about how to allocate a donation. There are 3 areas to which one may direct their offering:

- **"Local"** supports the local ministries occurring at Northwood.
- **"M & S"** supports the global missionary work that is done through the national church's "Mission and Service."
- **"Other"** provides an opportunity to designate funds to specific local ministries at Northwood such as Children's Ministry, Food Pantry Ministry, Property Contingency Fund, etc.

We are now in 2026. A new year can be a time to reevaluate household budgets and priorities. As we shift into this new year, we encourage you to consider, along with your other priorities, how you will continue your support of Northwood. With inflation, operational costs continue to rise. Our 'dream' would be for people to prayerfully commit to a monthly budget to support their church and to consistently make this donation via P.A.R. or a monthly cheque. We do receive inquiries about what an appropriate donation amount should be. We would be pleased to discuss this; however, the most faith-filled response is truly discerned between the person and God. To give people a 'snapshot' of the range of donations, we have enclosed a chart on the back of this page showing the range of donations made in 2025.

FINANCIAL REPORTS

Respectfully submitted by April Watson, Treasurer

Notes to Financial Statements

December 31, 2025

Records were maintained using an accrual method rather than a strictly cash basis for accounting. This facilitates easier reconciliation and accurate period reporting of income & expenses.

Land and buildings are still reported at cost; according to the latest tax assessment, the land and buildings are valued at \$8,948,800.00, representing a 1% decrease in value. In accordance with the Act of Incorporation of the United Church of Canada in 1925, the equity of the Northwood Pastoral Charge is fully vested in the corporate body, The United Church of Canada.

Respectfully submitted by April Watson, Treasurer

	<u>Annual Budget</u>	
	2026	2025
	Proposed	Actual
Revenue		
Local offerings	\$150,000	\$148,786
Thrift shop sales	\$75,000	\$73,395
Building rentals	\$220,000	\$160,022
Fundraising & Outreach	\$20,000	\$26,771
Other	\$10,000	\$8,746
	<u>\$475,000</u>	<u>\$417,720</u>
Total Revenue	<u>\$475,000</u>	<u>\$417,720</u>
Expenses		
Salaries and wages	\$295,000	\$238,893
Church management ministry*	\$128,696	\$175,557
National/Regional Assessments	\$12,460	\$12,460
	<u>\$436,156</u>	<u>\$426,910</u>
Worship and pastoral care ministry*	\$14,550	\$10,697
Community and global development ministry*	\$15,000	\$13,131
Japanese ministry*	\$1,550	\$1,256
Spiritual development ministry*	\$3,700	\$1,115
	<u>\$34,800</u>	<u>\$26,198</u>
Total Expenses	<u>\$470,956</u>	<u>\$453,108</u>
Net Income (Loss) * not including Project Loan	<u>\$4,044</u>	<u>-\$35,388</u>

	2024	\$310,000
	2025	\$140,000
Total Received		<u>\$450,000</u>

Expenditures

Heating system, roof & electrical		\$299,396
Door repairs		\$13,233
Flooring and painting		\$118,401
Gates at the front entrance		\$10,916
Cleaning, chairs, ducts, and general construction		<u>\$9,261</u>
Total Expenditures for the Project loan		<u>\$451,206</u>

prepared by April Watson
24-Mar-26

Schedule 1, Ministry Expenses

	Requested 2026
Building Management	
Church utilities	\$24,000.00
Maintenance	\$32,000.00
Property taxes	\$15,000.00
Insurance	\$11,000.00
Thrift Store	
Thrift Store Expenses	\$4,500.00
Office Expenses	
Office Supplies	\$4,200.00
Communications	\$8,000.00
Office Equipment	\$1,900.00
First Aid Supplies & Equipment	\$1,050.00
AV & Tech Supplies & Equipment	\$2,000.00
Bank and service charges	\$1,424.00
Board Expenses	\$122.00
Interest Expense	\$23,500.00
	<u>\$128,696.00</u>
 Worship and Pastoral Care	
Jazz Vespers supplies	\$9,000.00
Honorariums Special Services	\$1,500.00
Licence and music supplies	\$1,000.00
Kitchen/Food - congregation	\$1,500.00
Worship & Communion Supplies	\$1,200.00
Pastoral care supplies	\$350.00
	<u>\$14,550.00</u>
 Community and Global Development	
Fundraising event supplies	\$6,000.00
Food Ministry	\$2,500.00
Christmas Gift Ministry	\$2,500.00
Shoe box ministry	\$1,000.00
Childrens Events	\$3,000.00
	<u>\$15,000.00</u>
 Japanese Ministry	
Pastoral care	\$150.00
Musician	\$1,200.00
Seniors Gathering	\$200.00
	<u>\$1,550.00</u>
 Spiritual Development Ministry	
Supplies & Subscriptions	\$1,500.00
Junior Youth	\$1,000.00
Children's church/Spirit kids/Events	\$500.00
Senior Youth	\$100.00
Social committee	\$500.00
Adults with Special Needs	\$100.00
	<u>\$3,700.00</u>

Prepared by April Watson

24-Mar-26

Northwood United Church
Income Statement 01/01/2025 to 12/31/2025

REVENUE

Revenue

Local Offerings	124,071.11	
Local - Children's Ministry	1,270.00	
Local - Music Ministry	1,260.00	
Local - Easter	408.35	
Local - Christmas	1,125.35	
Jazz Vespers Offerings	7,806.50	
Japanese Ministry Offerings	6,573.00	
Coffee Donations	1,964.60	
Gifts in Kind	1,881.06	
Bequests	<u>2,426.33</u>	
Revenue from Donations		148,786.30
Outreach - Food Ministry	4,565.00	
Outreach - Shoebox	715.00	
Christmas Gift Donations	2,151.00	
Gifts In Kind - Christmas	618.31	
Fundraising	17,607.69	
Gifts in Kind - Fundraising	<u>1,114.32</u>	
Total Outreach		26,771.32
Thrift Shop Sales	73,394.80	
Building Rentals	160,021.86	
Weddings & Funerals	<u>3,600.00</u>	
Total Rentals, Sales & Other		237,016.66
Mission & Service Donations	<u>10,445.00</u>	
Total Designated Offerings		10,445.00
Interest Revenue	4,324.38	
Subscription Revenue	736.25	
Purchase Discounts & Other Revenue	<u>85.05</u>	
Total Interest & Other Revenue		<u>5,145.68</u>
Total Revenue		<u>428,164.96</u>
TOTAL REVENUE		<u>428,164.96</u>

EXPENSE**Salary & Wage Expenses****Total Salary & Wage Expenses** 238,892.78**Church Management Ministry**

Church Gas Water & Electricity	18,575.72	
Church Maintenance & Repairs	57,515.41	
Custodial Supplies & Garbage Remova	12,381.91	
Property Taxes	14,347.26	
Insurance	10,539.00	
Maintenance Special Projects	160,707.21	
Total Church Building Maintenance		274,066.51
Thrift Store Maintenance	418.48	
Thrift Store Telephones	235.92	
Thrift Store Gas Water & Electric	2,595.94	
Thrift Shop Supplies	90.92	
Thrift Store Miscellaneous	587.35	
Total Thrift Store Expenses		3,928.61
Office Supplies & Expenses	3,918.33	
Church Telephone	1,562.88	
Church Internet	2,496.60	
Advertising & Communication	3,242.50	
AV & Tech Supplies & Equipment	22,071.29	
Software, IT, Webhosting	1,983.40	
Equipment Leasing - Office	1,703.80	
First Aid Supplies & Equipment	971.76	
Interest Expense	19,024.52	
Bank & Service Charges	920.81	
CanadaHelps Service Fees	373.33	
Total Office Expense		58,269.22
National/Regional Assessments		12,460.00
Total Church Management Ministry		587,617.12

Worship & Pastoral Care Ministry

Communion Supplies	316.97	
Kitchen/Food - congregation	623.99	
Worship Supplies	285.23	
Honorariums - Special Music	915.00	
Jazz Vespers Expenses	6,223.18	
Music Licenses & Supplies	1,789.53	
Total Worship		10,153.90
Pastoral Care Supplies	542.81	
Total Pastoral Care		542.81
Total Worship & Pastoral Care		10,696.71

Community & Global Development	
Refreshments - Special Events	71.32
Global Development Supplies	821.45
Fundraising/Event Expenses	3,790.50
Food Programs	3,206.97
Christmas Gift Expenses	1,848.06
ShoeBox Ministry	571.22
Benevolent Fund Spending	351.15
Special Children's Events	491.36
Spirit Kids	1,978.71
Mission & Service Expenses	10,445.00
Total Community & Global Development	<u>23,575.74</u>
Japanese Ministry	
JM Pastoral Care	155.66
JM Musician	1,100.00
Total Japanese Ministry	<u>1,255.66</u>
Spiritual Development Ministry	
Broadview & These Days Expenses	1,033.87
Senior Youth Expenses	81.29
Total Spiritual Development Ministr	<u>1,115.16</u>
TOTAL EXPENSE	<u>624,260.39</u>
NET INCOME	<u><u>-196,095.43</u></u>

Generated On: 03/24/2026

Prepared by April Watson

Note - this includes all Special Project Expenses

Northwood United Church

Balance Sheet As at 12/31/2025

ASSET

Current Assets

Cash Holding		2,095.68
Prospera - Operating Account		22,431.95
Prospera - Business Maxi Savings		25,088.36
Total Operating Cash		<u>49,615.99</u>

Trust Accounts

Prospera Shares	5.00	
Trust TD 1 30 day cashable	60,000.00	
Trust Term Deposit 2 - 1 year	40,000.00	
Prospera Trust Investment Savings	42,696.48	
Prospera - Trust Chequing Account	3,859.00	
Total Trust Cash		<u>146,560.48</u>
Trust Assets		<u>146,560.48</u>

Receivables

Accounts Receivable	8,214.39	
Total Receivable		<u>8,214.39</u>
Total Current Assets		<u>8,214.39</u>

Capital Assets

Building	1,604,400.00	
Net - Buildings		1,604,400.00
Land		2,041,000.00
Total Capital Assets		<u>3,645,400.00</u>

