

Volunteer Ministry Handbook





Ministry Handbook

Contents

“... like a tree planted by streams of water, which yields its fruit in season and whose leaf does not wither.”
(Psalm 1:3a NIV)

The Chapel Volunteer Ministry Handbook

Section 1: Introduction	
Welcome.....	3
What The Chapel Is All About.....	4
Purpose of This Handbook.....	5
Statement of Faith.....	6
General Guidelines.....	8
Section 2: Placement	
Placement Within Ministries.....	9
Change of Personal Information.....	10
Background Checks.....	10
Section 3: Behavior	
Moral Conduct.....	11
Violent Behavior.....	11
Confidentiality.....	12
Attendance and Absences.....	13
Use of Personal Property.....	14
Vehicle Use and Driving Records.....	14
Grievance Procedures.....	15
Section 4: Safety	
General Safety Standards and Emergency Procedures.....	16
Section 5: Children and Youth Policies	
Keeping Children and Youth Safe and Secure.....	18
Children’s Ministry Policies.....	18
Youth Ministry Policies.....	20
Reporting and Response to Allegations of Abuse.....	22
Section 6: Resignation/Termination	
Resignation.....	24
Termination/Dismissal.....	25
Exit Interviews.....	25



Ministry Handbook

Section 1: Introduction

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(Psalm 1:3a)

Welcome

We're so excited that you have decided to join with us in ministry at The Chapel!

Many of you know that The Chapel's message is “Rediscovering God changes everything.” Volunteering is an important step, because as we volunteer, we grow in our relationship with God as he works in and through us.

Volunteering isn't about filling a slot, and it's not even just about getting a task done. It's about partnering with God to advance his kingdom!

At The Chapel, we believe that God has called and equipped each Christ-follower to serve in ministry. In 1 Peter 2:9, God calls his followers “a royal priesthood” — that means we are all ministers. We take this concept very seriously. God has designed you in a specific way – with unique interests, skills, and gifts – and he wants to use you to make a difference in this world.

This handbook is designed to help you get the most out of your volunteer experience and also to let you know what we expect (and don't expect) from our volunteers. Please keep this handbook, as it should help answer many questions that you may have.

Thank you for your willingness to volunteer. We look forward to hearing how God works in and through you in the days ahead!

What The Chapel Is All About

2 Chronicles 16:9a:

“For the eyes of the Lord range throughout the earth to strengthen those whose hearts are fully committed to him ...”

This passage conveys three very powerful ideas that shape our perspective of God at The Chapel.

- First, God is real. God is not distant but close, and we can experience him in our everyday lives.
- Second, God desires to be at the center of our lives. God is actively looking for a relationship with any person that will open their heart to him.
- Third, God wants to transform our lives. God is loving and good. He wants to give his supernatural strength to us in ways that make our lives and the world better.

The problem is practical atheism.

Our journey toward rediscovering God is hindered by a phenomenon we call “practical atheism.”

Practical atheism is believing that God exists while behaving as if he does not.

Practical atheism, the most common religious expression of our day, acknowledges God’s reality without allowing it to shape the way we live. Many people experience a faith more influenced by organized religion than a genuine encounter with God. That experience often leaves us feeling distant and disconnected from God.

Rediscovering God changes everything!

When we begin to rediscover God, he helps us discover ...

- A new way of life. Living in God’s presence brings a life that satisfies, works, and matters.
- A new kind of church. Imagine a different kind of church — one that embraces its identity as his visible presence on Earth and inspires the world around us to seek him more.
- A new reason to hope. God has provided us with a pathway through which we can see a widespread spiritual awakening that transforms the world.

Purpose of The Chapel's Ministry Handbook

This handbook is for you. We want to help you know the most and best information as you serve at The Chapel. The pages of this handbook provide a general overview of procedures and guidelines that The Chapel has established for its volunteers. Please read through it carefully.

The handbook should serve as a guide for you as you begin or continue your service here at The Chapel. 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, we reserve the right to modify, supplement, rescind, or revise any policy or provision, with or without notice, as necessary or appropriate. However, at all times, we will comply with all applicable laws.

