



PERSONNEL POLICY MANUAL

Approved June 2018
Updated January 2019

Acknowledgement of Receipt

I acknowledge that I have received a copy of the Lutheran Church of Hope Personnel Policy Manual dated: June 2018. I understand that this manual replaces any and all prior verbal and written communications regarding Lutheran Church of Hope's working conditions, policies, procedures, appeal processes, and benefits.

I understand that if I have questions or concerns at any time about the manual or the Standards of Conduct, I will consult my immediate supervisor, my supervisor's leader or a member of the Senior Leadership Team (Senior Pastor, Chief Ministry Officer or Chief Operations Officer) for clarification.

I also acknowledge that the handbook contains an employment-at-will provision that states:

- Either Lutheran Church of Hope or I can terminate my employment relationship at any time, with or without cause, and with or without notice;
- That this employment-at-will relationship is in effect regardless of any other written statements or policies contained in this handbook, in any other Lutheran Church of Hope documents, or in any verbal statements to the contrary; and
- That no one except a member of the Senior Leadership Team can enter into any differing employment relationship, contract, or agreement. To be enforceable, any such out-of-the-ordinary relationship, contract, or agreement must be in writing, signed by a member of the Senior Leadership Team and in the staff member file.

Finally, I understand that the contents of this personnel policy manual are simply policies and guidelines, not a contract or implied contract with staff members. The contents of the personnel policy manual may change at any time.

Please read this manual, the Staff Covenant and the Staff Standards of Relational Integrity carefully to understand these conditions of employment before you sign this document.

Staff member Signature

Date

Staff member Name (Please Print)

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INTRODUCTION

About Hope

A Core Value of Lutheran Church of Hope is that **“We are one body, united in Jesus Christ.”** We are a church of individuals, different in many ways, yet called together by God to be one in ministry and mission. As members of the same body, we become more effective when we work in harmony as a unified whole (John 17:20-23). Among us, love for one another is the norm (John 13:34, Romans 13:8), conflicts are resolved according to the teaching of Jesus (Matthew 18:15-17), and we seek to build each other up (1 Thessalonians 5:11). We serve together, we suffer together, and we rejoice together (1 Corinthians 12:25-27).

This manual has been prepared to help staff members become better acquainted with Lutheran Church of Hope’s existing personnel policies, procedures and benefits. It is presented as a matter of information only. Its contents are not intended to be a contract between Lutheran Church of Hope and any of its staff members and it should not be interpreted as such. All staff members are employed at the will of Lutheran Church of Hope and either party may terminate employment at any time.

These policies and procedures apply to all staff members. If there is an employment agreement, it supersedes this policy manual for the staff member covered. Issues arising that are not addressed by any of the above shall be resolved in good faith by the Senior Leadership Team.

In as much as Lutheran Church of Hope is a Spirited, Growing, Christ-centered community filled with hope, it is expected there will be changes and additions to these policies and procedures. This manual should be viewed as a dynamic document subject to periodic revisions as growth requires. Suggestions for revisions should be given to a member of the Senior Leadership Team. He/she will be responsible for proposing any changes in policy or procedure to the Church Council. The Church Council will have the final authority in adopting or changing any policy or procedure. Staff members will be notified when such changes occur.

Please read this manual carefully and keep it handy for future reference. If, after reading it, you need further information, please feel free to contact your supervisor or a member of the Senior Leadership Team. In the event there is any instance where the manual is in conflict with any statutory authority, that authority shall take precedence over this manual.

These policies are designed to be consistent with sound business practices and policies. While they serve as a guideline, it should be recognized that any person serving in any capacity for the church has responsibilities that go beyond those described in this manual. Anyone working for a church projects an image of the church in the eyes of the members and the community at large. Therefore, as representatives of Lutheran Church of Hope, it is imperative that all staff members display a Christian attitude and maintain a focus on the vision and mission of Lutheran Church of Hope.

Mission Statement

The mission of Lutheran Church of Hope is what we as a congregation believe we are called to **do**. Our mission is to “reach out to the world around us and share the everlasting love of Jesus Christ.”

Vision Statement

The vision of Lutheran Church of Hope is what we as a congregation body believe we are called to **be**. Our vision is “to be a Spirited, Growing, Christ-centered community filled with hope.” Spirited in that we strive to be alive, strong and relevant; growing in that we strive to grow both deep and wide in our faith; and Christ-centered by keeping Jesus Christ central to our lives and our faith.