TOTAL ASSET		<u><u>3,849,790.86</u></u>
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LIABILITY**Current Liabilities**

Accounts Payable	5,978.10
Refugee Funds Special Trust	<u>40,000.00</u>
Total Current Liabilities	<u>45,978.10</u>

Long Term Liabilities

Special Project Loan PMR	473,380.27
Loans from Trustees - Prop Cont.	<u>34,827.23</u>
Total Long Term Liabilities	<u>508,207.50</u>

TOTAL LIABILITY	<u>554,185.60</u>
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EQUITY**Church Equity**

F & J Carter Bursary YE/RE	2,075.09
Investment in People YE/RE	1,647.78
Memorial Fund - Unspecified YE/RE	8,645.00
Memorial Fund - Capital YE/RE	67,441.99
Senior Choir Special Gift YE/RE	2,740.60
Wendy Tocher Children & Youth YE/RE	2,299.35
Refugee Sponsorship Fund YE/RE	21,815.00
Organ Maintenance Fund YE/RE	<u>1,000.00</u>
Total Trust Fund (Designated Funds)	107,664.81
Property Equity	3,645,400.00
Retained Earnings	-261,364.12
Current Earnings	<u>-196,095.43</u>
Total Owners Equity	<u>3,295,605.26</u>

TOTAL EQUITY	<u>3,295,605.26</u>
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LIABILITIES AND EQUITY	<u>3,849,790.86</u>
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Generated On: 03/24/2026

PROPOSED 2026 OPERATING BUDGET

The proposed 2026 operating budget is the minimum required to sustain our staffing levels and ministries.

Revenues:

Projected revenues from all sources, \$475,000 – assumes that:

1. Local giving will remain steady
2. Jazz Vespers continues
3. Rental Income will increase
4. The Thrift Stop continues to operate
5. Fundraising is expected to be at least as much as in 2025

Expenses:

We have estimated spending increases of 5% to 15% across all areas to account for expected price increases. Salaries and wages are projected at \$295,000, which covers all paid staff, with allowances for a new half-time ministry position whenever feasible, without reducing service levels. We are also continually seeking ways to reduce expenditures and save money.

Special Projects and Funding:

In 2024 and 2025, we received loan funding of \$450,000 from the UCC Pacific Mountain Region to perform essential building maintenance. We have completed work on the heating, roof, electrical systems, door repairs, and have replaced all the flooring, along with painting and installing a new gate. We spent \$451,200.00 by the end of December 2025. This is a long-term loan from PMR, with a 4.5% simple interest rate, to be repaid when we sell the North property.

Trust Fund Utilizations:

Trust funds were not necessary to create our operating budget this year, and we have not accounted for trust utilization in our 2026 budget.

Northwood's Ministry Board and Treasurer recommend the attached operating budget for this

Respectfully submitted by April Watson, Treasurer

END OF 2025 AGM REPORT

APPENDIX

**UNITED CHURCH OF CANADA POLICIES
ON CREATING A SAFE AND RESPECTFUL
ENVIRONMENT.**



We are committed to ensuring that safe and supportive environments are provided to everyone connected to the work of The United Church of Canada.

Contact Us

Toll-free: 1-800-268-3781, select **option 7**
Toronto: 416-231-7680, select **option 7**
E-mail: ComplaintResponse@united-church.ca

Harassment, Discrimination, and Sexual Misconduct Complaints in the United Church

We Can Help

Evening and morning and at noon
I utter my complaint and moan,
and God will hear my voice.

Psalm 55:17

The United Church
of Canada



L'Église Unie
du Canada

February 2025

How to File a Complaint

Have you experienced discrimination, harassment, bullying, violence, or sexual misconduct in the church? If so, this conduct is a violation of our *Creating Safe and Respectful Environments Policy* and should be reported by phone or e-mail to The United Church of Canada Complaint Response at:

Toll-free: 1-800-268-3781, select **option 7**

Toronto: 416-231-7680, select **option 7**

E-mail: ComplaintResponse@united-church.ca

In some instances, you may be unclear about whether your concern falls under the *Creating Safe and Respectful Environments Policy*. You are encouraged to review the Policy and applicable legislation to help you determine next steps. You may also contact a consultant and ask general questions about how the Policy is applied. More information on the Policy and Consultants is provided within this brochure.

We are committed to ensuring that safe and supportive environments are provided to everyone connected to the work of The United Church of Canada.

What Is the Creating Safe and Respectful Environments Policy?

The *Creating Safe and Respectful Environments Policy* has been created to ensure that safe and supportive environments are provided to everyone connected to the work of The United Church of Canada.

This Policy applies to all communities of faith and congregations, and to the General Council and Regional Council offices, as well as other church organizations that choose to adopt this Policy.

The United Church of Canada is committed to providing safe environments for work, worship, and study that are free from discrimination, harassment (including bullying), violence, and any form of sexual misconduct. These actions are contrary to God's desire for life in all its fullness for all people and will not be tolerated by the United Church.

The United Church of Canada is called to create safer spaces, to engage in healing, and to restore right relationships in situations where standards have not been upheld. Jesus taught God's way of mutuality and respect, calling people to create and sustain life-giving relationships based on the dignity of each person.

How to Find the Policy

The *Creating Safe and Respectful Environments Policy* and operating procedures are available on the [Handbooks and Guidelines](#) page of united-church.ca in "The Manual and Related Resources" section.

National Consultants

The list of trained consultants and their contact information is available on the United Church's [Safe Spaces for Worship and Work](#) webpage (scroll down to Downloads).

Consultants are trained resources who can assist in answering general questions about how the Policy is applied and can assist the complainant or the respondent in navigating through the complaint process.

Consultants will offer assistance in drafting the complaint or the response and will continue to support communication as the process unfolds.

>>>>>> Policy on <<<<<<<< Creating Safe and Respectful Environments



What the United Church says about safety and respect

A safe environment is one that fosters healthy relationships free from harassment of any kind. Harassment is any unwanted conduct that is known, or ought reasonably to be known, to be unwanted and is a form of discrimination. The United Church of Canada will not tolerate harassment or sexual misconduct of any kind.

The policy below defines harassment and misconduct.

- Find the ***Creating Safe and Respectful Environments Policy*** at united-church.ca/handbooks-and-guidelines



If you need assistance

If you are at risk and in need of immediate assistance to ensure your personal safety, **call 911** for police services.

If you are aware of behaviour that is inappropriate, but you are not in immediate danger, please call **1-800-268-3781** and select **option 7** or e-mail **complaintresponse@united-church.ca** for information about how to file a complaint.

Creating Safe and Respectful Environments Operating Procedures

September 2024



The United Church of Canada/L'Église Unie du Canada

The United Church of Canada/L'Église Unie du Canada
Creating Safe and Respectful Environments Operating Procedures (updated June 2025)



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Approved by the General Council Executive – 2024

The United Church of Canada/L'Église Unie du Canada
3250 Bloor St. West, Suite 200
Toronto, ON Canada M8X 2Y4

1-800-268-3781

united-church.ca

Supported by Mission and Service

Respondent	Responsible Body Receiving the Complaint
Community of faith (COF) lay employee Community of faith member Adherent Community of faith volunteer	Community of faith Complaints to be received by the Chair of the Board or the Ministry and Personnel Committee Chair, depending on the role of the respondent

Procedure

1. The complainant may reach out to share a concern in a variety of ways: to a contact at the community of faith, to complaintresponse@united-church.ca, or to the anonymous complaint portal clearviewconnects.com, or they may contact a consultant directly for assistance.
2. The complainant will be asked to forward a detailed written complaint, following the policy and preferably using the Complaint Form. A consultant can assist in writing the complaint.
3. The complaint will be assessed to determine whether it meets the parameters of the policy. If additional details are required in order to process the complaint, more information will be requested.
4. If a complaint does not meet the definitions covered under this policy, the complainant will be informed that it cannot be processed. Other options, such as submitting a complaint under the Code of Ethical Conduct for employees, or the Ethical Standards as defined in *The Manual*, may apply.
5. The complaint can be submitted directly to the responsible body identified above. If the complaint is received through the complaint response e-mail address, the Pastoral Relations Minister will be contacted for their input and support in communicating the complaint to the responsible body.
6. Where there is a conflict of interest or a perceived conflict of interest with the responsible body, the conflict must be identified and the matter referred to the next level of authority. When the issue is being forwarded, a motion must be passed by the community of faith governing body.
7. Safety considerations will be discussed when the complaint is received. If there is reason to believe the complainant or others may be at risk, administrative leave for either the complainant and/or the respondent may be considered. Complaints that may involve criminal acts will be reported to the authorities.
8. Where a complaint is being managed internally, a consultant will be found to support the respondent through the process. The complaint will be forwarded to the respondent by their consultant within 10 days of receipt. It is important that the respondent be made aware that their written response may be provided in full or in part to the complainant. Responses should be written in a respectful and clear manner. A respondent does not have to make a response or accept the services of a consultant.

9. In exceptional circumstances, where safety factors have been identified and cannot reliably be managed using standard anti-retaliation messaging, the name of the complainant and certain identifying facts within the complaint may not be provided to the respondent. This will only be done after consultation with legal counsel, as the rights of the respondent to due process must also be protected as much as possible.
10. The respondent has 10 days to submit a response for consideration. If needed, more time can be requested.
11. There may be situations where the responsible body takes action, such as considering administrative leave or ordering an investigation, before the respondent has completed their response. When this is done, the reason for this decision will be given to the respondent.
12. Pastoral care will be offered to both parties through their consultant, or the responsible body if they are not using a consultant. The [Employee and Family Assistance Program](#) is also available for employees.
13. The responsible body will assess the complaint and response and determine next steps. If there are material discrepancies between the reports, an investigator may be assigned. The parameters of the investigation will be identified in the service agreement and the Investigation Plan submitted by the investigator.
14. Ideally, investigations should be completed within three months. Interviews can be conducted in person or electronically. A respondent who is away from work on administrative leave is expected to be available to participate. Even if the complainant or respondent is away on medical leave, it may be possible to get approval for them to participate in the process through their health care provider.
15. The investigator is expected to keep the responsible body that approved the investigation up to date on the status of the work and seek input if questions arise through the process.
16. The investigator will write a report for the responsible body outlining the findings, and where requested, recommendations. The responsible body may choose to meet with the parties if they require further information before making decisions on next steps.
17. The responsible body may accept all, some, or none of the findings or recommendations. The responsible body will also determine what, if any, corrective action may be taken as a result.
18. The responsible body will provide the complainant and the respondent with a written letter with the findings and outcomes that the responsible body has accepted, within one month of making their determinations. For confidentiality and privacy reasons, the parties are not provided with a copy of the investigation report.
19. Part of the work undertaken by the responsible body is to assist in rebuilding relationships and trust between the parties, regardless of the outcome of the process.
20. Costs associated with the process, such as consultant and investigation fees, will be paid for by the responsible body. If an individual involved in the process chooses to access their own legal advice, those costs will be their responsibility.