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 Chapel nor the volunteer can always predict whether a position will be a good fit. Therefore, while we hope that your ministry is both long-term and rewarding, either you or The Chapel can terminate this relationship at any time.

We believe that God helps each person use his or her gifts, passions, and skills to make a significant impact on his Kingdom. This handbook is designed to help you do that.

Statement of Faith

At The Chapel, we believe:

The Bible

We affirm that the Holy Scripture is inspired by God, completely true and error free in its original form, fully sufficient and effective as a guide in all matters of conscience, and the authoritative standard for all beliefs, values, and practices. (Deuteronomy 4:2; Joshua 1:6-8; Matthew 5:18; 2 Timothy 3:16-17; 1 Thessalonians 2:13; Hebrews 4:11)

God

We affirm that there is one holy, everlasting, and almighty God existing in the three persons of the Father, the Son, and the Holy Spirit. (Genesis 1:1; Leviticus 19:2; Isaiah 6:3; Matthew 28:18-20; Romans 1:18-20; 1 Peter 1:2)

Humanity

We affirm that humans are the crowning glory of all God's earthly creation, created in the very image of God himself, designed to live in perfect, harmonious fellowship with God and to reign over all of God's earthly creation. (Genesis 1:26-31; Genesis 2:16-17; Genesis 3:8)

Humanity's Rebellion Against God

We affirm that humans chose to abandon God and rebel against God's values and authority, consequently plunging creation into a state of separation from God and bringing about all the ramifications of that separation, namely strife, suffering, death, and hell. (Isaiah 59:2; Romans 3:23; Romans 5:12; Romans 8:20-22; 2 Thessalonians 1:8-9; 1 John 1:8)

God's Solution to Humanity's Rebellion

We affirm that even in the midst of our rebellion, God so loved the world that he sacrificed his only son, Jesus Christ, as payment for the sins of all mankind and graciously made that sacrifice available to everyone. (John 3:16; Ephesians 2:1-5; 1 Timothy 2:1-6; 1 Timothy 4:10; 1 John 2:2)

Jesus Christ

We affirm that Jesus Christ is fully God and fully man, was born of a virgin, lived a sinless life, died on a cross for the sins of humanity, was physically resurrected from the dead, reigns now at the right hand of the Father, and will return to claim his people and judge the world. (Matthew 24:29-31; Luke 1:26-38, 57-80; John 20:1-18; Romans 1:4,5; Romans 6:5; Ephesians 1:20-22; 1 Thessalonians 5:1-6; 1 Peter 2:22)

Humanity's Salvation

We affirm that the only way for humans to be saved from the consequences of their rebellion against God is to lay aside any claims to self-righteousness or self-sufficiency and to place their trust fully in the delivering work of Jesus Christ by willingly submitting to Jesus as their Lord and Savior forever. (Luke 9:23-26; John 1:12; John 3:16; John 12:32; John 14:6; Romans 1:16-20; Ephesians 2:8-9; 1 Timothy 4:10; James 2:14, 17, 19, 20)

The Church

We affirm that the true church is composed of all those individuals who have appropriately committed their lives to Jesus Christ and have consequently received the Holy Spirit. (Acts 2:38; Ephesians 1:13-14; Ephesians 2:11-22; 1 Peter 2:4-10)

Mission of the Church

We affirm that the mission of the Church is to go into the whole world to lead all who are willing into a mature relationship with Jesus Christ through the guidance and power of the Holy Spirit. (Matthew 28:18-20; Luke 9:23-26; Acts 2:37-47; 1 Peter 4:10-11)

Characteristics of the Church

We affirm that the mature Church of Jesus Christ is characterized by an intimate relationship with God, resulting in conformity to God's character, perspectives, and values, as well as a manifestation of God's truth, love, and power that impacts the world. (Matthew 22:37-38; Matthew 28:18-20; Ephesians 4:11-15; Acts 2:37-47; 1 Peter 1:15-16)

General Guidelines for All Chapel Volunteers

We believe it is very important that each person serving at The Chapel is a great representative for the name of Christ in our church and, more importantly, outside our doors. As a volunteer serving at The Chapel 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. In other words, we believe that all volunteers who serve at The Chapel should be living like God is real.

