



Volunteer's Manual

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Revision: 1.0
Date: 9-27-2018
Reviewed: G. Jernigan
Approved: T. Williams

1. PURPOSE

- 1.1. This handbook provides a general overview of procedures and guidelines that DestinyLife Church (DLC) has established for its volunteers.
- 1.2. The handbook serves as a guide for volunteers you as you begin or continue your service at the church. However, it's obviously not possible to anticipate all situations that could arise in ministry or provide information that answers every possible question. As a result, the church reserves the right to modify, supplement, rescind, or revise any policy or provision, with or without notice, as necessary or appropriate. However, at all times, the church will comply with all applicable laws.
- 1.3. Finally, it is important that you read and understand the contents of this handbook. If you have any questions or need additional information, please talk with your designated ministry director. If your supervisor doesn't know the answers, he or she will find the answers and get back to you in a timely manner

2. SCOPE

This document applies to all DLC volunteers.

3. POLICY

- 3.1. DLC shall provide guidance for the effective engagement with volunteers.
- 3.2. Nothing in this handbook creates a contract of employment. Both traditionally and biblically, churches have long relied on unpaid workers to fulfill their calls to service—not because of reward or remuneration—but out of love and obedience in personal relationship to God. Of course, different ministry roles require different skills and personality types, and neither the church nor the servant can always predict whether things will be a good fit.

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4.1. Introduction

4.1.1. Welcome

Welcome to your new SERVE TEAM at DLC. The staff is excited about your gifts and skills, and we look forward to your service as part of the church’s ministry team.

At DLC, we sincerely believe that God equips all believers to serve in ministry. In 1 Peter 2:9, God calls his followers “a royal priesthood”; 1 Corinthians 12:1 says that “God gives [spiritual gifts] to *each one*, just as he determines.” We sometimes use the term “volunteers” as a convenient way of referring to those who serve, but



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what we're really talking about is people who lovingly respond to Jesus' call to serve in his ministry.

Therefore, it's important to keep in mind that during your service at DLC you're representing both our congregation and the Lord as you live out every aspect of your life. As you minister to others here, as well as in your private life away from church, you should be striving toward living in a way that serves as an example to others of your own deepening relationship with God

4.1.2. Open Door Policy

DLC encourages all volunteers to provide input and suggestions concerning the ministry area, in which they serve, as well as the overall operation and programs of the church.

Your input and suggestions will likely receive the timeliest attention and action if you initially bring your comments to the individual you report to—your supervisor. This first step of providing input is especially vital in situations where you have a problem with your supervisor. However, if for some reason that results in inaction or you don't receive a response, you should approach any church leader—either a pastoral staff member or a member of the church leadership team to discuss your concern or suggestion.

This open-door policy is important to increasing the quality of the church's ministries, as well as for correcting problems that may exist in processes or relationships within areas of ministry. The church welcomes all input by volunteers, who should sense the freedom to voice any comments or concerns without fear of retribution or reprisal. We know it can seem difficult to initiate such conversations, but Jesus told us directly (see, for example, Matthew 18:15) that we should take the initiative to resolve such things.

4.1.3. Statement of Faith

Please visit our website at www.destinylifechurch.tv and view our statement of faith, what we believe, our vision, mission, values and strategy

4.1.4. General Guidelines

As a volunteer serving DLC and reaching out to those beyond the church, you agree to be "above reproach" so that the world will see, hear, and respond to the grace of Jesus Christ; and you agree to seek a careful, exemplary Christian lifestyle to encourage other believers and strengthen the church.

You desire and agree that the following statements describe your character as a Christian who desires to serve others:



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I have made a commitment to Jesus Christ as my Lord.

I will serve in harmony with the policies and statement of faith of our church.

I support the church with my time, money, and loyalty, including participating in the ministries and worship services on a regular basis.

I am committed to unity, church teamwork, and biblical respect for church leadership (Philippians 2:1-4; Hebrews 13:7, 17).

I recognize, accept, pursue, and hold in highest regard the biblical instruction concerning family and marriage responsibility (Ephesians 5:22–6:4; Colossians 3:18-24; 1 Peter 3:1-7).

I will respect the privacy of the people I serve and hold in confidence information obtained in the course of my service. And upon completion of my service, I will continue to respect the privacy of and maintain confidentiality about those I ministered to, fellow workers, and the church.

I will extend respect and cooperation to my fellow workers, my supervisor, and to the leadership of the church. And I will not engage in or condone any form of harassment or discrimination.

I will accurately represent my training, experience, skills, competencies, and gifts as they relate to filling a ministry position.