Respondent	Responsible Body Receiving the Complaint
Chair of Ministry and Personnel Committee Council or Board Chair of a community of faith Congregational designated minister Volunteer or any person accountable to a regional council Licensed lay worship leader	Executive Minister of the regional council

Procedure

1. The complainant may reach out to share a concern in a variety of ways: to a contact at the regional council, to complaintresponse@united-church.ca, or to the anonymous complaint portal clearviewconnects.com, or they may contact a consultant directly for assistance.
2. The complainant will provide a detailed written complaint, following the policy and preferably using the Complaint Form. A consultant can assist in writing the complaint.
3. The complaint will be assessed to determine whether it meets the parameters of the policy. If additional details are required in order to process the complaint, more information will be requested.
4. If the complaint is received through the complaint response e-mail address, it will be forwarded to the Executive Minister of that regional council for review and determination of next steps.
5. If a complaint does not meet the definitions covered under this policy, the complainant will be informed that it cannot be processed. Other options, such as submitting a complaint under the Code of Ethical Conduct for employees, or the Ethical Standards as defined in *The Manual*, may apply.
6. Safety considerations will be discussed when the complaint is received. If there is reason to believe the complainant or others may be at risk, administrative leave for either the complainant and/or the respondent may be considered. Complaints that may involve criminal acts will be reported to the authorities.
7. Where a complaint is being managed internally, a consultant will be found to support the respondent through the process. The complaint will be forwarded to the respondent by their consultant within 10 days of receipt. It is important that the respondent be made aware that their written response may be provided in full or in part to the complainant. Responses should be written in a respectful and clear manner. A respondent does not have to make a response or accept the services of a consultant.

8. In exceptional circumstances, where safety factors have been identified and cannot reliably be managed using standard anti-retaliation messaging, the name of the complainant and certain identifying facts within the complaint may not be provided to the respondent. This will only be done after consultation with legal counsel, as the rights of the respondent to due process must also be protected as much as possible.
9. The respondent will have 10 days to submit a response for consideration. If needed, more time can be requested.
10. There may be situations where the responsible body takes action, such as considering administrative leave or ordering an investigation, before the respondent has completed their response. When this is done, the reason for this decision will be given to the respondent.
11. Pastoral care will be offered to both parties through their consultant, or the responsible body if they are not using a consultant. The [Employee and Family Assistance Program](#) is also available for employees.
12. The responsible body will assess the complaint and response and determine next steps. If there are material discrepancies between the reports, an investigator will be assigned. The parameters of the investigation will be identified in the service agreement and through the Investigation Plan submitted by the investigator.
13. Ideally, investigations should be completed within three months. Interviews can be conducted in person or electronically. A respondent who is away from work on administrative leave is expected to be available to participate. Even if the complainant or respondent is away on medical leave, it may be possible to get approval for them to participate in the process through their health care provider.
14. The investigator will write a report for the responsible body outlining the findings, and where requested, recommendations. The responsible body may choose to meet with the parties if they require further information before making decisions on next steps.
15. The responsible body may accept all, some, or none of the findings or recommendations. The responsible body will also determine what, if any, corrective action may be taken as a result.
16. The responsible body will provide the complainant and the respondent with a written letter with the findings and outcomes that the responsible body has accepted, within one month of making their determinations. For confidentiality and privacy reasons, the parties are not provided with a copy of the investigation report.
17. Part of the work undertaken by the responsible body is to assist in rebuilding relationships and trust between the parties, regardless of the outcome of the process.
18. Costs associated with the process, such as consultant and investigation fees, will be paid for by the regional council. If an individual involved in the process chooses to access their own legal advice, those costs will be their responsibility.

Respondent	Responsible Body	Unique Aspects
<p>Employee of a regional council</p> <p>Employee of the General Council Office</p>	<p>Human Resources</p>	<p>For ministry personnel who are employed by the General Council or a regional council, the complaint will be assessed and the investigation led by Human Resources. Upon completion of the investigation, the Office of Vocation will receive the findings and outcome as determined by Human Resources. The Office of Vocation will then, through its processes, determine whether Ethical Standards and Standards of Practice for Ministry Personnel have been breached and whether ministry status is impacted. They will not consider questions of employment status in the staff system (this will be determined by the Human Resources unit and supervisor) but may order remediations related to Ethical Standards and Standards of Practice for Ministry Personnel or Ministry Status. If the complaint involves a situation where ministry personnel was providing pastoral care, it will be managed by OV using the ministry personnel processes found in the next section.</p>

Procedure

1. The complainant may reach out to share a concern: to the Director of Human Resources;
2. If the complaint is received through any other avenue the complaint will be forwarded to the Director of Human Resources.
3. The complainant will provide a detailed written complaint, following the policy and preferably using the Complaint Form. The complainant and respondent will be offered the services of a consultant to help them understand the policy and procedures; however, Human Resources staff may also communicate directly with those involved in order to gather information, communicate next steps, and share the outcomes of the process.
4. The complaint will be assessed to determine whether it meets the parameters of the policy. If additional details are required in order to process the complaint, more information will be requested.
5. If a complaint does not meet the definitions covered under this policy, the complainant will be informed that it cannot be processed. Other options, such as submitting a complaint under the Code of Ethical Conduct for employees.

6. The Director of Human Resources will consult with the supervisors of the complainant and the respondent and with the Office of Vocation, where applicable, to determine next steps. Depending on the circumstances, legal counsel may also be part of the consultative process. Once the complaint has been reviewed by this group, a complaint lead, either the Director of Human Resources or Human Resources staff, will be assigned.
7. Safety considerations will be discussed when the complaint is received. If there is reason to believe the complainant or others may be at risk, administrative leave for either the complainant and/or the respondent may be considered. Complaints that may involve criminal acts will be reported to the authorities.
8. Where a complaint is being managed internally, a consultant will be found to offer support to the respondent through the process. The complaint will be forwarded to the respondent by their consultant within 10 days of receipt. It is important that the respondent be made aware that their written response may be provided in full or in part to the complainant. Responses should be written in a respectful and clear manner.
9. The respondent will have 10 days to submit a response for consideration. If needed, more time can be requested. It should be noted that a respondent does not have to make a response or accept the services of a consultant. In these cases, the complaint will be processed based on the information that is available.
10. In exceptional circumstances, where safety factors have been identified and cannot reliably be managed using standard anti-retaliation messaging and follow-up to those involved, the name of the complainant and certain identifying facts within the complaint may not be provided to the respondent. This will only be done after consultation with legal counsel, as the rights of the respondent to due process must also be protected as much as possible.
11. There may be situations where certain actions are taken, such as considering administrative leave or ordering an investigation, before the respondent has completed their response. When this is done, the reason for this decision will be given to the respondent.
12. Pastoral care will be offered to both parties through their consultant, or the complaint lead if they are not using a consultant. The [Employee and Family Assistance Program](#) is also available for employees.
13. If a response is received, it will be assessed in order to determine next steps. If there are material discrepancies between the complaint and the response, an investigator may be assigned. The parameters of the investigation will be identified in the service agreement and through the Investigation Plan submitted by the investigator. In some cases, the investigation may be conducted internally.
14. Ideally, investigations should be completed within three months. Interviews can be conducted in person or electronically. A respondent who is away from work on administrative leave is expected to be available to participate. Even if the complainant or respondent is away on medical leave, it may be possible to get approval for them to participate in the process through their health care provider.
15. The investigator will write a report for the Director of Human Resources outlining the findings, and where requested, recommendations. A meeting may be set up with the parties prior to making decisions on next steps.

16. The Director of Human Resources may accept all, some, or none of the findings or recommendations. The Director of Human Resources will also determine what, if any, corrective action may be taken as a result.
17. The complainant and the respondent will be provided with a written letter with the findings and outcomes that have been accepted, within one month of making their determinations. For confidentiality and privacy reasons, the parties are not provided with a copy of the investigation report.
18. Part of the work undertaken by Human Resources is to assist in rebuilding relationships and trust between the parties, regardless of the outcome of the process.
19. Costs associated with the process, such as consultant and investigation fees, will be paid for by The United Church of Canada. If an individual involved in the process chooses to access their own legal advice, those costs will be their responsibility.