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

1. I have made a commitment to Jesus Christ as my Lord or I am actively seeking out what it means to be a Christian and how it impacts my life.
2. I will serve in harmony with the policies and statement of faith of The Chapel.
3. I support the church with my time, money, and loyalty, including participating in the ministries and worship services on a regular basis.
4. I will live my life according to the standards of God’s Word, and I purpose to put any sin out of my life so that my influence on others might be helpful and not a hindrance (Romans 14; 1 Timothy 3; Titus 1).
5. I am committed to unity, church teamwork, and biblical respect for church leadership (Philippians 2:1-4; Hebrews 13:7, 17).
6. 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).
7. I am careful even in areas of Christian liberty or where the Bible is silent.
8. I will not use my volunteer ministry position to further my own interests.
9. I will be genuinely interested in everyone that I serve.
10. I will respect the privacy of the people I serve, and hold in confidence information obtained in the course of my service.
11. I will also respect the privacy of fellow workers, leaders of various ministries within the church, and the church itself.
12. Upon completion of my service, I will continue to respect the privacy of and maintain confidentiality about those to whom I ministered, fellow workers, and the church as a whole.
13. I will treat my fellow workers with fairness, courtesy, and good faith.
14. I will not exploit the trust of those I serve, my fellow workers, or my supervisors.
15. I will not engage in or condone any form of harassment or discrimination.
16. I will extend respect and cooperation to my fellow workers, my supervisor, and to the leadership of the church.
17. If I know that a fellow worker has violated biblical standards, I will follow the biblical principle of bringing this directly to that person’s attention. If this fails to change his or her behavior, I will take the next step and ask one or two others to confront the person with me. If this also fails, I will discretely bring the violation to the attention of church leaders.
18. I will accurately represent my training, experience, skills, competencies, and gifts as they relate to filling a ministry position.
19. I am totally committed to providing excellent ministry wherever God calls me to serve.
20. I will continually assess my own personal strengths, limitations, biases, and effectiveness.
21. I will seek assistance for any problem that impairs my ability to serve in this ministry.



Ministry Handbook

Section 2: Placement

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(Psalm 1:3a)

Placement Within Ministries

At The Chapel, we realize that there is excitement and significance in serving when you are in the place that God designed you to serve. When you fulfill the purpose of God in your life, there is abounding significance. The Chapel generally follows these guidelines when it comes to placing volunteers to serve in the ministries and programs of the church:

1. There are many ways to discover serving opportunities in the church. A person who wants to volunteer may inquire for more information about serving through the weekend program, the Web, at Connections at any campus, or by calling The Chapel. If a volunteer knows where he or she wants to serve, a ministry leader for that ministry should contact him or her within one week.
2. If any volunteer would like to try out a ministry one or two times, that is available for most ministries. The volunteer needs to let his or her ministry leader know and they will sign the volunteer up for a “test drive.” A “test drive” allows a volunteer to experience the ministry one time while deciding if that is the ministry for him or her.
3. All volunteers at The Chapel will complete a volunteer application providing personal information, spiritual background, and a consent for background check. These applications are designed for the safety of each volunteer and each person with whom they are serving. All information related to the application will be held in the strictest confidence. Copies of these applications are available from your ministry leader, at www.chapel.org, or at Connections at any campus.
4. You may be required to fill out additional paperwork for the ministry in which you choose to serve. This could include an addendum for your ministry including references, more spiritual background, etc. Please ask your ministry leader if you need to fill out an addendum.
5. Once you are placed in a ministry position, you will receive all paperwork needed to complete this position well. This could include a ministry description, phone numbers, schedule, etc. If at any time you feel like you need more information, please let your ministry leader know and he or she will be happy to help.

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 ministries. Please notify your ministry leader and the church at 847.201.2777 if there is any 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 your ministry leader 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.

Background Checks

For the safety of everyone involved in The Chapel, all volunteers must submit to various screening procedures. The primary type of background check includes a U.S. Criminal Record Indicator database search and a Social Security number search. This form is included with your volunteer application.

A U.S. Criminal Record Indicator database check searches electronic criminal files and record databases of government agencies, including sexual offenders' registries. Manual records of some records may also be needed in states or counties that don't keep electronic records.