I will continually assess my own personal strengths, limitations, biases, and effectiveness. And I will seek assistance for any problem that impairs my ability to serve in this ministry.

I have total commitment to provide a spirit of excellence in wherever God calls me to serve as a volunteer.

4.2. Orientation

4.2.1. Invitation and Placement

DLC generally follows these guidelines when it comes to inviting volunteers to service in the ministries and programs of the church.

1. All potential volunteers will complete an application providing personal information, spiritual background, and references.
2. Potential volunteers will be interviewed and a ministry position that matches the volunteer will be found. The church desires to recruit and place volunteers according to their skills, talents, experience, and spiritual gifts so that volunteers find meaningful ministry opportunities that enrich their lives.



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3. All potential volunteers will be required to undergo a background check. All information related to background checks will be held in strictest confidence.

Potential volunteers should attend all training opportunities offered by the church.

4.2.2. Orientation for Ministry Departments

New volunteers will be encouraged to attend a volunteer orientation to acquaint them with the church's guidelines and procedures, their ministry position descriptions, and their working relationships.

As part of the orientation, you'll receive a copy of this handbook, which contains the church's guidelines for serving as a volunteer; you'll be asked to sign a "Statement of Acknowledgment" noting that you've received and that you understand the material contained in the handbook (see Appendix A). You'll also be asked to sign a "Statement of Commitment"; this is like a covenant that describes your spiritual and practical goals of living an exemplary life as a church volunteer (see Appendix A).

Your ministry leader (director) will typically orient you to the specific area of ministry you'll be serving in, as well as helping you understand processes and relationships within that area of ministry. In addition, your (director) will talk through your ministry position description so that you understand the duties you'll fulfill as a volunteer. The goal is to help you succeed as you give of your time, talents, and gifts to serve others.

4.2.3. Change of Personal Information

It's important that the church has up-to-date, complete, and accurate information about each of the people who serve in our ministry. **Please notify your supervisor and the church office immediately if there is a change involving your name, address, phone number, marital status, etc.**

Keeping your personal information updated serves several purposes. In a most practical sense, it allows the church and/or ministry director to contact you to notify or remind you of meetings and to let you know about changes in schedules. It also allows other workers to contact you if they are ill or injured and need to find a substitute to temporarily fill their ministry position.

4.2.4. Feedback and Appraisal

It might be called an evaluation or review. No matter what it's called, the purpose of an evaluation is to let you know how you're doing. Of course, you don't need to wait for these appraisal times to ask questions about your ministry or your performance. (Remember our Open Door policy from Section 1.3)



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Your ministry director will try to schedule an appraisal with you at least once a year. Unlike a job performance review, a review for a volunteer ministry position is intended to provide support for you; to determine if you're serving in the right ministry position; to improve your performance by providing meaningful, constructive feedback; and to assist in your development and fulfillment of personal goals for growth.

4.2.5. Ministry Descriptions

DLC uses ministry descriptions so that both volunteers and the church know what is mutually expected, and so that the volunteer can be held accountable to fulfill the responsibilities of the ministry position.

A ministry position description summarizes your duties and responsibilities and gives you important information about your area of service. Please note that the church reserves the right to revise and update your ministry description from time to time, as it deems necessary and appropriate. Of course, if you're currently in a position, you'll certainly be informed about any changes; your ministry director may also ask you to help evaluate revisions and improvements to your ministry position.

If you have not had an opportunity to view your ministry description please visit with the ministry director over the department.

4.3. Behaviors

4.3.1. Smoking

For the health of all who attend or visit DLC the entire facility is considered a smoke-free environment.

4.3.2. Drugs and alcohol

The goal of DLC's guideline regarding drugs and alcohol is to protect and help two individuals: (1) the volunteer, and (2) the individuals the volunteer serves. Of course, this general guideline can't cover every possible circumstance.

All cases involving alcohol abuse, drug abuse, or related problems will be handled discretely and confidentially.

1. While moderate consumption of alcohol might not seem to be a problem, it is not allowed on church grounds or at church sponsored functions at any time
2. All volunteers are unequivocally prohibited from manufacturing, distributing, dispensing, possessing, or using controlled substances. Alcohol abuse is equally serious in nature because of the danger it can pose to both the drinker and to others. Any volunteer violating these guidelines will be terminated from volunteer position.



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3. Any volunteer who is convicted of driving while intoxicated/driving under the influence (DWI/DUI) or of violating a criminal drug statute must inform the church within five days. The church may take various actions after such a conviction, depending on the nature of the volunteer's ministry, and the individual's desire to battle and overcome the drug problem.