Lutheran Church of Hope and You

Instead, speaking the truth in love, we will in all things grow up into him who is the Head, that is, Christ. From him the whole body, joined and held together by every supporting ligament, grows and builds itself up in love, as each part does its work. Ephesians 4:15-16

The Human Resource philosophy of Lutheran Church of Hope is based on the notion of a symbiotic relationship where both parties give of themselves that the other may prosper. Lutheran Church of Hope strives to provide a rewarding work environment in a friendly Christian setting. In return it is expected that every member of the carefully chosen staff do their best to help fulfill the mission.

HONORING STAFF

Stewardship

It is important to remember that every dollar spent by Lutheran Church of Hope came as someone’s offering dollar. Lutheran Church of Hope has been entrusted with the stewardship of these offerings on behalf of the congregation. It is with this mindset that the following policies have been established.

Each of you should use whatever gift you have received to serve others, as faithful stewards of God’s grace in its various forms. 1 Peter 4:10

Affirmative Action

The following statement is Lutheran Church of Hope’s policy statement on affirmative action: Lutheran Church of Hope, while not required to be an EEO employer, nevertheless affirms its policy of equal employment opportunities for men and women and for members of minority groups. Lutheran Church of Hope has in the past, and will continue in the future, to comply with the spirit of Title VII of the Civil Rights Act of 1964, the Iowa Civil Rights Act, the Equal Pay Act of 1963, the Age Discrimination and Employment Act of 1967 and all other applicable state and federal laws. Lutheran Church of Hope will not knowingly discriminate on the basis of race, color, sex, national origin, ancestry, age, physical or mental disability or veteran status. This policy shall extend to all facets of employment practices including, but not limited to, the following:

- Recruitment
- Selection and hiring
- Promotions
- Wages
- Demotions
- Terminations

Hiring

General Policy – Lutheran Church of Hope’s approach to hiring decisions will always be the same: hire the best candidate for the position. Lutheran Church of Hope makes all hiring decisions without regard to race, color, sex, national origin, ancestry, age, physical or mental disability, or veteran status. Lutheran Church of Hope may use an applicant’s membership or non-membership in the congregation as a selection criterion when hiring.

Application Procedures – Lutheran Church of Hope will accept applications only for specified job openings.

Hiring Decisions – The hiring supervisor and the director of the area seeking to fill the position in consultation with a member of the Senior Leadership Team or a person authorized by them, will review applications, conduct interviews and make the hiring decision. Personnel may be hired only for positions that have been approved by the Senior Leadership Team.

Offers of Employment – Only a member of the Senior Leadership Team or a person authorized by them, has the authority to extend offers of employment. All offers are conditional, subject to background checks which may include but not be limited to reference checks and/or credit checks and production of documents sufficient to demonstrate identity and authorization to work in the United States as required by the Immigration Reform and Control Act.

Employment Policy Statement

All staff members of Lutheran Church of Hope are staff members-at-will. Both the staff member and Lutheran Church of Hope have the right to terminate employment at any time for any reason except those reasons specifically prohibited by law. Though salary may be expressed in hourly or annual terms, employment is for an indefinite term. This indefinite term of employment, and the right of either the staff member or Lutheran Church of Hope to terminate the employment relationship, applies to all staff members and has no exception unless otherwise specifically stated in writing by an authorized representative of the Senior Leadership Team.

Orientation

When an offer of employment is made, the new staff member will receive a copy of this manual. Lutheran Church of Hope asks that all new hires read the manual and turn in the Acknowledgement of Receipt found in the front of the manual with their new hire paperwork. Staff members will also be expected to attend new staff member orientation within the first six (6) months of employment (offered on a regular basis). Staff orientation will be facilitated by a member of the Senior Leadership Team or their representative. In addition to providing facility, equipment, technique and skills training necessary for satisfactory job performance, the immediate supervisor will also be responsible for informing new staff members about the church mission, policies and procedures.

Work Schedules

Work schedules will be established by staff supervisors. Staff initiated changes in work schedules need to be approved in advance by the supervisor.

Time Clock

Hourly (non-exempt (see [Appendix A](#))) staff members will record their time on the time clock. Time clocks are located at several campus buildings and may also be accessed via computer or smartphone with the approval of the immediate supervisor.

Breaks

Breaks are established by the immediate supervisor.

Sexual Harassment

See [Appendix F](#).