Respondent	Responsible Body Receiving the Complaint
Ministry personnel	Office of Vocation <ul style="list-style-type: none"> • Response Committee • Remedial Committee

Procedure

1. The complainant may reach out to share a concern in a variety of ways: to a contact in the Office of Vocation, to complaintresponse@united-church.ca, or to the anonymous complaint portal clearviewconnects.com, or they may contact a consultant directly for assistance.
2. If the complaint is received through the complaint response e-mail address, it will be forwarded to the Program Coordinator – Pastoral Relations and Remedial Processes for review.
3. The complainant will provide a detailed written complaint, following the policy and preferably using the Complaint Form. A consultant can be assigned to assist with the process.
4. The complaint will be assessed to determine whether it meets the parameters of the policy. Part of the review process will include consultation with appropriate parties, including the applicable Pastoral Relations Minister and Vocational Minister, the Director of Policies and Programs for Ministry Personnel, and legal counsel, as required. If additional details are required in order to process the complaint, more information will be requested.
5. If a complaint does not meet the definitions covered under this policy, the complainant will be informed that it cannot be processed. Other options, such as submitting a complaint under the Code of Ethical Conduct for employees or the Ethical Standards as defined in *The Manual*, may apply.
6. The complaint will be forwarded to the Response Committee for review and decisions on next steps. If the matter is urgent, a meeting of the committee will be scheduled outside of the monthly calendar.
7. Safety considerations will be discussed at this time. If there is reason to believe the complainant or others may be at risk, administrative leave for either the complainant and/or the respondent may be considered. Complaints that may involve criminal acts will be reported to the authorities.
8. Where a complaint is being managed internally, a consultant will be found to support the respondent through the process. The complaint will be forwarded to the respondent by their consultant within 10 days of receipt. It is important that the respondent be made aware that their written response may be provided in full or in part to the complainant. Responses should be written in a respectful and clear manner. A respondent does not have to make a response or accept the services of a consultant.
9. In exceptional circumstances, where safety factors have been identified and cannot reliably be managed using standard anti-retaliation messaging, the name of the complainant and certain identifying facts within the complaint may not be provided to

- the respondent. This will only be done after consultation with legal counsel, as the rights of the respondent to due process must also be protected as much as possible.
10. The respondent will have 10 days to submit a response for consideration. If needed, more time can be requested.
 11. There may be situations where the Response Committee takes action, such as considering administrative leave or ordering an investigation, before the respondent has completed their response. When this is done, the reason for this decision will be given to the respondent.
 12. Pastoral care will be offered to both parties through their consultant. The [Employee and Family Assistance Program](#) is also available for employees.
 13. The Response Committee will assess the complaint and any response received and determine next steps. If there are material discrepancies between the complaint and the response, an investigator will be assigned. The parameters of the investigation will be identified in the service agreement and through the Investigation Plan submitted by the investigator.
 14. Depending on the situation, additional supports may need to be considered for the ministry personnel involved, the complainant, and the community of faith if the respondent is in active ministry. How this is managed is the responsibility of the Pastoral Relations Minister, Vocational Minister, Executive Minister, and other staff members within the Office of Vocation. Communication, follow-up, and evaluation of the effectiveness of the measures put in place are critical to managing the impact of a complaint made against a ministry personnel in active ministry.
 15. Ideally, investigations should be completed within three months. Interviews can be conducted in person or electronically. A respondent who is away from work on administrative leave is expected to be available to participate. Even if the complainant or respondent is away on medical leave, it may be possible to get approval for them to participate in the process through their health care provider.
 16. The investigator will write a report for the responsible body outlining the findings, and where requested, recommendations. This report will be forwarded to the Remedial Committee for review. The Remedial Committee will provide the ministry personnel with a written summary of the investigation findings and provide the ministry personnel with the opportunity to make submissions to the committee.
 17. After considering the submissions of the ministry personnel, the Remedial Committee will (a) accept some or all of the findings and/or the opinion of the reviewer/investigator; (b) reject some or all of the findings and/or the opinion of the reviewer/investigator; (c) remit the matter back to the reviewer/investigator with questions that may require that the reviewer/investigator engage in a further inquiry and provide a supplemental report; or (d) take an alternate course of action as warranted in the circumstances, whichever the Remedial Committee deems appropriate. If the Remedial Committee finds that the ministry personnel has engaged in misconduct under the Policy this will engage section 41 to 61 of Appendix A. (For full details about the procedure for ministry personnel, please see [Office of Vocation Structure and Responsibilities](#), Appendix A.)

18. The Remedial Committee will provide the complainant and the respondent with a written letter with the findings and outcomes that the responsible body has accepted, within one month of making their determinations. For confidentiality and privacy reasons, the parties are not provided with a copy of the investigation report.
19. Part of the work undertaken by the Remedial Committee is to assist in rebuilding relationships and trust between the parties, regardless of the outcome of the process.
20. Costs associated with the process, such as consultant and investigation fees, will be paid for by The United Church of Canada. If an individual involved in the process chooses to access their own legal advice, those costs will be their responsibility.

Respondent	Responsible Body	Unique Aspects
Director	Executive Officer to whom they report	An outside investigator would be contracted as applicable
Executive Minister	General Secretary	
Moderator	General Secretary	An outside investigator would be contracted as applicable
General Secretary	General Secretary Supervision Committee	An outside investigator would be contracted as applicable

Procedure

1. The complainant may reach out to share a concern in a variety of ways: to a contact at the General Council Office, to complaintresponse@united-church.ca, or to the anonymous complaint portal clearviewconnects.com, or they may contact a consultant directly for assistance.
2. The complainant will provide a detailed written complaint, following the policy and preferably using the Complaint Form. The complainant may be offered the services of a consultant where it is deemed beneficial.
3. The complaint can be submitted directly to the General Secretary (or General Secretary Supervision Committee) or to the complaint response e-mail address. If the complaint is received through e-mail, it will be forwarded to the appropriate responsible body.
4. If a complaint does not meet the definitions covered under this policy, the complainant will be informed that it cannot be processed. Other options, such as submitting a complaint under the *Code of Ethical Conduct* for employees, or the *Ethical Standards* as defined in *The Manual*, may apply.
5. When a complaint meets the standards of the policy, a Complaint Response Team will be formed, with membership dependent on the position of the respondent. The Complaint Response Team will determine the plan to address the complaint and may request additional information as needed. Preliminary inquiries may be made by the team to determine whether a formal investigation is necessary or other actions may be taken. An investigation will be conducted by an external investigator.
6. Safety considerations will be discussed when the complaint is received. If there is reason to believe the complainant or others may be at risk, the option for administrative leave for either the complainant and/or the respondent may be considered. Complaints that may involve criminal acts will be reported to the authorities.
7. The complaint will be provided to the respondent within 10 days of receipt. It is important that the respondent be made aware that their written response may be provided in full or in part to the complainant. Responses should be written in a respectful and clear manner.
8. In exceptional circumstances, where safety factors have been identified and cannot reliably be managed using standard anti-retaliation messaging, the name of the complainant and certain identifying facts within the complaint may not be provided to

the respondent. This will only be done after consultation with legal counsel, as the rights of the respondent to due process must also be protected as much as possible.

9. The respondent will have 10 days to submit a response for consideration. If needed, more time can be requested.
10. There may be situations where the responsible body takes action, such as considering administrative leave or ordering an investigation, before the respondent has completed their response. When this is done, the reason for this decision will be given to the respondent.
11. Pastoral care will be offered to both parties. The [Employee and Family Assistance Program](#) is also available for employees.
12. The responsible body will assess the complaint and response and determine next steps. If there are material discrepancies between the reports, an investigator will be assigned. The parameters of the investigation will be identified in the service agreement and through the Investigation Plan submitted by the investigator.
13. Ideally, investigations should be completed within three months. Interviews can be conducted in person or electronically. A respondent who is away from work on administrative leave is expected to be available to participate. Even if the complainant or respondent is away on medical leave, it may be possible to get approval for them to participate in the process through their health care provider.
14. The investigator will write a report for the responsible body outlining the findings, and where requested, recommendations. The responsible body may choose to meet with the parties if they require further information before making decisions on next steps.
15. The responsible body may accept all, some, or none of the findings or recommendations. The responsible body will also determine what, if any, corrective action may be taken as a result.
16. The responsible body will provide the complainant and the respondent with a written letter with the findings and outcomes that the responsible body has accepted, within one month of making their determinations. For confidentiality and privacy reasons, the parties are not provided with a copy of the investigation report.
17. Part of the work undertaken by the responsible body is to assist in rebuilding relationships and trust between the parties, regardless of the outcome of the process.
18. Costs associated with the process, such as consultant and investigation fees, will be paid for by The United Church of Canada. If an individual involved in the processes chooses to access their own legal advice, those costs will be their responsibility.

Creating Safe and Respectful Environments Policy

Our Commitment against Discrimination, Harassment (including Bullying), Violence, and Sexual Misconduct

September 2024



The United Church of Canada/L'Église Unie du Canada

The United Church of Canada/L'Église Unie du Canada
Creating Safe and Respectful Environments Policy (September 2024)



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1.0 Policy Statement

- 1.1 At The United Church of Canada, a commitment has been made to the principles of respect, dignity, and inclusivity in order to ensure that a safe and supportive environment is provided to all employees and those affiliated with the United Church. In accordance with legislative compliance requirements, this policy has been created to establish a framework that prioritizes safety and well-being and aligns with the prevailing legal standards and regulations.
- 1.2 Communities of faith or other affiliated entities may adopt this policy or develop one of their own. If a community of faith or other affiliated entity develops their own policy, procedures must be in keeping with The United Church of Canada's policy so consistent application of process can be ensured. Where a community of faith or other affiliated entity has not developed their own policy, then, by default, this policy will be in place.

2.0 Theological Statement

- 2.1 The United Church of Canada believes that God intends for all life to have freedom from abuse and injustice; God desires for all human beings, created in God's image, to experience mutual respect, care, protection, and empowerment.
- 2.2 The United Church of Canada is committed to providing safe environments for work, worship, and study that are free from discrimination, harassment (including bullying), violence, and any form of sexual misconduct. These actions are contrary to God's desire for life in all its fullness for all people and will not be tolerated by the United Church.
- 2.3 The United Church of Canada is called to create safer spaces, to engage in healing, and to restore right relationships in situations where standards have not been upheld. Jesus taught God's way of mutuality and respect, calling people to create and sustain life-giving relationships based on the dignity of each person.

3.0 Purpose

3.1 The fundamental purposes of this policy are

- to ensure legislated compliance
- to protect the safety and the rights of those individuals to whom this policy applies
- to educate and train individuals on how to recognize discrimination, harassment (including bullying), violence, or any form of sexual misconduct
- to clearly outline the duty to report any actions that meet the criteria set in this policy
- to provide leaders (for a definition of leader, please see section 6.1) with an understanding of their duties under this policy.

3.2 Previously, there were two United Church of Canada policies covering the topics of discrimination, harassment (including bullying), violence, and sexual misconduct. In order to streamline processes, these two policies have been combined. Where necessary, information that is unique or specific to sexual misconduct concerns will be noted in this document.