4.3.3. Harassment

DLC is committed to providing an environment free of harassment based on factors such as race, physical or mental disability, marital status, age, and sex. We disapprove of any such harassment and will not tolerate it on the part of staff, volunteers, children, or youth in ministry programs.

Process

If at any time you feel harassed at church or at a church-sponsored event, report the incident in writing immediately to the staff member you feel most comfortable reporting to. If the accusation concerns this person, report it to another person as well. Every reported complaint will be investigated thoroughly, promptly, and in a confidential manner.

Discipline

If the investigation establishes harassment, the violator of this policy will be disciplined. Discipline can range from verbal or written warnings, a meeting with a pastor and a governing elder board member, or termination, depending upon the circumstances.

4.4. Safety and Security

4.4.1. General Safety Standards & Emergency Procedures

DLC strives to ensure an environment where members and visitors of all ages feel safe and secure. Just as the employees in a place of business are on the front lines of ensuring the safety of customers, the volunteers of the church serve on the front lines of ensuring the safety of those we minister to.

General Guidelines

In general, as a volunteer, you should strive to:

- Serve using good and common-sense safety practices.
- Refrain from unsafe acts that might endanger yourself, the people you serve, or those who minister with you.
- Use any safety devices provided for your protection; for example, use safety belts in church vehicles or sanitation supplies when changing diapers in the nursery.



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- Report any unsafe situations or acts immediately to your supervisor.

Fire Prevention

- Turn off electrical equipment when not in use.
- Notify your director of any equipment that has cracked or exposed wiring, is causing a shock or emitting sparks, or appears to be a potential fire hazard.

Fire Emergency

- Familiarize yourself with the locations of fire exits, alarms, and extinguishers in the areas of the church where you regularly serve.
- If you see smoke or fire, pull the fire alarm to alert people in the building. If it's a small fire, use a nearby fire extinguisher.
- If evacuation is called for, use the closest unaffected exit. Guide the group you're working with to walk in single file and to proceed quickly and calmly. Do not run.
- If you and your group encounter smoke, stay low.
- Move as far away from the building as possible for your safety and make room for emergency vehicles.
- Only if time permits before evacuation of the building, secure classified information, turn out lights, shut off equipment, and close doors.

Power Failures

- Remain where you are. Emergency lights will activate within a minute. By law, emergency lights are located in strategic areas of the church's corridors and stairwells.
- If you exit the building during a power failure, don't re-enter until power is restored.

First Aid

First-aid supplies are located in many areas of the church building. Volunteers should become familiar with these locations.

4.4.2. Keeping Children Safe and Secure

Our desire at DLC is to draw people to Jesus. This includes even the youngest children who attend our church. We take our responsibility to care for children very seriously. These guidelines are intended to provide a safe and nurturing environment where children can come to a growing relationship with Jesus Christ.



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It's important for volunteers who work with children and youth to see themselves as partners with parents, seeking to provide quality care and instruction in the ministries and programs of our church. Our guidelines are designed to protect and promote faith formation for each child (and each adult volunteer) involved in children's and youth ministries.

Everyone who teaches, helps, or cares for children must agree to follow these guidelines. They represent minimum requirements; leaders of individual programs may develop additional guidelines as appropriate to the ministry setting.

Architectural precautions (ages: birth and up)

- Doors will be open, or windows left uncovered so that the view into a classroom remains unobstructed.
- Children under 3 will be cared for in rooms with gates or Dutch doors to keep them from leaving the rooms without adult supervision.
- Nursery changing tables should be in view of all nursery workers.

Child Security Policies

Drop-off Policy—Children should never be dropped off in a classroom without the teachers present. This is the responsibility of parents.

Registration Policy—Programs for preschool children through fifth grade will provide a weekly sign-in kiosk. Parents are to complete the information as requested.

Pick-Up Policy—Parents of children in nurseries through fifth grade should pick up their children at their classrooms. Children in sixth grade and above will be released on their own unless parents inform teachers otherwise.

Restroom Policy — Workers should take children to the restroom in groups, if possible. Assist children only if they ask. Encourage parents to take their children to the restroom before class begins.

Please note: Never be alone with a child in the stall of a restroom with the door closed.

Classroom Supervision Guidelines

The Christian Education Pastor/Director of Children's Ministries will approve teachers and workers. All willing workers will be interviewed and trained by the children's ministries staff. All must agree to undergo a background check.

If a student or parent makes a complaint regarding a teacher or a worker, the Christian Education Pastor/Director of Children's Ministries will review the



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incident and discuss it with the worker involved. Parents will be notified of any actions (such as additional training, leave of absence, or termination) that results from the complaint.