STAFF STEWARDSHIP OF EMPLOYMENT AND HOPE

“Whatever you do, work at it with all your heart, as working for the Lord. Colossians 3:23 “Always give yourselves fully to the work of the Lord, because you know that your labor in the Lord is not in vain.” 1 Corinthians 15:58

Attendance and Punctuality

Good attendance and arriving at work on time are imperative to all involved. In the effort to be good stewards of contribution dollars, workloads are optimized which means workloads must be shuffled when staff members are missing. Attendance is also important because all ministries are collaborative and when staff members are not on the premises, they are less accessible for collaboration. Individual attendance is important because it is also used as criteria for performance evaluations which may impact salary and opportunities for advancement. Out of respect for supervisors and co-workers, all staff are expected to be present and ready for work at Hope as scheduled.

“The body is a unit, though it is made up of many parts; and though all its parts are many, they form one body...But God has combined the members of the body and has given greater honor to the parts that lacked it, so that there should be no division in the body, but that its parts should have equal concern for each other.” 1 Corinthians 12:12, 24b-25

Professional Standards

Whether a person is a visitor or member, on the phone or in person, they deserve to be treated as the son or daughter of the King they are, by every staff member of Lutheran Church of Hope.

In an effort to honor Hope members and regular attenders and serve them well, all staff are requested to park in the farthest spots or across the street during busy worship services. Staff are also expected to wear nametags for all Hope events (including worship services) even if it is out of normal work hours and be available to answer questions or assist members and regular attenders as needed.

Personal Appearance

Personal hygiene contributes to the morale of all staff members and impact the image Lutheran Church of Hope presents to the community and visitors.

During business hours, staff members are expected to present a clean and neat appearance and to dress according to the requirements of their positions. In following the trends of modern fashion, it is often difficult to determine the limits of good taste in church attire. Staff members should have every freedom to wear fashions of current style which are in good taste for a church environment. Questions as to what constitutes appropriate attire may be directed to the reporting supervisor. Examples of inappropriate attire include logos or printing that would be offensive; soiled or revealing clothing.

Confidentiality and Proprietary Integrity

Lutheran Church of Hope needs to be a safe place for members and guests. The safety (physical, emotional, and spiritual) of everyone involved is a priority. Safety comes as a result of strict confidentiality and setting healthy boundaries.

All interactions, be they business or counseling, between Lutheran Church of Hope and its members are strictly confidential. Legitimate, church related conversations about staff members, members or guests need to remain confidential unless there is a concern about someone's health or well-being in which case a ministry leader or member of the Senior Leadership Team is brought into the conversation (see Matthew 18:15-17).

See [Appendix D](#) for Confidentiality and Security of Physical or Electronic Information/Files Best Practices

Staff member Conduct and Work Rules

The personal conduct of staff members reflects on Lutheran Church of Hope. As Jesus teaches in Matthew 5:14-16, *"You are the light of the world. A city on a hill cannot be hidden. Neither do people light a lamp and put it under a bowl. Instead they put it on its stand, and it gives light to everyone in the house. In the same way, let your light shine before men, that they may see your good deeds and praise your Father in heaven."* It is important that every representative of Lutheran Church of Hope strive to live this guiding principle in every area of their life.

"Therefore, prepare your minds for action; be self-controlled; set your hope fully on the grace to be given you when Jesus Christ is revealed." Lutheran Church of Hope is intentional in following Christ's example of servant leadership. The fruit of those efforts includes an environment where the interests and safety of staff members and the church are protected. 1 Peter 1:13

Behaviors outside the bounds of the Staff Covenant ([Appendix B](#)), Staff Standards on Relational Integrity ([Appendix C](#)) and the Hope Servant Leader Competency Development Model ([Appendix D](#)) may result in disciplinary action up to and including termination of employment.

Outside Employment

Staff members may hold outside employment as long as there is agreement and understanding that the staff member has the bandwidth to perform the functions needed for their responsibilities and will be available when needed at Lutheran Church of Hope.

Outside employment that constitutes conflict of interest is strictly prohibited. The Human Resource Team and the Executive Minister are to be advised of all outside employment to make certain no conflict of interest exists.

Conflict of Interest

Each staff member has a fundamental duty to avoid being in a position which creates or could lead to a conflict of interest or the appearance of a conflict of interest. This basic duty requires that the individual's self-interest is subordinate to the interests of Lutheran Church of Hope.

Examples include but are not limited to hiring and supervision of relatives; handling of tithes, offerings and gifts; gratuities, incurring expenses and secondary employment. A second job that might affect your attendance, productivity or professional image would also be considered a conflict of interest.