4.0 Scope

4.1 This policy applies to the following groups:

- Ministry personnel, which encompasses members of the Order of Ministry, including those who are retired or otherwise inactive (for example, individuals on long-term disability) or seconded to work within another entity, designated lay ministers, candidates serving under appointment, admission ministers serving under appointment, diaconal supply, and ordained supply
- General Council and regional council employees
- Employees or volunteers of communities of faith, where this policy has been adopted, or where a policy has not been developed and therefore, by default, this policy is in place
- Those individuals participating in activities that occur within, or are sanctioned by, The United Church of Canada—for example, a Bible study group, an affiliated summer camp, a fundraising event, governance activities, etc.
- Affiliated organizations that have chosen to adopt this policy

4.2 Work, duties, activities, or obligations sanctioned by The United Church of Canada may be undertaken in a physical environment of work, worship, or study or through virtual communities, platforms, and networks such as Teams or Zoom as an example. This policy also applies to electronic means of communication, including but not limited to e-mail, telephone, fax, or social media.

4.3 These environments may or may not fall within the conventional definitions of “workplace.” For the purpose of this policy, the word “environment” will be used to describe a “place or mode” where work, duties, activities, or obligations sanctioned by The United Church of Canada occur.

4.4 This policy has been created to provide clarity around the expectations of respectful conduct and to support the complaint reporting and resolution procedures. Typically, an external body such as a Human Rights Commission will expect that internal processes available to the affected individual will be accessed before bringing the complaint

forward to the external body. Complainants considering accessing an external body rather than using internal methods should contact them directly for guidance and support in determining the best course of action.

- 4.5 Regardless of the forum, legal representation is not required to process a complaint that falls under this policy. If a complainant or a respondent chooses to access legal support to process or respond to a complaint, costs that they incur will be their own responsibility.
- 4.6 Where a complaint does not fall within the scope of this policy, another policy might be applicable, such as the *Code of Ethical Conduct* for employees or the *Ethical Standards and Standards of Practice for Ministry Personnel*, as described in *The Manual*. For more information about these policies as well as reporting and follow-up procedures, please follow the links provided here ([The Manual](#)).

5.0 Definitions

- 5.1 Applicable legislation, including definitions included within this policy, may vary across jurisdictions. The definitions included in this policy are not inclusive and are for reference only. Individuals are encouraged to review the most up-to-date legislation for their jurisdiction by following the links provided in Appendix A of this document. In the event that a definition contained in this policy conflicts with or is inconsistent with applicable legislation, definitions in the legislation will be followed.
- 5.2 The following is a list of terms relevant to this policy. For more information, refer to Appendix B: Definitions.

Assault	Discrimination	Racial Harassment
Bullying	Domestic Violence	Sexual Abuse of Children
Consent	Harassment	Sexual Harassment
Consent Involving Children	Intimate Partner Violence	Sexual Misconduct
Direct Discrimination	Lateral Violence	Systemic Discrimination
	Pastoral Sexual Misconduct	Violence

6.0 Roles and Responsibilities

- 6.1 For the purposes of this policy the terms “leader” or “leadership” will be used to describe those who are responsible for ensuring safe and respectful environments. As examples, a leader may be
 - an employee, such as a manager, director, or Executive Minister
 - a spiritual leader, such as a minister
 - a volunteer, such as the Chair of the Ministry and Personnel (M&P) Committee or the Chair of the Board of a community of faith
 - a program leader, such as a camp counsellor, Sunday school teacher, or choir director

- 6.2 Leaders of The United Church of Canada are responsible for
 - 6.2.1 ensuring procedures outlined in this policy and its supporting programs—i.e., orientation and training—are followed and that stakeholders (see definition in section 6.6) have been provided with the information they need
 - 6.2.2 promoting an environment that is free of discrimination, violence, harassment, (including bullying) and any form of sexual misconduct
 - 6.2.3 acting as role models in demonstrating respectful and responsible behaviour
 - 6.2.4 developing standards that minimize incidents of discrimination, harassment (including bullying), violence, and any form of sexual misconduct in the environments for which they are responsible
 - 6.2.5 assessing those environments annually to ensure risks that may lead to discrimination, harassment (including bullying), violence, and any form of sexual misconduct are addressed
 - 6.2.6 promptly addressing and investigating incidents and complaints in an appropriate manner and taking corrective actions as required
 - 6.2.7 putting measures in place, where notified, to protect stakeholders from domestic or intimate partner violence that may occur in a United Church environment
 - 6.2.8 ensuring that this policy is posted in a conspicuous place in the environment or through virtual mechanisms as needed
- 6.3 Leaders have a duty to act immediately if they observe or are presented with allegations of a potentially dangerous situation, including domestic or intimate partner violence.
- 6.4 Leaders are responsible for addressing potential problems immediately and before they become serious.
- 6.5 To ensure neutrality and confidentiality, leaders must have an objective third party investigate if allegations of discrimination, harassment (including bullying), violence, and any form of sexual misconduct name a leader, as per Appendix D of this document.
- 6.6 For the purpose of this policy, the term “stakeholder” will be used to describe those individuals to whom this policy applies. As examples, an employee, a volunteer, a minister, or a member of a community of faith would be considered a stakeholder.
- 6.7 Stakeholders hold important responsibilities in ensuring the safety and well-being of themselves and those who share their environment. Duties of stakeholders include
 - 6.7.1 being aware of and adhering to this policy and its supporting procedures
 - 6.7.2 treating all individuals in United Church environments with respect and dignity
 - 6.7.3 participating in orientation and training related to this policy
 - 6.7.4 refraining from engaging in any discriminatory, violent, or threatening behaviour, including bullying or any form of sexual misconduct
 - 6.7.5 prompt reporting of incidents of discrimination, harassment (including bullying), violence, or any form of sexual misconduct, whether directly experienced or observed

- 6.7.6 cooperating in an investigation and resolving matters involving discrimination, harassment (including bullying), violence, and any form of sexual misconduct
- 6.8 Stakeholders have the additional duty to notify leadership if a restraining order is in effect, or if a potentially violent non-church-related situation, such as domestic or intimate partner violence, exists and could result in violence or harassment in a United Church of Canada environment.
- 6.9 Implementing a policy of this nature involves a variety of roles working collaboratively to ensure issues are reported and addressed. These roles include:
- **Complainant:** The person bringing the complaint forward. They may be bringing it forward for another person or on their own behalf.
 - **Consultant:** Individual who is trained in this policy and can be contracted by The United Church of Canada to assist the complainant or the respondent to navigate through the complaint process.
 - **Investigator:** Independent contractor who completes investigations as assigned by the responsible body.
 - **Leader:** Person who is responsible for ensuring a safe and respectful environment for stakeholders.
 - **Respondent:** The person, body, or group named in the complaint.
 - **Responsible Body:** The individual or group of individuals with the authority to manage issues that are forwarded to them.
 - **Staff Support:** A United Church of Canada employee* who monitors the complaint response e-mail inbox and ensures complaints received through that mechanism are processed. The Program Coordinator – Pastoral Relations and Remedial Processes* supports the processes involving ministry personnel who are named as a respondent in a complaint.
 - **Stakeholder:** An individual to whom this policy applies.

*Position titles and responsibilities may change from time to time, based on organizational requirements.

For more information about these roles, please see Appendix C.

7.0 Confidentiality

- 7.1 All information related to incidents of discrimination, harassment (including bullying), violence, or any form of sexual misconduct will be handled with the highest level of confidentiality. This includes details of the complaint, identity of the complainant, respondent, witness, and all associated documentation.
- 7.2 Access to information related to the complaint and investigation, where applicable, will be restricted to individuals who need to know in order to perform their roles. Information will be disclosed only when necessary to conduct appropriate follow-up or when required by law.
- 7.3 The identity of the complainant will be disclosed to the respondent unless there are compelling safety reasons to maintain anonymity.

- 7.4 All parties involved in a complaint are expected to maintain confidentiality and ensure their information sharing and storage systems meet the highest standards of security. This expectation applies to all applicable responsible bodies, including individual communities of faith that may be part of the process of responding to a complaint within their environment.

8.0 Reporting Requirements

- 8.1 If violence in the environment is witnessed or experienced and the safety of those involved is in question, police/emergency services should be immediately contacted by dialing 911. Once the immediate danger is resolved, the incident must be reported to leadership.
- 8.2 Complaints received through this policy must identify the conduct that falls within legislated definitions of discrimination, harassment (including bullying), violence, or any form of sexual misconduct. For more information, please see section 5.0 Definitions.
- 8.3 The complaint should include as much detail about the incident(s) as possible, including the name of the alleged victim; the person who is named in the complaint; dates; times; witnesses; and location or mode of how the discrimination, harassment (including bullying), violence, or any form of sexual misconduct occurred—for example, through e-mail or social media or in person.
- 8.4 The complaint must describe how the person bringing the complaint forward and the person named in the complaint are connected through The United Church of Canada. If there is no formal connection through the United Church between the individuals identified in the complaint, this policy will not apply.
- 8.5 The complainant is the person bringing the complaint forward. They may be bringing it forward for another person or on their own behalf. If a person is bringing forward a complaint on behalf of another individual, they must name the alleged victim and must have seen, heard, and/or have direct evidence of the act being reported. An example would include hearing about it directly from the alleged victim. A parent or guardian of a child who has allegedly experienced sexual misconduct by a person to whom this policy applies may report on their behalf. The person named as the victim will be offered the opportunity to participate in the investigation and become the complainant at any time.
- 8.6 Hearsay will not be considered a valid basis for a complaint. Hearsay is information that you have heard but do not know to be true. An example of hearsay may include being told about an alleged incident from a third party, not from the person(s) involved in the situation directly. A person who brings a complaint forward based on hearsay will be notified that the complaint cannot be processed.

9.0 Timeframes for Complaint Submission

- 9.1 There is no time limit on accepting a complaint that involves sexual misconduct, as there may be barriers that can impact the ability of a complainant to report in a timely manner. Once a complaint of this nature is received, The United Church of Canada will work to ensure that a prompt and comprehensive process is initiated.