Accusation of abuse: Any accusation of abuse will be taken very seriously and will be investigated. The Christian Education Pastor/Director of Children's Ministries will also involve the Senior Pastor and at least one member of the church's governing board. Subsequent meetings with the parties involved will determine further action. (See also: "Allegations of Abuse" Section 4.4)

Discipline Policy

The goal of our church's children and youth ministries is to foster a sense of both fun and learning. Often, discipline can be handled by redirecting the child to a more constructive use of time and energy. Keeping the learning environment active and fun will usually eliminate the need for a lot of discipline.

However, children must also understand that sometimes it is necessary to listen to lessons, instructions for an activity, etc. It's important not to disrupt classroom times because that takes away from the fun and learning of fellow students.

When "discipline" is necessary, all interaction will carefully consider a child's integrity and fragility. All children will be treated with gentleness, respect, and understanding. Physical punishment will never be used.

If the classroom teachers and assistants are unable to control a child after repeated attempts, the child can be taken to talk with the Director of Children's Ministries. The director will discuss the incident with the child. Parents will be brought into the situation if needed.

If a child uses foul language, injures other children, or does anything to affect another child in a negative way, the incident will be discussed with the child. The teacher or Director of Children's Ministries will decide if the child will be allowed back into class or if further action should be taken.

Staffing and Supervision

For the safety of children and for the protection of volunteers, at least two unrelated adults should be present in each classroom, except in the event of an emergency. One trained adult teacher with a teen helper may also be adequate.

Doors should be open whenever possible to allow for easy viewing of the classroom. In no case should windows of classrooms be covered. Supervisory staff will routinely check on classrooms. Parents are also welcome to check on their children's classes, but should try to do so in a discrete way so the flow of the class isn't disrupted.



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4.4.3. Illness and Infectious Disease among Children

In order to try to protect individuals from infectious diseases, DLC follows the following guidelines.

As representatives of Christ, we commit ourselves to obey Jesus' command to love all persons and welcome all persons into the church. However, we also need to take reasonable care not to jeopardize the health of others.

Definition

A communicable disease will be defined as an illness, a departure from health; a particular destructive process in an organism, with a specific cause and characteristic symptoms that may be transmitted to others with the threat of jeopardy to their health. This may range from a common cold to the HIV/AIDS virus.

Policy and Procedure

No child will be allowed into the nursery or other children's program when he or she has any of the following symptoms:

- Acute cold
- Fever
- Sneezing
- Coughing
- Vomiting
- Diarrhea
- Sore throat
- Earache
- Runny nose
- Red or discharging eyes
- Skin rash
- Chills

In addition, anyone who has a known communicable disease won't be admitted into activities, programs, or child care where the disease could be communicated to others who aren't infected.



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If a child is admitted to the nursery or children's programs and is later determined to be ill, the parent will be notified to take the child out of the nursery or children's program until the child is well.

If an individual determines that a child has an infectious disease, or if it comes to the attention of another individual, the informed person should bring this information to the Director of Children's Ministries or the Nursery Coordinator in a confidential manner.

Parents of all children who attend the services will be asked to keep their children at home if they have any contagious illness.

Control Methods

The church nurseries will follow these precautions in order to keep workers and children as safe as possible from any unknown infection:

1. Junior workers (under age 15) will not change diapers under any circumstances.
2. Only adult workers will change diapers.
3. Unless the medical community finds evidence that a diaper needs to be disposed of in any other manner, used diapers should be placed in bags provided in the trash can and taken to the trash dumpster at the end of the shift.
4. Nursery toys should be disinfected at the end of each shift. Toys should also be disinfected sooner if mouthed. In addition, all surfaces should be wiped down and disinfected at the end of each shift.
5. Nursery workers should also practice frequent hand-washing, especially when they arrive at the nursery, before serving food, and after diapering a child, wiping his nose, or cleaning up a mess. Be sure to use soap and running water, rub your hands vigorously as you wash them, wash all skin surfaces including wrists and between fingers, rinse hands well, and dry your hands with a single use towel.

4.4.4. Allegations of Abuse

An accusation of child abuse can occur in any church, no matter how many precautions it takes. We must always be prepared to listen to and hear any allegation of abuse.

Church Response

Generally, the church will be guided by the following when an allegation of abuse occurs:

- All allegations of abuse will be taken seriously.



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- Situations will be handled immediately, yet with due respect to people's confidentiality and privacy.
- Full cooperation will be given to law enforcement authorities with the guidance of church lawyers.
- Appropriate care will be given to victims.