Drug and Alcohol Use

It is Lutheran Church of Hope's responsibility to provide a drug-free, healthy and safe workplace. In order to accomplish this, every staff member needs to support the substance-free environment and do their part to promote it. In the event prescribed drug(s) cause(s) a reaction that impairs a staff member's ability to perform the essential functions of their job effectively and in a safe manner it is expected that the staff member would take the necessary time for their body to heal and recover before returning to work.

"Do you not know that your body is a temple of the Holy Spirit, who is in you, whom you have received from God? You are not your own; you were bought at a price. Therefore, honor God with your body." 1 Corinthians 6:19-20

Smoking

In keeping with Lutheran Church of Hope's intent to provide a safe and healthy work environment, smoking is prohibited throughout the workplace.

Personal Phone Calls, Computer Use, Media and Social Media

It is understood there are times when personal business must occur during work hours. As much as possible, personal business should be conducted during a break or lunch. This includes accessing social media sites such as Facebook or Twitter unless they are being used or maintained on behalf of the church.

Personal cell phones should be kept on *silent* at all times while working at Lutheran Church of Hope so others are not distracted.

Unless given permission by a member of the Senior Leadership Team or their representative, you are not authorized to speak about or on behalf of Lutheran Church of Hope, nor represent that you do in a blog, on Facebook, Twitter or any other media or social media outlet.

Digital Life Policy

See [Appendix E](#).

Personal Mail

Lutheran Church of Hope understands it may be beneficial to receive packages at work rather than home, especially when those packages need a signature in order to be received. Please be respectful of front office staff when making the decision to have a package mailed to Hope, especially around the holidays when mail volumes tend to increase.

Problem Resolution

Because Lutheran Church of Hope is a Bible-based community of believers, the goal is to continually strive to model the teachings of Jesus as outlined in the Bible. As such, the precepts of Matthew Chapter 18 verses 15 through 17 are the model used by Lutheran Church of Hope to resolve conflict.

¹⁵ "If your brother or sister^[b] sins,^[c] go and point out their fault, just between the two of you. If they listen to you, you have won them over. ¹⁶ But if they will not listen, take one or two others along, so that 'every matter may be established by the testimony of two or three witnesses.'^[d] ¹⁷ If they still refuse to listen, tell it to the church; and if they refuse to listen even to the church, treat them as you would a pagan or a tax collector.

What this means as Lutheran Church of Hope staff: If feeling offended by another, even after assuming positive intent, the staff member is to address the offending person directly. If that does not resolve the issue, the supervisor, or a member of the Senior Leadership Team is invited into the conversation between existing parties. In all interactions, especially where conflict is involved, it is important to remember Ephesians 4:15 *"speaking the truth in love, we will grow to become in every respect the mature body of him who is the head, that is, the Christ."*

If the offending person is a direct supervisor, Matthew 18 is still followed. In other words, the first meeting is between the staff member and the supervisor. If the issue remains unresolved, the supervisor invites a member of the Senior Leadership Team into the conversation as the third party.

Resignation

"There is a time for everything, and a season for every activity under heaven." Ecclesiastes 3:1

Lutheran Church of Hope understands there are times when staff members are called to Hope and other times when they are called elsewhere. Resignation is a voluntary act initiated by the staff member to terminate employment with Lutheran Church of Hope. Although advance notice is not required, Lutheran Church of Hope requests at least two (2) weeks written resignation notice from all staff members, reserving the right to

terminate employment upon receipt of the notice of resignation. In such event, the staff member will receive compensation for any paid time off (PTO).

Prior to staff member's departure, an exit interview will be offered with a member of the Senior Leadership team or their approved representative. A meeting with the Finance Coordinator will be scheduled to discuss the timeframe(s) for benefit termination(s). Any items (keys, name tag and lanyard, manual, etc.) issued during employment are to be returned at this time or prior to receiving the final paycheck.

Unused PTO will be paid in the final check to any staff member who works the last two weeks, including the last day of regular employment.

Safety

Lutheran Church of Hope provides a safe working environment for all staff members. This is intended to reduce on-the-job injuries and accidents.

Lutheran Church of Hope complies with standards of the Occupational Health and Safety's Act (OSHA). Every attempt is made to provide a hazard-free workplace. To that end, the following safety practices have been established:

- (1) Lift properly. Use your legs, not your back muscles, as a lifting force. Bend your knees, space your feet apart for good balance, straighten your back and grip the object firmly holding it close to your body.
- (2) When moving objects, use a hand truck or other such equipment whenever possible. Hand carry or pass less bulky items, never throw them; ask another staff member to help with heavy or awkward pieces.
- (3) Stack and shelve items securely where they will not fall.
- (4) To prevent falls, keep aisles and work areas clear and well lighted. Walk, don't run. Remove refuse promptly to avoid accidents. Report slippery or unsafe floor surfaces immediately to the Facilities Team.
- (5) Keep sharp objects and harmful substances out of trash cans. Dispose of these in appropriate containers.