A Social Security number search verifies an individual's name, state, and last three addresses; this prevents people from providing false identification.

Other screening procedures by the church might include a motor vehicle report or a local police record check if a volunteer drives any Chapel vehicle or is driving children/youth to and from ministry events.

The results of all screening procedures are kept in strictest confidence. Most of these procedures include certain rights for you as a volunteer, such as disclosure of the results.

Each and every case of a criminal background will be viewed in the life changing and healing power of Jesus Christ. A criminal background will not immediately disqualify you from serving at The Chapel. We realize that Christ can change lives dramatically from the depths of despair into an amazing relationship with him.



Ministry Handbook

Section 3: Behavior

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Moral Conduct

A part of living like God is real is representing the name of God and The Chapel with integrity. Any volunteer or paid worker representing The Chapel in any setting is asked to be of upstanding moral character and show a life guided by biblical principles and the laws of the government. At no time should any volunteer be engaged in any behavior that is contrary to the teaching of the Bible, or against local, state, or federal law.

Examples of behavior that would directly defy this moral conduct code are:

- Abuse of alcohol.
- Abuse of or addiction to prescription or over-the-counter medication.
- Manufacturing, distributing, dispensing, possessing, or using controlled substances.
- Inappropriate sexual behavior.
- Providing alcohol, tobacco products, or illegal substances to persons under the legal age limit.
- Behavior against local, state, or federal law.

Any volunteer is asked to report any violation of this policy within five days to his or her immediate supervisor. The church may take various actions after a violation of this policy, depending on the nature of the volunteer's ministry and the individual's desire to overcome the moral issue.

Violent Behavior

The Chapel has an absolutely zero tolerance for violence. This includes even talking or joking about violence.

If a volunteer threatens or displays violence, he or she will be subject to immediate disciplinary action, including verbal or written warnings, a meeting with a pastor or executive board member, or termination, depending upon the circumstances. In addition, the volunteer may be subject to criminal proceedings, as appropriate.

What is violence? Like many other areas, there's no way to anticipate every possible situation concerning violence. However, it generally includes physically or verbally harming another, including things like pushing, shoving, coercion, or intimidation. The church reserves the right to broaden this definition based on actual incidents or additional information.

In addition, no weapons are ever allowed on church property.

Thankfully, while instances of violent behavior are rare, volunteers can help prevent violence by reporting to their supervisor or leaders of The Chapel any incidents that suggest a fellow volunteer (or someone The Chapel serves) is in trouble. The church will investigate all such reports.

Confidentiality

Volunteers will, to the best of their ability, ensure confidentiality and privacy when it comes to the history, records, and conversations about the people The Chapel serves.

The best advice regarding the release of information about the people you serve is don't! This is true whether you're simply talking to a friend or family member or to a member of the news media. If anyone requests information from you, your wisest answer is, "Church policy does not allow me to give that information." If someone continues to question you for information, suggest that he or she talk to your supervisor or inquire at The Chapel office.

The only exceptions to this policy are described below; generally, these exceptions relate to legal information and fulfillment of the church's ministry and mission. Again, these exceptions are provided more for your information. Rather than determining if a valid reason exists for releasing information, you should refer the request to your supervisor, who will either determine the validity of the request or seek additional advice about whether the request is legitimate.

- No information requested by an individual outside the church will be provided over the telephone or via e-mail. Again, volunteers should reply, "Church policy does not permit me to provide that information." Refer the request to your supervisor.
- Release-of-information forms should be explained and completed in the presence of the person whose information may be released — before it is released.
- Any release of information or inspection of records must be specifically authorized by an executive or senior pastor. Even in these cases, there should be no taking of notes, photocopying, or removal of records from the church property.
- Volunteers agree not to discuss any individual's circumstances or records with unauthorized individuals, whether you're in the process of serving or not. Depending on the ministry in which you serve, you may be asked to sign a confidentiality agreement stating that you agree to and understand the importance of maintaining confidentiality regarding the resources and individuals of the church.

Attendance and Absences

Each of you is an essential part of our team. Without each and every person scheduled, ministry does not happen like it could. Part of any serving experience is the aspect of sacrifice which God can use to give your life and heart a greater experience of significance in his kingdom. Therefore, it is important for you to make every effort to come when you are scheduled to serve.