Church Procedures

Precautions the church will take include:

- Completed and recorded background checks.
- If media becomes involved during an investigation of alleged abuse, the church will appoint a spokesperson to respond, and advise all church members to not respond on their own.
- No one should engage in denial, minimization, or blame.
- Church leaders should not accuse the victim or detail the event to those not involved with the incident.
- Those involved in investigating the incident should thoroughly document each step.
- Get proper assistance for the victim and accused.
- Reach out to the victim and accused; if the accused is a volunteer, the church will relieve him or her of duties until the incident is resolved.

4.5. Service Environment

4.5.1. Attendance & Absences

Attendance—whether it's for training meetings, fellowship times with ministry team members or during your scheduled time of serving—is a commitment you must make, and then take seriously. Again, the people you serve are depending on you.

Some absences will likely be necessary. You may get ill, injured, or may be called out of town for business or personal reasons. If you know in advance that you won't be able to serve during a time you're scheduled, or that you can't attend a scheduled meeting, be sure to inform your director. Additionally, ask for a list of other approved volunteers who might be able to substitute for you if you don't already have such a list. Then make an effort to find your own substitute or to “trade”



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scheduled service times with another volunteer. Finding a replacement is primarily your responsibility, not your supervisor's.

If your absence is caused by an emergency, inform your supervisor. You should still make an effort to search for a replacement, but under some circumstances, you may not be able to accomplish this.

If your director notices a pattern of absences, he or she may follow up to see if something besides illness seems to be the real reason you're not able to serve. Don't consider this a confrontation. Your director—and all the leadership of the church—has two concerns. One is for the people who may be left out if you're unable to serve. The other is for you. Perhaps you're not in a place of ministry that "fits" you. If this is the case, your supervisor can work to plug you into a place of serving that better matches your gifts and skills.

In fact, this is an area where you should be proactive. Rather than avoiding a ministry task that you feel uncomfortable performing, go to your director and ask about other needs in the church. There are bound to be plenty of other places to serve, and there's bound to be one that fits you.

4.5.2. Personal Use of Church Property

While it's very likely that you'll be using church property, supplies, materials, etc., during your volunteer ministry, it's wise to take care not to use these items for your personal use. Why? After all, for example, does it really hurt to make a few photocopies? Most of us don't realize that if everyone in the church just makes a few copies each week, the expense for paper, toner, and service calls on the photocopier can easily add up fast.

The same is true of other items around the church. It's easy to think that if you're a faithful financial giver to the ministry of the church it won't hurt to consume these items for personal use. But this practice can lead to poor stewardship both on the part of the volunteer and for the church.

Instead, carefully walk that fine line between ministry use and personal use. If it helps, keep a log of what materials you're using. Certainly, make use of logs and inventory restocking lists around the church (for photocopying or in the Sunday school supply room, for example).

Similarly, if you purchase something for ministry use with personal funds, submit a reimbursement form (see Appendix A). While it might be easier to "just donate" that item to the church, it's a better model of stewardship for the church to fully account for all income and expenses; this practice also helps those responsible for



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budgeting make sure they're adequately funding these areas, as they can build their budgets on actual uses and expenses.

4.5.3. Vehicle Use & Driving Records

This policy affects any individual who may need to drive a vehicle owned by DestinyLife or use a personal vehicle while conducting church business or ministry. Prior to driving a vehicle, the following information needs to be on file in the church office:

- Driver's license number, expiration date, and any restrictions.
- A record check with the Bureau of Motor Vehicles
- Proof of insurance, if your personal vehicle is used for church business or ministry.

All information about the driving records of volunteers will be kept confidential. It is your responsibility to keep information up-to-date, including reporting to your supervisor any moving violations or changes in driving status within five days of the violation or change.

If a volunteer accumulates more than two moving violations in any vehicle—personal or church-owned—it will be up to the church's insurance carrier to decide if the volunteer can continue serving in that particular ministry position. Some ministry positions may require a commercial driver's license in addition to a clean driving record. Some positions may also require additional background checks (such as when you're providing transportation for children or teenagers).

4.5.4. Training, Resources, & Development

DLC desires that volunteers be equipped to fulfill the duties described in their ministry position descriptions. In addition to training you'll receive as a volunteer of the church, it may also be appropriate for the church to provide additional in-service training.

Outside training will be subject to these conditions:

Attendance at conferences, educational meetings, and workshops will need to be approved by your supervisor and/or the pastoral staff member responsible for the area of ministry where you're serving.

Volunteers can attend conferences as funds allow, including registration and reimbursement for lodging, meals, and travel. If you're interesting in attending a conference related to your area of ministry, submit an estimated cost to your supervisor who (along with guidance from the pastoral staff member



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responsible for that area of ministry) will determine the value of the conference and how much of the cost the church can cover.