Reporting Accidents

If an accident happens at work, immediately take appropriate action to care for the injured. After first aid and medical attention are provided, immediately inform a member of the Human Resource Team or the Executive Minister. If HR and the Executive Minister are unavailable, inform a Director or Pastor as soon as possible. The incident needs to be documented using an Accident Incident Report Form found on the shared drive or the internal staff web page.

HOPE'S STEWARDSHIP OF STAFF

"Though I am free and belong to no man, I make myself a slave to everyone, to win as many as possible...I do all this for the sake of the gospel, that I may share in its blessings." 1 Corinthians 9:19,23

Job Compensation

Annually a compensation survey or market analysis for each job will be performed. The purpose will be to determine if adjustments are required to maintain external equity. Requirements for adjustment will be based upon survey results, staff member performance and other pertinent information.

Overtime

Overtime requires prior authorization by the staff member's supervisor and a member of the Senior Leadership Team. Non-exempt ([Appendix A](#)), full and/or part-time (hourly) staff will be paid one and one-half times their basic rate of pay for hours in excess of forty (40) hours per work week (Monday through Sunday).

Deductions

Where applicable, mandatory deductions will be made from every staff member's gross wages. These include, but are not limited to, the following: federal income tax, social security (FICA) and applicable state tax.

Every staff member must fill out and sign a Federal Withholding Allowance Certificate (IRS Form W-4) and an Iowa Centralized Employee Registry Form (IA W-4) before his or her first day on the job. This form must be completed in accordance with federal regulations. The staff member may fill out a new W-4 at any time as circumstances change. Staff members who paid no federal income tax for the preceding year and who expect to pay no income tax for the current year may fill out an Exemption Form Withholding Certificate (IRS Form E-4 E). Staff members are expected to comply with the instructions on the W-4. Questions regarding the propriety of claimed deductions may be referred to the IRS in certain circumstances.

Every staff member will receive an annual Wage and Tax Statement (IRS Form W-2) for the preceding year on or before January 31. Any staff member who believes deductions are incorrect for any pay period or on the W-2 should check with the Finance Coordinator immediately.

Pay Days

All staff members will be paid every other Friday for the previous two weeks (Saturday through Friday). Lutheran Church of Hope requires that all paychecks be directly deposited into a savings or checking account. A voided check or deposit slip needs to be provided to the Finance Coordinator with new hire paperwork. Changes to the receiving institution must be made 5 days prior to the direct deposit of a paycheck.

Health Benefits

Health benefits will be offered to eligible staff members the first day of the month following the 60th day of employment. Eligible staff members are budgeted to work 30 hours or more per week. Lutheran Church of Hope pays a majority of the premium for the staff member (current charge to staff members is \$1.00 per pay

period but is subject to change). Benefits for family members are available but must be paid by the staff member through payroll deduction. If a staff member decides not to participate in the plan, benefits may be added at a later date if there is a qualifying life event change. or during the open enrollment period of the plan (see Human Resource Office for details).

Daycare

Daycare is available onsite (currently at West Des Moines & Waukee locations) for children of all staff members of Lutheran Church of Hope. The fee schedule is available on request. Daycare may be utilized on a weekly basis.

Retirement Benefits

Lutheran Church of Hope offers retirement benefits in the form of a 403B plan to staff who are budgeted to earn at least \$5,000 in a calendar year (a minimum of \$96/week -- $\$5,000/52 = \96). Staff may begin to take advantage of this benefit after they have reached the \$5,000 threshold and have worked a minimum of 60 days. Lutheran Church of Hope matches 50% of the staff member's contribution up to 6% of gross salary. Changes to the percentage withheld may be made at any time. Once the staff member has elected to participate in this benefit, the provider will communicate directly with the staff member.

If the staff member decides not to participate in the 403(b), this benefit can be added at any time. Staff members interested in taking advantage of this benefit may obtain an application from the Human Resource Office who can also assist in scheduling an appointment with the plan representative.

Holidays

Lutheran Church of Hope provides eight (8) designated paid holidays each year for staff members as outlined below:

New Year's Day	Labor Day
Easter	Thanksgiving
Memorial Day	Friday after Thanksgiving
Independence Day	Christmas

At the discretion of the Senior Leadership Team, staff members may be required to work on holiday on which the staff member is needed for church activities.