Some absences will likely be necessary. You may get ill, be 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 supervisor. 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" 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. If you can, you should still make an effort to search for a replacement, but under some circumstances, you may not be able to accomplish this. We not only want to know that you are not going to be present, but we also want to sincerely pray for and support you during this time. We will take care of finding someone to fill in for you.

If your supervisor 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 supervisor — 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 supervisor and ask about other needs in the church. If you feel uncomfortable approaching your supervisor, then call the church and they will help you find another place where you feel more comfortable. There are plenty of other places to serve, and there's bound to be one that fits you.

Use of Personal Property

In church service, it's not uncommon to use personal belongings to supplement the supplies you use to fulfill your ministry. For example, you might bring items to decorate ministry spaces such as classrooms and common areas. Please make sure that all such items are prominently marked to prove your ownership.

While your work as a volunteer may require that you use personal property in your area of ministry, The Chapel suggests that you not bring large sums of money, jewelry, or other valuables with you during your times of service. The church cannot be responsible for personal property that is stolen, lost, damaged, or destroyed.

If you find personal belongings that another person has lost on church property, please turn them in to Connections in the lobby. Unless an item seems to have great monetary value, all lost items not claimed within approximately 30 days will be donated to a local charitable organization.

If you purchase something for ministry use with personal funds, submit a reimbursement form to your staff supervisor. Prior to purchasing an item you must have the purchase approved by your staff supervisor for budgeting purposes and receive a tax exemption form. 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 budgeting make sure they're adequately funding these areas, as they can build their budgets on actual uses and expenses.

Vehicle Use and Driving Records

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

- Driver's license number, expiration date, and any restrictions.
- Proof of insurance, if your personal vehicle is used for church business or ministry.

Prior to using any church vehicle, the following steps need to occur:

- Register driver's license number, expiration date, and any restrictions.
- File copy of insurance.
- A record check with the Bureau of Motor Vehicles.
- Submit to The Chapel's insurance company for approval (this takes approx. two weeks).
- Pass The Chapel's written and driving test.

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).

Grievance Procedures

While The Chapel 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 where 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.”

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 if 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 supervisor provides (or if you feel uncomfortable discussing the problem with your supervisor, for example, because the problem is with your supervisor) you can approach another church leader — perhaps a staff member or your campus pastor — 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 your campus pastor who will convene a meeting with all of the parties to discuss the grievance and work toward a resolution.



Ministry Handbook

Section 4: Safety and Security

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General Safety Standards and Emergency Procedures

The Chapel strives to provide 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 frontlines of ensuring the safety of customers, the volunteers of the church serve on the frontlines of ensuring the safety of those to whom we minister.

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 rubber gloves when changing diapers in the nursery.
- Report any unsafe situations or acts immediately to your supervisor.
- Report any equipment or property that is not in full working order to your immediate supervisor or the facility manager of your campus. You may be the first to spot a potential hazard!

In addition, please note the safety procedures in the following specific areas.

Fire Prevention

- Turn off electrical equipment when not in use.
- Notify your supervisor 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 evacuation routes, fire exits, alarms, and extinguishers in the areas of the church where you regularly serve — evacuation maps are in many places throughout any campus.
- 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.
- Do not use the elevator during a fire alarm.
- If evacuation is called for, use the closest unaffected exit. Guide the group with whom you're working 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 off 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, do not re-enter until power is restored.

First Aid

First-aid supplies are located in many areas at each of the campuses. Volunteers should become familiar with these locations. Please ask your supervisor if you have any questions.



Ministry Handbook

Section 5: Child and Youth Volunteer Policies

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(Psalm 1:3a)

Keeping Children and Youth Safe and Secure

Our desire at The Chapel is to draw people to Jesus. This includes all children and youth 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 and youth can come to a growing relationship with Jesus Christ.

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. In addition, any volunteer who comes into contact with children at any time must also agree to follow these guidelines. They represent minimum requirements; leaders of individual programs may develop additional guidelines as appropriate to the ministry setting.