Volunteers who attend conferences, seminars, or other outside training should be prepared to share highlights of what they learned with other volunteers serving in their ministry area during training or team meetings.

4.5.5. Dress Code/Appearance

As a representative of the church and God, volunteers should exhibit a neat and well-groomed appearance.

Of course, guidelines of this type are very subjective. However, the church generally expects you to take pride in your appearance and to strive to project a positive image.

One biblical guideline to follow is 1 Corinthians 10:23-24:

“ ‘Everything is permissible’—but not everything is beneficial. ‘Everything is permissible’—but not everything is constructive. Nobody should seek his own good, but the good of others.”

If your director determines that your clothing might be a safety concern or inappropriate for the event for yourself, co-workers, or those you're serving, you may be asked to wear more appropriate clothing the next time you serve in your ministry position. In some instances, you may be asked to go home to change.

4.5.6. Grievance Procedures

While DestinyLife hopes that every ministry experience is a positive one, we also recognize that volunteers may become dissatisfied. This can occur because of strained relationships with fellow volunteers, your relationship with your supervisor, disagreement with the church's practices and policies, or other conditions related to your ministry.

The church encourages you to work toward quick resolution of these kinds of situations, which usually don't go away with time. In fact, these kinds of difficulties typically get worse, eventually deteriorating to a degree you might feel that your only option is to resign.

The following steps are based on Matthew 18:15-16:

“If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses.”

—Matthew 18:15-16, NIV



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Grievance Process

1. With an attitude of love and care, speak directly to the person who has offended you. Try to explain the facts as well as your feelings about the situation in a calm manner that is free from accusation or blame. Often, you can diffuse the situation and clear up conflicts during this step because you communicate to the other party that you truly desire to work out the situation.
2. However, if the other person doesn't agree regarding the offense, or you can't work out your differences privately, bring the matter to your supervisor's attention. Make sure the supervisor understands that the problem is affecting your service. If you haven't already put the matter in writing, be sure that your supervisor does so. The supervisor should arrange a meeting between you and the other party.
3. If you don't feel satisfied with the answers that your director provides (or if you feel uncomfortable discussing the problem with your director, for example, because the problem is *with* your ministry director) you can approach another church leader—perhaps a pastoral staff member or a member of the church governing board—to accompany you to discuss the problem with the other party involved.
4. If the grievance remains unresolved, you should put your concern in writing and present it to the campus pastor or elders governing board who will convene a meeting with all of the parties to discuss the grievance and work toward a resolution.

4.6. Ending Your Service

4.6.1. Resignation

Volunteers who desire to leave their ministry positions should attempt to give at least two weeks' notice (preferably both verbally and in writing- can be email) of their intent to resign. This allows supervisors time to recruit new volunteers to fill vacant positions.

If you are experiencing some dissatisfaction or discontentment in your ministry position that is leading you to resign, be sure to discuss your concerns with your director. Ideally, talk with your director before circumstances reach the point that you feel that resigning is your only option. Your director may be able to change conditions in the ministry or program you're serving in, rearrange ministry teams so you're not forced to serve with a difficult co-worker, or work with you to change your ministry description to make the duties more enjoyable.



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If you're convinced that changes in your current position won't help, perhaps an entirely different position would be better suited to your gifts, abilities, and passions. Before you give up on volunteer ministry, be sure to give it another chance. Finding the right fit in ministry can bring you a great sense of personal satisfaction, and it can be very fulfilling and rewarding to fulfill the purpose for which God created and gifted you.

4.6.2. Termination/Dismissal

Dismissal from volunteer ministry positions at DestinyLife is a rare occurrence. However, it may occur if a volunteer commits a serious offense.

As with other serious violations of a moral or spiritual nature, the church wants to help those who are struggling with problems and who express a sincere desire to change. Out of a spirit of Christ-centered love for all people, including those who volunteer at the church, the church may offer the volunteer (or refer him or her to seek) the following types of assistance:

- Treatment programs and centers.
- Community programs for assessment and treatment.
- Counseling programs.

Some offenses may warrant dismissal, particularly if the volunteer doesn't express remorse or a willingness to change. These include but are not limited to:

- Theft: Including the removal of church property or the property of another individual from church facilities without prior authorization.
- Drugs/Alcohol: Possession, use, sale, purchase, or distribution on church property of alcohol or any illegal drugs or illegally possessed drugs.

5. REVISIONS

Revisions to this document shall be made per the requirements of "Control of Manual".