When a holiday falls on a Saturday, the preceding Friday will be observed unless it is determined by the Senior Leadership Team that the needs of the church would be better met by observing the holiday on the following Monday. When a holiday falls on a Sunday, the Monday following will be observed unless it is determined by the Senior Leadership team that the needs of the church would be better met by observing the holiday on the preceding Friday. Non-exempt (See [Appendix A](#)) hourly staff members needed to work, will receive whichever is more advantageous for the staff member -- double time for hours worked on the holiday or regular pay for the holiday and regular pay for the hours missed on the designated holiday.

For Example:

Holiday	Designated Holiday	Option I	Option II
Staff member works 2 hours	Staff member is scheduled to work 5 hours	Paid double time for 2 hours worked	Paid for 2 hours worked and paid for 5 hours scheduled to work on the designated holiday
Staff member works 6 hours	Staff member is scheduled to work 5 hours	Paid double time for 6 hours worked	Paid for 6 hours worked and paid for 5 hours scheduled to work on the designated holiday

The staff member who works 2 hours would benefit more from Option II while Option I would be better for the staff member who works 6 hours on the actual holiday. Lutheran Church of Hope will do what is best for the staff member in either case.

Exempt (See [Appendix A](#)) salaried staff members who work a holiday may take a compensatory day off the same week, the week before or the week after the holiday, working with their immediate supervisor to determine what is best for the staff member and the needs of Lutheran Church of Hope.

Holiday Pay for Non-Exempt Staff Members

Non-exempt (See [Appendix A](#)) staff members who work a holiday will be paid double their hourly rate for hours worked.

Non-exempt staff members who are budgeted to work 15-29 hours per week, who do **not** work the holiday, will be paid for the hours they missed because of the holiday.

Non-exempt staff members who are budgeted to work 30 or more hours per week, who do **not** work the holiday, will be paid 1/5 of their weekly budgeted hours.

Time paid for a holiday that is not worked is not considered hours worked for the purpose of calculating overtime pay.

Paid Time Off (PTO)

Lutheran Church of Hope provides PTO for eligible staff members. Full-time and part-time staff members who work 15 or more hours per week earn PTO based on regularly-scheduled hours and length of employment. (See chart on next page)

Time taken as PTO is paid at the eligible staff member's current base rate of pay and is not considered hours worked for the purpose of calculating overtime pay.

A staff member who resigns is eligible to receive their remaining accrued PTO if they give a minimum two weeks' notice and are in full compliance with off-boarding procedures.

Full-time (30 hours or more per week) and part-time (15-29 hours per week) staff members receive the following PTO. A “week” is based on a staff member’s budgeted hours:

<u>Years of Service</u>	<u>Amount of Paid Vacation</u>
1 – 4 Years	3 weeks
5 - 9 Years	4 weeks
10 - 19 Years	5 weeks
20 Plus Years	6 weeks

PTO is accrued per pay period. For example;

Full-time employee (40 hours per week) is at three weeks PTO (40 x 3 = 120 hours), they would accrue 4.62 hours per pay period (4.62 x 26 pay periods = 120.12 hours per year).

Part time employee (20 hours per week) is at four weeks (20 x 4 = 80 hours PTO) would accrue 3.08 hours per pay period (3.08 x 26 pay periods = 80.08 hours PTO).

PTO may not be used in advance of its accrual unless approved by the Executive Minister. PTO must be taken in increments of at least one-half day. One (1) week of PTO may be carried over from year to year. After 10 years of employment, a total of two (2) weeks of PTO may be carried over.

Requests for vacation should be made as soon as possible to the staff member’s supervisor via email. Requests are approved based on availability and the needs of Lutheran Church of Hope.

Sick Leave

Lutheran Church of Hope converted to PTO effective July 1, 2017. Up to 40 hours of sick time per employee was converted to PTO. All remaining sick time will remain available for use by employee per the original policy, no further sick time will be accrued.

Sick leave allows staff members to be paid for time missed due to illness or serious health problems. Staff members may also use sick time to care for an ill spouse, child (biological, adopted, step or foster) or parent.

Time taken as sick leave is paid at the eligible staff member’s current base rate of pay and is not considered hours worked for the purpose of calculating overtime pay.

Accrued sick leave has no cash value. A staff member whose relationship with Lutheran Church of Hope is terminated voluntarily or involuntarily forfeits all accrued unused sick leave.