Each volunteer who works with children or youth of any age will be required to fill out a Chapel ministry application and possibly an addendum for information pertaining to that ministry. Approval of this ministry application will include a criminal background check, an interview, and reference checks.

Children's Ministry and Childcare Ministry Policies

Architectural Precautions (birth through 5th grade)

- Most classrooms or usable spaces have been designed with windows as a safety precaution. These windows should never be covered or obstructed. If your classroom does not have a window, you must leave the door open at all times or have two screened adult volunteers in the room.
- Children under 3 will be cared for in rooms with gates or Dutch doors to keep them from leaving the nurseries without adult supervision.
- Nursery changing tables should be in view of all nursery workers.

Child Security Policies

Restroom Policy — The “Two adult rule” is always to be followed. This means no adult is to be alone with a child at any time. A volunteer should never be in a closed restroom alone with a child. If a child needs help in the bathroom, the volunteer will leave the door open while helping the child or ask another volunteer to come into the restroom with them. If a grade school child needs to use the restroom, they will use the restroom in their classroom or be escorted to the closest restroom while a worker stands outside (NEVER INSIDE THE RESTROOM) and asks other adults to use another restroom until after the child is finished. Encourage parents to take their children to the restroom before class begins.

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

Diaper Changing Policy: Screened workers (WOMEN ONLY) are allowed to change the diaper for a child two years old and younger. If a child is older than two years old and needs a diaper changed, the parents should be called to change it.

Discipline Policy

All discipline needs to carefully consider a child’s dignity and fragile life. Gentleness, respect, and understanding must guide all actions and words. Disciplinary steps will be carried out through instruction, training, and correction. Physical punishment will not be used! Please use the following steps if a child is disobeying or acting inappropriately:

- At the first occurrence of misbehavior that requires discipline, give the child a verbal warning using positive words. You may want to find a way for this child to help you with a part of the lesson. Instead of hurting your class, they can end up becoming a help.
- If behavior occurs a second time, the child will be separated from the group (but remain in the same room). At this time, talk to them about the behavior that needs to be changed in loving and positive words. In addition, inform the ministry leader/staff leader who will report all incidents to that child’s parents.
- If the behavior occurs a third time, the ministry leader/staff leader will inform the child’s parent, who will be required to remove the child from the ministry setting.
- If the behavior occurs a fourth time, the staff leader will meet with the parents. Ultimately, the child may be removed from attending the ministry event for a prescribed number of weeks.

If a child uses foul language, injures others, or does anything to affect another child in a negative way, the incident will be immediately discussed with them. The parents will be called and the staff leader will discuss the consequences with the child and parent.

Staffing and Supervision

For the safety of children and for the protection of volunteers, at least two adults should be present in each classroom, except in the event of an emergency. One trained adult leader with high school student leader 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.

Secured Hallways

The safety of our children at The Chapel is very important to us. For this reason, our children's facilities are in secure hallways during our weekend services. This means that only parents, children, and others with a security pass are allowed to pass through the hallway. If for some reason your ministry requires you to pass through the hallway during a weekend service, please inform your direct supervisor for a security identification card.

Registration and Pick-up of Children

All children are required to wear sticker nametags in children's ministry. Children are issued a sticker nametag during check-in to an event with a unique identification code that corresponds to a parent pick-up sticker/tag. Personal items such as diaper bags, bottles, and blankets should also be tagged during check-in. Parents are required to check in their children in all areas of the children's ministry and the childcare ministry. The code on the child's tag will be posted in the auditorium to notify a parent that they need to return to a classroom to attend to their child. The parent pick-up sticker/tag is required to pick the children up from all areas of ministry. Sticker nametags should always be removed from childcare at the end of the service during parent pick-up to avoid displaying the child's name to strangers once they've left our care.

Youth Policies

Relational Policies

Because of the sensitive nature of relationships with students, it is necessary to have guidelines to follow for each volunteer in student ministries.