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5.1. APPENDIX

Change of Personal Information

Accident / Injury Report

Expense Reimbursement

Parental Consent Form

Liability Release Form

Promotional Release Form

Exit Volunteer Questions

Volunteer Handbook Acknowledgement

Volunteer Statement of Commitment



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Change of Personal Information

Name: _____
(Please use name currently on volunteer records)

Effective date of change(s): _____ Department: _____

Name change

New name: _____
(Please Print)

Contact information change

New address: _____

New phone number: _____

New email address: _____

Emergency contact change/update

Emergency contact: _____

Relationship: _____

Phone number: _____



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Accident/Injury Report

Please fill out this form completely for any safety-related incident occurring while serving as a volunteer, whether or not the incident resulted in injury. Complete the form as soon as possible after the incident. In completing the form, provide as much detail as possible including time of occurrence, location, general physical conditions present, witnesses, and any other relevant information. Use the bottom and back of this form to add detail, draw diagrams, etc.

Volunteer _____ Department/Position _____

Date and time of accident: _____

Specific location of incident: _____

Witnesses present: _____

Description of incident (use as much detail as possible, including diagrams): _____

Cause of incident (include tools, objects, chemicals, etc., and specify the items that directly caused the injury): _____

Injury caused by incident (include potential injury, such as a sprained ankle, a strained back, etc.): _____

Recommendations (describe the control and/or corrective action procedures): _____

System improvements (describe measures that should/will be taken to improve the situation): _____

Report completed by: _____ Date: _____

Report reviewed by (staff member): _____ Date: _____

Expense Reimbursement



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Street Address _____ City _____ State _____

Zip Code _____ Phone _____

School _____ Grade Level _____

Parent(s) Business Phone _____

To whom it may concern:

I (we) hereby give permission for my (our) child, (print name of child) _____, to attend and participate in activities sponsored by DLC on (date of activity) _____.

We (I) authorize an adult, in whose care the minor has been entrusted, to consent to any X-ray examination, anesthetic, medical, surgical, or dental diagnosis or treatment, and hospital care, to be rendered to the minor under the general or special supervision and on the advice of any physician or dentist licensed under the provisions of the Medical Practice Act on the medical staff of a licensed hospital, whether such diagnosis or treatment is rendered at the office of said physician or at said hospital. The undersigned shall be liable and agree(s) to pay all costs and expenses incurred in connection with such medical and dental services rendered to the aforementioned child pursuant to his authorization. Should it be necessary for our (my) child to return home due to medical reasons or otherwise, the undersigned shall assume all transportation costs. The undersigned does also hereby give permission for our (my) child to ride in any vehicle designated by the adult in whose care the minor has been entrusted while attending and participating in activities sponsored by DLC.

Medical Insurance

- Yes
- No

Insurance Company _____

Policy Number _____

Participant _____ Date _____

Parent/Legal Guardian _____ Date _____

On the reverse side of this page, please list any allergies or special medical problems your child may have.

Liability Release Form



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In consideration for being accepted by DLC for participation in (name of trip or activity) _____, we (I), for and on behalf of our (my) child-participant, do hereby release, forever discharge, and agree to hold harmless DLC and the directors thereof from any and all liability, claims, or demands for personal injury, sickness, or death, as well as property damage and expenses, of any nature whatsoever which may be incurred by the child-participant that occur while said child is participating in the above described trip or activity.

Further, we (I), on behalf of our (my) child-participant, hereby assume all risk of personal injury, sickness, death, damage, and expense as a result of participation in recreation and work activities involved therein. Further, authorization and permission is hereby given to said church to furnish any necessary transportation, food, and lodging for this participant.

The undersigned further hereby agree to hold harmless and indemnify said church, its directors, employees, and agents, for any liability sustained by said church as the result of the negligent, willful, or intentional acts of said participant, including expenses incurred attendant thereto.

We (I) are the parents(s) or legal guardian(s) of this participant, hereby grant our (my) permission for him or her to participate fully in said trip, and hereby give our (my) permission to take said participant to a doctor or hospital and hereby authorize medical treatment, including but not in limitation to emergency surgery or medical treatment, and assume the responsibility of all medical bills, if any. Further, should it be necessary for the participant to return home due to medical reasons, disciplinary action, or otherwise, we (I) hereby assume all transportation costs.

Participant's name (please print) _____ Parent's phone _____

Medical Insurance Yes _____ No _____

Insurance Company _____

Policy Number _____

Physician _____ Phone _____



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Participant _____ Date _____

Parent/Legal Guardian _____ Date _____

Parent/Legal Guardian _____ Date _____

(If participant is under 21, both parents must sign unless parents are separated or divorced, in which case the custodial parent must sign.)