Bereavement Leave

Lutheran Church of Hope supports staff members who wish to take time off due to the death of an immediate family member. Immediate family members include: spouse, child, stepchild, or grandchild; step-grandchild, parent, parent-in-law, step-parent, grandparent, step-grandparent, brother or sister, brother/sister-in-law.

A staff member who wishes to take time off due to the death of an immediate family member should notify his or her supervisor as soon as possible. The number of days off should be arranged in advance of being absent.

Full-time staff members are eligible to receive up to three days off with regular pay due to the death of an immediate family member for regularly scheduled hours. The amount of time off with pay depends upon the staff member's involvement in making funeral arrangements and the distance to be traveled to attend the funeral. The immediate supervisor, under the advisement of a member of the Executive Minister will determine what is reasonable to fit the circumstances. If the staff member feels additional time off is needed, staff members may use PTO or unpaid time off with supervisory approval.

Part-time staff members are not eligible for bereavement leave pay but may use PTO or unpaid time off with supervisory approval.

Family and Medical Leave

All staff members are eligible for family and medical leave provided they have been with Lutheran Church of Hope at least twelve (12) months from the date the leave is to begin and have worked at least a total of 1,250 hours during the twelve (12) months prior to the date on which the leave is to begin.

An eligible staff member may take leave:

- For the birth, adoption, or placement of a child;
- To care for a spouse, minor, or incompetent child, or parent who has a "serious health condition" (more on this below); or
- To handle the staff member's own serious health condition that makes them unable to work.

A "serious health condition" is defined as an illness, injury, impairment, or condition that involves:

- Hospital care;
- Absence from work, plus continuing treatment;
- Pregnancy;
- Treatment for a chronic condition;
- Permanent long-term supervision; or
- Multiple treatments.

To find out whether you qualify or to apply to take a qualifying leave or for questions about the FMLA, contact the Human Resource Office or Executive Minister.

Full time employees are provided a short-term disability plan which could provide insurance coverage while on leave, check with Human Resource Office or Executive Minister for more information.

Jury Duty

A staff member who misses work due to jury duty will be paid the difference between their Lutheran Church of Hope regularly scheduled pay and pay received for jury duty excluding any allowance for mileage and meals, not to exceed ten business days.

A staff member who is called for jury duty should notify his/her supervisor and Human Resource Office immediately.

Expense Reimbursement Procedures

Staff members will be reimbursed for expenses and purchases made on behalf of Lutheran Church of Hope when the three criteria below are met:

- Expense must have been budgeted (approved budget by congregation)
- Expense must have the prior authorization of the ministry leader where the expense is posted
- Documentation must include receipts with initials of the ministry leader and the general ledger number(s) where the expense will be posted. (meals include all who ate & reason for meeting)
- Expenses must be turned in by the 7th of the following month.

Completed documentation should be placed in the Finance Coordinator's mailbox. Once approved, payment will be issued on a separate check.

Mileage reimbursement: Hope owns several vehicles that can be used work related trips. From time to time a staff may desire or need to use their own vehicle, these trips must be approved by the ministry leader who is covering the expense. If approved, the staff member will be reimbursed at the rate of 50 cents per mile.

Request for reimbursement of church-related travel should be emailed to the staff member's supervisor for preapproval. The email needs to include the date of travel, destination, miles traveled and reason for the trip. Once approved and after the trip is completed, the staff member is to send an email with the actual details to the supervisor who will forward to the Finance Coordinator for payment.

Personnel Records

The Human Resource Office will maintain personnel files in a locked file cabinet on the church premises. These files may include information such as name, address, telephone number, marital status, dependents, beneficiary designations, names and telephone numbers of persons to be notified in case of emergency, salary/pay history, commendations and/or disciplinary letters and periodic performance appraisals.

In order to keep payroll records and other information current, please notify your immediate supervisor and the Human Resource Office immediately in writing of any changes in personal information.

APPENDIX A

DEFINITIONS

Full-time Staff Member -- Any staff member, exempt or non-exempt, budgeted and working 30 hours or more per work week. See the detail for each benefit as qualifications differ based on plan policies.

Part-time Staff Member -- Any staff member, exempt or non-exempt, budgeted and working 29 hours or less per week.

Exempt Staff Member -- With few exceptions, to be exempt an employee must (a) be paid at least \$23,600 per year (\$455 per week), and (b) be paid on a salary basis, and also (c) perform exempt job duties. These requirements are outlined in the Fair Labor Standards Act (FLSA) Regulations (published by the U.S. Department of Labor).

Non-exempt Staff Member -- Nonexempt employees are not exempt from FLSA requirements. Employees who fall within this category must be paid at least the federal minimum wage for each hour worked and given overtime pay of not less than one-and-a-half times their hourly rate for any hours worked beyond 40 each week.