- 9.2 This will also apply in cases where time has elapsed and the individual who is the subject of the mistreatment has reached the age of an adult. The person reporting is encouraged to record the details of the disclosure or the reasonable grounds of suspicion and relevant dates and times.
- 9.3 Historical complaints may be received where the ministry personnel who has been named is deceased. Complaints of this nature will be processed based on the information that can be made available. Recommendations will be forwarded to the responsible body to determine appropriate next steps.
- 9.4 In the case of complaints that involve discrimination, harassment (including bullying), or violence that are not sexual in nature, the report should be received within one year of the last known incident(s). Under exceptional circumstances, reports received outside of this time period will be considered, providing a reasonable cause for the delay is provided and accepted by the responsible body.
- 9.5 Once the complaint process has been initiated, complainants are asked to provide their formal complaint within 30 days of initial contact.

10.0 Anonymous Complaints

- 10.1 In some situations, a complainant may wish to report a concern; however, their fear of reprisal or retaliation hinders their willingness to identify themselves through the reporting process.
- 10.2 Generally, complaints submitted anonymously restrict the effectiveness of follow-up processes due to a lack of detailed information and access to the complainant. In situations where an anonymous complaint has been received, the responsible body will determine what alternate methods for gathering information could be used to determine the validity of the complaint and complete appropriate follow-up.
- 10.3 If a complaint that is received anonymously names an alleged victim or victims, they will be notified of the complaint and asked to become the complainant. A complaint cannot proceed without a complainant.
- 10.4 Where an anonymous complaint is received and a victim cannot be confirmed and details of the complaint cannot be substantiated, the complaint cannot be formally pursued. Complaints of this nature will not be forwarded to the named respondent.
- 10.5 Anonymous complaints can be received through the following avenues:
- Anonymously through a confidential service. Reports can be submitted via the online portal at clearviewconnects.com.
 - Via telephone (live agent or voicemail) at 1-866-805-2859.
 - Submitting a written report by mail to the ClearView confidential post office box (P.O. 11017, Toronto, ON, M1E 1N0).

11.0 Determining the Validity of a Complaint

11.1 When a complaint is received, it will be assessed to determine the validity of the report. This assessment will consider the following points:

11.1.1 Does the information provided meet a definition of discrimination, harassment (including bullying), violence, or any form of sexual misconduct, as per legislative requirements?

11.1.2 Is there a valid connection through The United Church of Canada between the complainant and respondent?

11.1.3 If the complaint involves discrimination, harassment (including bullying), or violence, did the last incident occur within the past 12 months (for more information on timeframes, please see section 9.0)?

11.1.4 Does an anonymous complaint provide sufficient information that follow-up can be conducted?

In situations where the complaint does not meet these criteria, the complainant will be informed. In some cases, another forum to bring the concern forward may be available, and this information will be provided to the complainant.

12.0 Informing a Respondent about the Complaint

12.1 Principles of natural justice and procedural fairness support that an individual named in a complaint has the right to know the identity of the complainant in order to be able to respond fully. The respondent also has the right to understand the nature of the complaint and the details that have been provided.

12.2 Most complaint resolution processes used by The United Church of Canada require that these details be shared. For example, mediation, a facilitated conversation, conducting an investigation, or forwarding a report to the authorities for follow-up require that the names of the complainant and the respondent and the issues that have been brought forward are shared.

12.3 Given these requirements, once a complaint has been determined to be valid, the complaint, including the name of the complainant, will be shared with the respondent. In exceptional cases only, such as situations where a credible safety concern has been identified, the respondent will not be informed of the identity of the complainant.

12.4 Where this is the case, alternate means for gathering information may be undertaken, such as document review, seeking witness statements, etc. Once the background information has been gathered, next steps in the investigation will be determined. This will be done on a case-by-case basis and may involve legal consultation.

12.5 Individuals who are involved in a complaint shall not be subjected to any form of retaliation from the responsible body or those associated with the complaint. This includes individuals who bring a complaint forward, those who are named in a complaint, or those who are associated with a person or process connected to a complaint.

12.6 Individuals involved in a complaint will be informed that they are not to contact or otherwise engage with others named in the process. If they do, the person should

contact their consultant, who will forward this information promptly. Failure to follow these expectations may result in further action being taken, up to and including suspension, administrative leave, or the involvement of authorities, where safety is of concern.

13.0 Obligations Under the Policy

- 13.1 In some instances, an individual may be unclear about whether their concern falls under this policy. Individuals are encouraged to review the policy and applicable legislation to help them determine next steps. They may also contact a consultant and ask general questions about how the policy is applied.
- 13.2 Where a consultant has been made aware of specific incidents that fall under the definitions within this policy, the consultant has an obligation to bring the concern forward to leadership, even if the complainant decides they do not want to pursue it. A potential complainant will be made aware of the consultant's obligation to report at the outset of any discussion.
- 13.3 It is important that all parties understand that once a complaint under this policy is brought forward that includes concrete details, leadership has an obligation to ensure appropriate follow-up is conducted, even if the complainant is reluctant to have formal action taken.
- 13.4 An investigation may also be initiated if The United Church of Canada becomes aware of an incident that falls under this policy that has not been formally reported. An example may include a leader witnessing an incident of discrimination, harassment (including bullying), violence, or any form of sexual misconduct, or learning about it from a third party who has direct evidence of the incident.

14.0 Police Involvement

- 14.1 Where actions that have been reported may be considered criminal in nature, the information should be forwarded to the authority or agency and/or police, as defined in provincial or territorial laws, in the jurisdiction in which the incident is alleged to have occurred. The alleged victim should be encouraged to do so on their own behalf. If this reporting does not occur, the responsible body will contact the appropriate authority or agency to make the report. The person reporting is to keep the information confidential, except as required by law.
- 14.2 Where the authority that received the report decides to proceed with an investigation, no representative of The United Church of Canada will initiate an internal investigation at the same time.
- 14.3 When the respondent is in an accountable relationship with The United Church of Canada, the matter should be reported by the complainant to the appropriate authority or agency and/or police and also to the United Church.
- 14.4 Once the appropriate authority or agency and/or police have completed their work, the responsible body may move forward with internal investigation or other steps.

15.0 Child Sexual Abuse and Police Involvement

- 15.1 Child sexual abuse includes sexual assault, interference, exploitation, invitation to touching, procurement, and indecent acts to a child under the age of 16, as examples. The age increases to 18 if the person in question is in a position of trust or authority with the child. Examples of positions of trust include minister, teacher, counsellor, etc.
- 15.2 Age-related exceptions under the *Criminal Code of Canada* are noted regarding the age of consent when the two parties are close in age and there is no relationship of trust, authority, dependency, or other possibility of exploitation.
- 15.3 When a complaint of sexual misconduct is made involving a child designated as a minor, the person will immediately report the suspicion and the information upon which it is based to the authorities or agency and/or police of that jurisdiction. The report can also be forwarded to the responsible body, who will act on the complaint through internal processes once authorities have completed their review.

16.0 Vexatious Complaints

- 16.1 A bad faith or vexatious complaint is a report the complainant knows is false or is made for a purpose other than communicating a legitimate concern that falls within this policy. A vexatious complaint may be denied at any stage of the process and may initiate a penalty for the person bringing it forward. Determinations on whether a complaint is considered vexatious will be made by the responsible body.

17.0 Responding to Complaints of Systemic Discrimination

- 17.1 This process applies when there is no individual respondent but is instead directed at a policy or procedure that is perceived to be discriminatory. In this case, the responsible body is considered the respondent.
- 17.2 Depending on circumstances, and to ensure that there is no conflict of interest or perception of bias, the complaint will be brought to the attention of one of the following individuals for consideration:
- chair of the governing body of the community of faith
 - regional council Executive Minister
 - General Secretary
- 17.3 On receiving a complaint of systemic discrimination, reasonable efforts will be made to resolve the complaint, if possible. Informal resolution may be attempted, including amending a policy or procedure, bringing forward a proposal for training, etc. For more information, please see [The Manual](#), section F Initiating Action or Change.
- 17.4 If the matter cannot be resolved by these methods, a formal complaint can be brought forward to the regional council about a community of faith or to the General Secretary if the complaint relates to denominational structure or policies alleging to be discriminatory.
- 17.5 The three-month time frame for resolving a complaint may need to be extended in these situations.

18.0 Informal Resolution

- 18.1 In certain circumstances, an individual may reach out with a question or concern that can be successfully managed without going through the formal complaint process. The individual may informally reach out to the responsible body, to a leader, or through the complaint response e-mail address to seek guidance on next steps to resolve the issue.
- 18.2 Where it is safe and practical to do so, informal resolution options may be offered, such as mediation, a facilitated conversation led by a conflict resolution facilitator, or conflict coaching. If informal resolution is offered, both parties must agree to participate. For the most part, informal resolution strategies can be effective in situations where the person bringing the concern forward believes the respondent is unaware of the impact of their actions and/or conduct.
- 18.3 Staff support through the Office of Vocation is an excellent source of guidance around how to resolve an issue involving ministerial staff at this level. This process provides an opportunity to bring the parties together to share and learn.
- 18.4 Depending on the situation and the nature of the complaint, several attempts at informal resolution may be used to resolve the issue. If the complaint cannot be managed through these processes, the complainant may choose to submit a formal complaint.
- 18.5 While attempts at informal resolution are not required before a formal complaint is submitted, the reason why informal resolution was not attempted or was not successful if attempted should be included in the formal complaint.