During ministry events, we require that all volunteers follow these guidelines:

- Men are called to minister to men; women are called to minister to women.
 - If a student of the opposite sex approaches you, you are responsible to lead them to a leader of the appropriate sex.
 - During events: The majority of your focus for male leaders should be on the young men and that of female leaders should be on the young women. This means that the majority of your time, conversation, and energy should be directed to those of your same sex.
- Personal contact
 - Inappropriate touch
 - No frontal hugs or double handed hugs of students of either sex.
 - Kissing
 - Butt slapping or pinching
 - Tickling
 - Back or neck rubs
 - Appropriate touch: General Rule: Head, shoulder or elbow contact is permitted.
 - In prayer: one handed, shoulder grab
 - Side-by-side hugs
 - Elbow grabs
 - Handshakes and high fives

Outside of ministry events (any time that you are not serving at a Chapel sponsored event), we require that you follow these guidelines:

- One-on-one meetings are never permitted; Student Ministries volunteers are never to be alone with a student of either sex.
- Any outside event or meeting must be approved by a campus youth pastor and the parents of the students that are meeting.
 - Two adult leaders must be present at outside events or meetings at all times.
- Phone calls: A student ministry volunteer may only call a student if they have the permission of the child's parents and have phone calls approved by a campus youth pastor. We encourage the Student Ministries volunteer to talk on the phone with the parent and ask them if he or she can speak to their child.
- E-mail: A Student Ministries volunteer may only e-mail a student if they have prior permission of the parents and have communication approved by a campus youth pastor.
- A Student Ministries volunteer must have the permission of a campus youth pastor and the student's parents to transport students to and from Chapel events.

Overnight and Trip Rules

A campus youth pastor must approve any overnight trips prior to planning. Two screened adults must be present at all times and parental permission must be obtained prior to the event. Written permission, release of liability, and medical consent forms must be completed prior to any trip. At least two adult leaders must be present with the students throughout the trip.

Moral Conduct in the Presence of Youth

The Chapel requires that all Student Ministries volunteers conform to the moral conduct code defined on page 11 at all times. However, because of the sensitive nature of the relationship of volunteers with students, The Chapel gives the following guidelines for moral conduct in the presence of youth in any setting. Examples of behaviors that are unacceptable in the presence of youth in ANY SETTING, including non-church events, are:

- Swearing
- Smoking or use of tobacco products
- Buying alcoholic or tobacco products
- Smelling of beer or smoke
- Watching or providing movies rated R, NC-17, or X.
(PG-13 movies can be used with the approval of a Student Ministries staff member and parents and within appropriate age guidelines)
- Playing or providing youth with video games rated M or AO
(T-rated video games can be used with the approval of a Student Ministries staff member and parents within age guidelines)
- Listening to music with explicit lyrics (swearing, violence, vulgarity, sexual content)

Driving Policy (if using private vehicles)

- Each vehicle used in transportation of students must have a qualified, screened individual present.
- All drivers must be over 21 years old with a valid drivers license and proof of insurance.
- The number of persons per vehicles must not exceed the number of seatbelts, and seatbelts must be worn by all occupants.
- All traffic laws must be obeyed while transporting students.

- When one vehicle is used, the two-adult rule still applies unless parental permission is obtained prior to the trip. (One adult must never be alone in a car with one student!)
- When several vehicles are taken for an event, keeping the other vehicles in sight is an acceptable substitute for the two-adult rule.
- If a Student Ministries volunteer is using The Chapel van or driving extended distances (more than four hours), please ask your immediate staff leader for a full copy of The Chapel's vehicle usage policy.

Reporting and Response to Allegations or Suspicion of Child Abuse or Neglect

Responding to a Child

1. If and when a child first speaks to you about abuse or neglect, be sure to take his/her word seriously. Don't deny or minimize the problem. Stay calm and listen. Offer emotional reassurance that it was right to tell you and that it is OK to talk about what may be bothering them. Do not promise you will not tell anyone. If the child asks, tell with whom you will discuss the problem.
2. As a volunteer or employee of The Chapel, it is not your responsibility to interrogate the child to get "all the facts" or to attempt to substantiate any allegation or suspicion of abuse or neglect. Your responsibility is to listen, to ask a few questions so you have some understanding of what the child has said to you, to offer reassurance that it is OK to talk about what's bothering the child, and to immediately report your concern to the director of your ministry area. In the case of a child who is non-verbal you should bring in your staff leader immediately to observe the perceived evidence of abuse or neglect so that they can help determine if a report should be made.