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Promotional Release Form

I hereby consent to the use of any videotape, photographs, audio, or any other visual or audio reproduction in which I and/or my child may appear by DLC. I understand that these materials are being used for promotion of the ministries of DLC, which may include, but is not limited to, recruitment and fund-raising efforts.

I release DLC from any liability connected with the use of pictures or voice recordings as part of any promotional, recruitment, or fund-raising program.

_____ Yes, I give my permission

_____ No, I do not give my permission

Child's full name: _____

Child's full name: _____

Child's full name: _____

Parent/Guardian signature (if under 18): _____

Adult signature: _____

Date: _____



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Exit Volunteer Questionnaire

Please answer these questions with one of the following responses:

DNA = Does Not Apply
SD = Strongly Disagree
D = Disagree
N = Neutral
A = Agree
SA = Strongly Agree

1. I had the materials and resources my ministry position required.
DNA SD D N A SA
2. I was satisfied with the working conditions/environment.
DNA SD D N A SA
3. I received the training I needed for this ministry position.
DNA SD D N A SA
4. I felt that I was a valuable member of the team.
DNA SD D N A SA
5. I had the opportunity to use my spiritual gifts, talents and abilities.
DNA SD D N A SA
6. I had a clear understanding of my duties.
DNA SD D N A SA
7. I believe this church has an outstanding future.
DNA SD D N A SA
8. The church leaders are committed to providing a great place to serve.
DNA SD D N A SA
9. I trust the leaders of this church.
DNA SD D N A SA
10. This church has an excellent image in the community.
DNA SD D N A SA
11. I was satisfied with my accomplishments.



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DNA SD D N A SA

12. I felt appreciated by the leaders of the church and my director.

DNA SD D N A SA

Additional comments to clarify responses:

Why are you leaving?

Would you return if you had the opportunity?

What was your greatest satisfaction in this position?

What was your greatest disappointment in this position?

What would you change about this volunteer area if you had the opportunity?

What would you change about this department/area of ministry if you could?

Would you recommend this volunteer area to other church members as a place to serve? Why?

Additional comments:



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Volunteer's Handbook Acknowledgment

I have received a copy of DLC's volunteer handbook and understand the importance of the matters set forth within the handbook. I agree to follow and abide by these guidelines during my service at the church.

Further, I understand that the volunteer handbook may be modified at any time, and that any guideline may be amended, revised, or eliminated at any time by the church.

I also acknowledge that during the discussion of handbook guidelines, I have reviewed and agree to fulfill the duties listed in my ministry position description. While, ideally, I will serve in this ministry for the full term specified in the position description, I understand that my service is volunteer and that I can choose to end this relationship at any time (if possible, by providing two weeks' notice to my supervisor),

I further acknowledge and understand that the materials and guidelines contained in this handbook in no way express or imply an employment relationship between the church and me.

Finally, I understand that it is my responsibility to review new guidelines that are created and distributed as well as handbook guidelines that are changed or deleted.

I hereby acknowledge receipt of the volunteer handbook.

Volunteer's name (please print) _____

Volunteer's signature _____ Date _____



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Volunteer's Statement of Commitment

I agree, as a volunteer serving DLC and reaching out to those beyond the church, to be “above reproach” so that the world will see, hear, and respond to the grace of Jesus Christ; and to seek a careful, exemplary Christian lifestyle to encourage other believers and strengthen the church.

Further, I agree and desire that the following statements describe my Christian character.

I have made a commitment to Jesus Christ as my Lord.

I will serve in harmony with the policies and statement of faith of our church.

I support the church with my time, money, and loyalty, including participating in the ministries and worship services on a regular basis.

I am committed to unity, church teamwork, and biblical respect for church leadership (Philippians 2:1-4; Hebrews 13:7, 17).

I recognize, accept, pursue, and hold in highest regard the biblical instruction concerning family and marriage responsibility (Ephesians 5:22–6:4; Colossians 3:18-24; 1 Peter 3:1-7).

I will respect the privacy of the people I serve, and hold in confidence information obtained in the course of my service. And upon completion of my service, I will continue to respect the privacy of and maintain confidentiality about those I ministered to, fellow workers, and the church.

I will extend respect and cooperation to my fellow workers, my supervisor, and to the leadership of the church. And I will not engage in or condone any form of harassment or discrimination.

I will accurately represent my training, experience, skills, competencies, and gifts as they relate to filling a ministry position.

I will continually assess my own personal strengths, limitations, biases, and effectiveness. And I will seek assistance for any problem that impairs my ability to serve in this ministry.

I have total commitment to provide a spirit of excellence in wherever God calls me to serve as a volunteer.

Volunteer's Signature

Date