19.0 Formal Complaint Resolution Process

- 19.1 Upon receiving a formal complaint under this policy, The United Church of Canada will promptly process the complaint. Complaint resolution procedures may vary depending on the situation and the role of the respondent in the United Church. For more information about these processes, please refer to the [Creating Safe and Respectful Environments Operating Procedures](#) that support this policy.
- 19.2 Depending on the circumstances and the information gathered, next steps may involve a formal investigation process. To ensure neutrality, investigations will be conducted by a third-party contractor with experience in conducting investigations of this nature.
- 19.3 The results of the investigation will be reported, in writing, to the responsible body. The report will set out findings of fact and will make conclusions about whether or not the allegations have been substantiated. The investigator may also be asked to offer their recommendations on next steps, based on their expertise and experience, familiarity with applicable legislation, and the objectivity that their position as an outside contractor may provide.
- 19.4 The responsible body will determine whether all, some, or none of the findings and recommendations from the investigation will be accepted. Next steps for resolution will also be set out by the responsible body at this time. For more information about how findings involving ministry personnel are established, please refer to the following resources: [Office of Vocation Structure and Responsibilities](#), Appendix A: Procedures to Address Concerns about Ministry Personnel, and [The Manual](#), section J Oversight,

Conflict Resolution, and Discipline.

- 19.5 The complainant and the respondent will be kept informed of the outcome of the complaint resolution processes. Where a formal investigation has occurred, both the complainant and the respondent will receive a written summary from the responsible body outlining the findings and outcomes. For privacy reasons, the full report will not be shared.

20.0 Outcomes

- 20.1 Outcomes will be decided by the responsible body, based on the circumstances and findings determined through the complaint resolution process. Each resolution is unique and must be decided based on the needs of the parties and the organization.
- 20.2 Follow-up may include any of the following options:
- The complaint is closed with no actions required.
 - Training is offered.
 - Conflict resolution with the parties is done through a facilitator.
 - Mediation is offered.
 - Performance management (specific to employees) is conducted.
 - Disciplinary action, up to and including termination (specific to employees), is taken.
- 20.3 Restoration of relationships will be thoughtfully considered and implemented with due respect and care once a complaint has been processed. Providing a safe place for individuals to express their thoughts, feelings, and perspectives can facilitate understanding and reconciliation. Additional restorative practices may be encouraged based on the situation and the individuals involved.
- 20.4 For more information about formal outcomes involving ministry personnel, please consult the resources referred to in section 19.4. For information on General Council Office or regional council office employees, please consult The United Church of Canada's [Human Resource Policy Portal](#) on Narthex.

21.0 Reconsideration

- 21.1 The parties to the investigation can ask that a final decision be reconsidered by responsible body within 30 calendar days of the date of the decision. A request for the reconsideration must include
- reasons for the reconsideration
 - submissions in support of the reconsideration (facts or evidence that could not have been produced earlier that could change the outcome of the final decision, an argument that the procedure was not followed properly, or other factors that might affect the outcome)
- 21.2 New evidence, such as facts or activities that happened after the completion of the investigation, will not be considered. Where this occurs, a new complaint should be submitted.

21.3 The responsible body has 30 calendar days to respond to the reconsideration request. Decisions made at this point are considered final.

22.0 Formal Appeal

22.1 An appeal may be made about a decision made under this policy involving ministry personnel, in accordance with [The Manual](#), section J10.

23.0 Indigenous Communities

23.1 The steps described above will be followed for complaints occurring within an indigenous community, with additional consideration given to ensuring that consultation and reconciliation actions are aligned with Indigenous practices and expectations.

23.2 Where possible, resources supporting the process, such as consultants or investigators, should be familiar with the Indigenous culture or have training on cross-cultural sensitivity.

24.0 International Complaints

24.1 In the case of international complaints, the Church in Mission Unit will be notified of the complaint. If the respondent is not part of the church, the responsible body will be the Executive Minister. If the respondent is an employee, procedures referenced in this policy will apply.

24.2 The responsible body will determine what legislation will apply and will work with Human Resources in the organization where the complaint is originating to determine next steps.

24.3 If there is no clear legislation to apply, the legislation where the respondent resides will apply.

25.0 Evaluation and Accountability

25.1 A debrief may be conducted after a complaint has been resolved to review the process and achieved outcomes. Suggestions can be made for future improvements.

25.2 As per legislative requirements, this policy must be reviewed on an annual basis and shared with stakeholders. The effectiveness of the discrimination, harassment (including bullying), violence, and sexual misconduct policy and associated procedures will be evaluated annually by leadership.

25.3 Records of reports and investigation of discrimination, harassment (including bullying), violence, and any form of sexual misconduct must be kept on file for a minimum of five years.

Appendices

A: Select Applicable Legislation

- Occupational Health and Safety Acts or Regulations, where applicable
- Human Rights Code or Act

B: Definitions

C: Complaint Response Information

D: Responsible Bodies

Appendix A: Select Applicable Legislation*

Province	Applicable Legislation
British Columbia	<u>Occupational Health and Safety Regulation, BC Reg 296/97</u> <u>Workers Compensation Act</u> <u>Human Rights Code</u>
Alberta	<u>Occupational Health and Safety Act</u> <u>Alberta Human Rights Act</u>
Saskatchewan	<u>The Saskatchewan Employment Act</u> <u>The Saskatchewan Human Rights Code, 2018</u>
Manitoba	<u>Workplace Safety and Health Regulation, Man Reg 217/2006</u> <u>The Human Rights Code</u>
Ontario	<u>Occupational Health and Safety Act</u> <u>Human Rights Code</u>
New Brunswick	<u>Occupational Health and Safety Act</u> <u>Occupational Health and Safety Act, General Regulation, NB Reg 91-191</u> <u>Human Rights Act</u>
Prince Edward Island	<u>Occupational Health and Safety Act - General Regulations, PEI Reg EC180/87 and Workplace Harassment Regulations, PEI Reg EC710/19</u> <u>Human Rights Act</u> <u>Employment Standards Act</u>
Newfoundland and Labrador	<u>Occupational Health & Safety Regulations, 2012, NLR 5/12</u> <u>Human Rights Act, 2010</u>
Nova Scotia	<u>Violence in the Workplace Regulations, NS Reg. 209/2007</u> <u>Human Rights Act</u>
Yukon	<u>Human Rights Act</u>
Northwest Territories	<u>Human Rights Act</u> <u>Occupational Health and Safety Regulations, NWT Reg 039-2015</u>
Nunavut	<u>Human Rights Act</u> <u>Occupational Health and Safety Regulations, Nu Reg 003-2016</u>

*Please note this list is not exhaustive, and any legislation listed in Appendix A may be amended from time to time and is not intended to be legal advice. Please consult the current provincial legislation.

Appendix B: Definitions

Assault: Assault (including sexual assault), is defined in section 265.(1) and (2) of the *Criminal Code of Canada*, which reads as follows:

- (1) A person commits an assault when
 - (a) without the consent of another person, he [sic] applies force intentionally to that other person, directly or indirectly;
 - (b) he attempts or threatens, by an act or a gesture, to apply force to another person, if he has, or causes that other person to believe on reasonable grounds that he has, present ability to affect his purpose; or
 - (c) while openly wearing or carrying a weapon or imitation thereof, he accosts or impedes another person or begs.
- (2) This section applies to all forms of assault, including sexual assault, sexual assault with a weapon, threats to a third party or causing bodily harm and aggravated sexual assault.

Sexual assault also includes intercourse with children under the age of 16, incest, bestiality, and gross indecency.

Bullying: Refers to repeated, unreasonable actions of individual(s) directed towards a stakeholder or stakeholders that are intended to intimidate, degrade, humiliate, or offend. In certain jurisdictions, bullying is considered a form of harassment. Bullying may, but not always, involve a power imbalance, where the person who is acting as the bully has control or authority over the person who is being bullied. This dynamic can lead to persistent and targeted attacks aimed at asserting dominance.

Consent: Consent is a voluntary agreement to engage in an activity by an individual in a position to make such a choice. No consent will be deemed to be given in the following circumstances:

- the application of force to the complainant or another person
- threats or fear of the application of force
- the exercise of authority
- fraud
- the respondent being in a position of trust with the complainant

Consent involving children: Under the *Criminal Code of Canada*, the age of consent for sexual activity is 16 years.

- The age of consent is 18 years when the sexual activity occurs in a relationship of authority, trust, or dependency (e.g., teacher, minister, coach).
- There are exceptions for sexual relationships for people close in age. A person as young as 14 can legally consent to sexually activity with someone who is less than five years older than them as long as there is no relationship of trust, authority, or dependency or any other exploitation.

- A 12- or 13-year-old can consent to sexual activity with another young person who is less than two years older and with whom there is no relationship of trust, authority, or dependency or other exploitation.

In addition to criminal laws against sexual abuse and exploitation of children, each province and territory has its own laws to protect children against sexual abuse and other forms of exploitation. Refer to [Provincial and territorial child protection and legislation and policy - 2018](#) for more information.

Discrimination: Discrimination includes any distinction, exclusion, or preference based on protected grounds set out in human rights legislation that nullifies or impairs equality for opportunities or equality in The United Church of Canada environments.

Discrimination includes unwelcome comments or actions that relate to a person's personal characteristics—for example, race, gender, sexual orientation, and age. It is the impact of the behaviour, not the intention behind it, that determines whether the concerning behaviour is discriminatory. Discrimination is prohibited and is a violation of human rights legislation in each applicable jurisdiction and within the United Church.

Discrimination (Direct): Direct discrimination is an action, a behaviour, or a practice of treating a person unequally on the basis of any of the prohibited grounds. It may be overt and admitted or covert and denied. Examples of direct discrimination include making jokes or comments about a person's disability; imitating a person's accent, speech, or mannerisms; making persistent or inappropriate comments related to pregnancy or childbirth; or making inappropriate comments related to age or sexual orientation.

Discrimination (Systemic): Systemic discrimination refers to policies or practices that appear to be neutral on their surface but that may have discriminatory effects on individuals based on one or more Human Rights Code grounds.

The prohibited grounds may vary across jurisdictions and may be subject to legislative change. Individuals are encouraged to review the applicable legislation in their jurisdiction.

Domestic or Intimate Partner Violence: Domestic violence is violence between two people who currently have, or have had in the past, a personal intimate relationship, such as spouses, partners, or people in a relationship.

Reasonable precautions must be taken to protect a person if a domestic violence situation is likely to expose someone to physical injury in The United Church of Canada environment or threaten their safety and the safety of others, where the organization is aware or should reasonably be aware of the situation. Reasonable precautions will be determined on a case-by-case basis and may include developing an individual safety plan for the affected person.