Reporting Child Abuse or Neglect

1. All volunteers and employees of The Chapel shall immediately report to their director of ministry any allegations or suspicion of abuse or neglect of minor children (0-18 years old) that they become aware of during their duties at The Chapel. If the appropriate staff leader/director is unavailable (or if the allegation or suspicion involves them), all allegations or suspicion shall be immediately reported to the campus pastor. By law, all Chapel staff are mandated reporters for any abuse of minors.
2. A report is called for if a child:
 - Verbally complains about or mentions in passing specific acts of neglect or abuse (physical, sexual, or verbal) or exposure to sexual activity, pornography, or abuse of others.
 - Verbally complains about or mentions in passing vague references to having to do bad things or having bad things/secret things done to him or her.
 - Alludes to abuse or neglect in writing, prayer requests, or drawings.
 - Has an injury (e.g. a patch of missing hair, a burn, or a bruise) that can't be adequately explained or that the child attempts to hide or deny.
 - Has an inordinate number of unexplained injuries.

- Has an age-inappropriate interest in or knowledge of sexual matters or acting out of sexual behavior.
 - Is frequently dirty or smelly or inadequately dressed, has bad teeth or hair falling out, is undernourished, or does not receive appropriate medical care for injuries.
 - Reports or evidences difficulty urinating or discomfort sitting.
3. All allegations or suspicion of abuse or neglect shall be kept confidential and be discussed only with the appropriate persons indicated in this protection policy. The volunteer who raised the suspicion of abuse or neglect and the staff leader who responded to the incident will document the necessary information for making the report to DCFS. The reporting process includes timely reporting by phone and in writing.
 4. Any employee or volunteer has the right to make a report to the Department of Children and Family Services or a law enforcement authority. Nothing in these guidelines should be interpreted to impinge upon this right. The state maintains a toll free telephone number (1.800.252.2873) to report suspected abuse. However, to provide consistency and appropriate documentation, the person making a report to DCFS should contact their staff leader/director, as soon as possible after making the report, to let them know that a report was made.



Ministry Handbook

Section 6: Ending Your Service

“... like a tree planted by streams of water, which yields its fruit in season and whose leaf does not wither.”
(Psalm 1:3a)

Resignation

We realize that not all ministries are a perfect fit or that other life situations come up that cause you to change your commitment to a ministry for a season. Our desire is for God to use you in great ways to further his kingdom, but we also know that this reality may cause you to have to resign from a ministry for a time. Volunteers who desire to leave their ministry positions should attempt to give at least two weeks notice 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 supervisor. Ideally, talk with your supervisor before circumstances reach the point that you feel that resigning is your only option. Your supervisor may be able to change conditions in the ministry or program in which you're serving, 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.

If you're convinced that changes in your current position would not help, perhaps an entirely different position would be better suited to your gifts, passions, and skills. 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 rewarding to fulfill the purpose for which God created and gifted you.

Termination/Dismissal

Dismissal from volunteer ministry positions at The Chapel 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 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. Also, reporting to serve in a ministry or program after having ingested alcohol or illegal drugs or illegally possessed drugs, in a condition that adversely affects the volunteer's ability to safely and effectively perform his or her job functions, or in a condition that would imperil the safety of others.
- Falsifying or altering church records.
- Sabotaging or willfully damaging church equipment or the property of others.
- Insubordination involving defaming, assaulting, or threatening to assault a supervisor.
- Fighting or provoking a fight on church premises.
- Carrying concealed weapons on church property.

Exit Interviews

The Chapel is committed to helping every Christian find and be equipped for the ministry to which God called them. If you decide to leave an area of ministry, the church strongly desires to evaluate the circumstances surrounding why you're ending your term of service, whether the separation is voluntary or involuntary. Exploring your reasons for resigning or the factors resulting in termination enables us to evaluate how that ministry area can be improved to make volunteer service more satisfactory.

Guidelines

Someone from the mobilization ministry may conduct an exit interview or Web survey. If you would like someone from the mobilization ministry to contact you, please e-mail info@chapel.org and they will be sure to call you.

Information you share will be kept in confidence by the church; nothing will be included in the record that identifies you personally.



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