Harassment: Harassment includes improper and unwanted comment or conduct when such conduct might reasonably be expected to cause insecurity, discomfort, offence, or humiliation to another person. Harassment is a form of discrimination. Harassment usually results from a series of incidents, but one incident could form the basis of a harassment complaint.

Harassment may be written, verbal, electronic, physical, a gesture or display, or any combination of these. A complaint of harassment can be made based on inappropriate

interaction between but not limited to co-workers; managers and employees; employees and members, adherents, or volunteers in a community of faith.

Harassment can include jokes or innuendo, verbal abuse, pranks, hazing, inappropriate online conduct, unwelcome invitations, comments about appearance or clothing, setting impossible expectations, constant negativity, and/or undermining behaviour.

The definition of harassment may vary across jurisdictions, may be subject to legislative change, and can include workplace bullying. Where workplace bullying is included in the definition of harassment, it will be treated as harassment for the purposes of this policy and will not be tolerated.

Harassment does not include constructive criticism, evaluating or monitoring performance or setting performance standards, corrective or disciplinary action, or organizational change for business reasons.

Harassment (Racial): Racial harassment is unwelcome, unfair, or unsafe behaviour related to race based on prohibited grounds. Racial harassment includes behaviour related to a person's race, colour, ancestry, where a person was born, ethnic background, place of origin, or creed.

Racial harassment can include name calling, racial slurs, racist jokes, ridicule, insults, or different treatment because of racial identity; degrading a person of a particular group; or negative comments made about a person's race, colour, citizenship, place of origin, ancestry, ethnic background, or creed.

Individual racism can range from targeted racial harassment and overt discrimination to microaggressions, which can include subtle events that occur on a regular basis, such as constant slights, putdowns, or invalidation directed at a marginalized group.

Systemic or institutional racism consists of patterns of behaviour, policies, and practices that are part of the social or administrative structures of an organization and that create or perpetuate a position of relative disadvantage for racialized people. These behaviours, policies, and practices often seem neutral but effectively exclude racialized individuals.

Harassment (Sexual): Sexual harassment means engaging in a course of improper or unwelcome comments or conduct because of sex, sexual orientation, gender identity, or gender expression, where the course of comment or conduct is known or should reasonably be known to be unwelcome. Sexual harassment can also be a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant, or deny a benefit or advancement to the recipient, and the person knows or should know that the solicitation or advance is unwelcome.

Sexual harassment can include unwelcome remarks, jokes, innuendo, propositions or taunting, persistent unwanted attention, physical contact of a sexual nature, or sexual assault.

Sexual Abuse of Children: Child sexual abuse includes sexual assault, sexual interference, invitation to touching, sexual exploitation, procurement, and indecent acts to a child under the age of 16. If someone is in a position of trust or authority, they are responsible for not taking advantage of anyone under the age of 18 years.

Sexual Misconduct: Sexual misconduct is demeaning, exploitative behaviour of a sexual nature ranging from jokes to unwanted touching, forced sexual activities, and/or threats of such

behaviour, including but not limited to, in person, by text, by e-mail, and through social media sites and other Web platforms.

Sexual assault, sexual harassment, pastoral sexual misconduct, and child sexual abuse are forms of sexual misconduct that are often primarily acts of power by one individual over another.

Sexual Misconduct (Pastoral): Pastoral sexual misconduct is a sexual action, including sexual harassment, sexual abuse, or other sexual activity or conduct, by a person designated as ministry personnel where the person takes advantage of the vulnerability of a person under their pastoral care. It includes consensual actions initiated by an individual who is under the pastoral care of the minister. However, if a minister experiences sexual misconduct by a person under their pastoral care, this is not pastoral sexual misconduct. This would be sexual misconduct and can be dealt with under this policy. For pastoral sexual misconduct to occur, the ministry personnel must be the perpetrator of the sexual misconduct.

Violence: Violence is the use of physical force against a person that causes or could cause physical injury. It also includes attempting to use physical force or making a statement or exhibiting behaviour that could reasonably be interpreted as a threat to use physical force.

Risk of violence will be reassessed as often as necessary, and measures will be implemented to address risks that have been identified. Measures may include security protocols, implementing additional policies and procedures, and providing training on how to respond to a violent or potentially violent situation.

Violence (Lateral): Lateral violence refers to harmful behaviour that occurs between individuals or groups of individuals at the same hierarchical level of an organization or a cultural group. Lateral violence can manifest in various forms, including gossiping, personal putdowns, undermining, exclusion, and verbal abuse. It can range from seemingly innocuous comments to outright hostile behaviour.

Lateral violence is different from bullying due to the typical differences in power dynamics. Bullying usually involves a power differential, where the perpetrator holds authority or control over the victim. Conversely, lateral violence occurs among peers of equal status.

Appendix C: Complaint Response Information

Complainant/Respondent: The *complainant* is the person bringing the complaint forward. They may be bringing it forward for another person or on their own behalf. The *respondent* is the person named in the complaint.

Consultant: Consultants are trained resources who can be contracted by The United Church of Canada to assist the complainant or the respondent to navigate through the complaint process. Consultants are expected to ensure the individual they are assisting is aware of the following:

- the policy and how it applies to their situation
- their own duty to report if they are informed of a complaint that meets the definitions of the policy
- that they will also inform the individual with whom they are working of their right to legal representation, at their own expense
- the role of a support person in the process and the expectation that that person is neutral and not directly involved in the situation under review
- that they will be offered pastoral care or made aware of other supports that may be available—i.e., such as Employee Assistance Program

Consultants will offer assistance in drafting the complaint or the response and will continue to support communication as the process unfolds.

Investigators: Investigators are independent contractors who complete investigations as assigned by the responsible body. Investigators must submit an investigation plan prior to beginning the investigation in order to ensure the scope of the work is covered. The scope may change depending on the information gathered. They may also offer recommendations for next steps, where applicable, based on their expertise, experience, knowledge of legislative requirements, and standards set in the policy. The investigator must keep Office of Vocation staff support roles and the responsible body informed of changing circumstances.

Office of Vocation Staff Support: An employee from The United Church of Canada General Council Office will monitor the complaint response e-mail inbox and ensure complaints received through that mechanism are processed. Employees will provide assistance in finding consultants or investigators as required and are available to help interpret and administer the policy with the responsible body. The position of *Program Coordinator – Pastoral Relations and Remedial Processes** supports processes involving ministry personnel in relation to the Response Committee and the Remedial Committee, and implements orders determined through those working groups. Supporting staff do not have a decision-making role in the processes.

*Position titles are subject to change, based on the needs of the organization.

Responsible Body: The individual or group of individuals that have authority to manage issues that are forwarded to them. They receive the information gathered about a complaint and make decisions on resolving the complaint. The responsible body changes according to the position of the respondent. For full information on responsible bodies, please refer to Appendix D of this policy.

If the responsible body is not able to act for any reason, such as a conflict of interest or a perception of bias, they must identify the issue and request support around who will take on this

role. In this situation, the governing body of a community of faith needs to make a motion to refer to the matter to the regional council, with this decision noted in meeting minutes.

Support Person: A complainant or respondent can include a person of their choice to support them during the investigation process. Support persons are to be neutral, unbiased, and not directly connected to the complaint. The consultants will confirm this information when they meet with the person they are advising.

Appendix D: Responsible Bodies

The responsible body depends on the position of the respondent in The United Church of Canada. The administration of the complaint response process may vary slightly depending on who is receiving the complaint. The following table provides information on different responsible bodies and their unique processes.

Respondent	Responsible Body Receiving the Complaint	Unique Aspects
Lay employee, member, adherent, licensed lay worship leader, and/or volunteer	Community of faith (COF)	<p>Complaints are received by the Chair of the Board or the M&P Committee Chair, depending on the role of the respondent.</p> <p>Where there is a conflict of interest or a perceived conflict of interest, the conflict must be named and the matter referred to the next level of authority for resolution. In this situation, the governing body of a community of faith needs to make a motion to refer to the matter to the regional council, with this decision noted in meeting minutes.</p>
United Church Minister (ordained, diaconal, and/or designated lay minister)	Office of Vocation (OV)	<p>Complaints are received through the Office of Vocation and assessed by the Response Committee.</p> <p>Investigation reports are forwarded to the Remedial Committee for review and determination.</p> <p>Decisions made are communicated to the regional council and the community of faith as appropriate.</p>
Chair of M&P Committee and/or a council/board of a community of faith, a congregational designated minister, a volunteer, or any person accountable to a regional council	Executive Minister of the Regional Council	<p>The complaint response process may be managed fully by the regional council, including seeking consultants and naming an investigator, or they may request support through the complaint response process.</p>
Employee of a regional council	Director of Human Resources and Payroll	<p>When a complaint is received, it will be reviewed by the HR Director, the supervisors of the complainant and respondent, and General Counsel, where applicable.</p> <p>A plan to address the complaint will be determined, including whether a</p>

		<p>formal investigation is necessary or whether other actions may be taken. The investigation may be conducted internally or through an external investigator, based on the circumstances.</p> <p>For ministry personnel who work for a regional council, the outcome of a complaint received will be shared with the Office of Vocation, which may take additional actions.</p> <p>If the complaint involves a situation where ministry personnel was providing pastoral care, it will be solely managed through the Office of Vocation processes.</p>
Employee of the General Council Office	Director of Human Resources and Payroll	<p>Where the respondent is an employee of a regional council, all steps in the row above will be followed, with the exception being:</p> <p><i>“The complainant and respondent may be offered the services of a consultant to help them understand the policy and procedures; however, a General Council Office employee will communicate directly with those involved in order to gather information, communicate next steps, and share outcomes of the process.”</i></p>
Directors Executive Ministers	Executive Officer to whom they report	An outside investigator will be contracted if an investigation is deemed necessary.
Moderator	General Secretary	An outside investigator will be contracted if an investigation is deemed necessary.
General Secretary	General Secretary Supervision Committee	An outside investigator will be contracted if an investigation is deemed necessary