APPENDIX B

Staff Covenant

Lutheran Church of Hope + September 2016

Jesus said, "Love each other. Just as I have loved you, you should love each other. Your love for one another will prove to the world that you are my disciples." John 13:34-35

As a part of the Lutheran Church of Hope staff, I hereby agree to live by this covenant, with God's help and by his grace ...

RELATIONSHIP with GOD

- + We **seek** God's Kingdom first.
- + We **believe** Jesus is the way, the truth, and the life.
- + We **follow** the Holy Spirit's lead, and remain open to change.
- + We **serve** the Lord as cheerful givers of our time, talents and treasures.
- + We **trust** the Bible as God's inspired Word, and our final authority for daily life.
- + We **worship** God weekly together with our church family, in person, at Hope.
- + We **refresh** weekly by taking a day off from work.

RELATIONSHIP with STAFF

- + We **choose love** for one another, and always assume positive intent.
- + We **cheer** for one another, rather than compete.
- + We **support** one another publicly, and resolve conflicts privately.

RELATIONSHIP with CHURCH

- + We **pray** for our church family.
- + We **celebrate** church growth, both deeper and wider, as a blessing rather than a burden.
- + We **prioritize** what's best for the church over personal preference in ministry decisions.
- + We **build up** volunteer teams to do ministry rather than act as "lone rangers."
- + We **respect** volunteers as partners in ministry, not subordinates.
- + We **lead** with an attitude of gratitude, teamwork, joy, humility and harmony.
- + We **speak positively** about Hope, and the wider church, in public and private conversations.

Name (signed): _____ Date: _____

Name (printed or typed): _____

APPENDIX C

Staff Standards on Relational Integrity

Lutheran Church of Hope + September 2016

Please consider this list the standard by which we will hold one another accountable as church staff ... out of love for you, your families, and your church:

1. If you're married ... act like you're married!

- a. Don't have an affair with anyone other than your spouse.
- b. Don't go on dates, or anything that might look like a date (breakfast, lunch, dinner, coffee, movies, trips, long walks on the beach, salsa dancing ... you get the idea!) with a person of the opposite sex other than your spouse.
- c. Don't share displays of affection, or anything that might appear romantic (kisses, long hugs, intimate embraces, physical touch beyond friendly handshakes/quick hugs/pats on the back) with anyone other than your spouse.
- d. Don't flirt – in person, on paper, or online – with anyone other than your spouse. It's destructive ... and annoying.
- e. Don't develop an emotional affair, engage in intimate conversations, or share your marriage problems with a person of the opposite sex other than your spouse. Not all affairs are physical. But all affairs are harmful.

2. If you're single ... don't act like you're married!

- a. Don't have an affair with a married person, and don't move in with your mate unless you're married. Marriages are stronger (statistically) – less divorce, deeper bonds, better sex – for couples who wait.
- b. Don't go on dates, or anything that might look like a date (breakfast, lunch, dinner, coffee, movies, trips, long walks on the beach, salsa dancing ... you get the idea!) with a married person. If you date, date responsibly and inside the boundaries of biblical wisdom.
- c. Don't share displays of affection, or anything that might appear romantic (kisses, long hugs, intimate embraces, physical touch beyond friendly handshakes/quick hugs/pats) with a married person.
- d. Don't flirt – in person, on paper, online or with gifts – with a married person. It's destructive ... and annoying.
- e. Don't develop an emotional affair, engage in intimate conversations, or share your relationship problems with a married person of the opposite sex.

3. For all, single or married, be wise and discerning about church meetings ...

- a. Don't meet with a person of the opposite sex in a private place, unless a co-worker, friend or spouse is present ... or nearby and aware that you're meeting. Leave window shades up, doors unlocked, and lights on. Transparency and openness are our allies.
- b. Don't continue to counsel a person of the opposite sex on a regular basis unless that person's mate is present. Refer them.

Servant Leader Covenant

Lutheran Church of Hope + September 2016

As a servant leader at Hope, you will now be seen within our church family as a person of spiritual authority and influence. For this reason, it is important that you humbly respond to the gift of God's grace by seeking to live consistently within the boundaries of God's law. If people hear you teach one thing about the Christian life, but see something contrary in your behavior, it can become a hindrance to their faith development. Out of love for you, and for those you will lead within our church family, we present this covenant, and ask that you agree to abide by it.

Please do not misunderstand. No leader at Hope is perfect, nor can anyone live a perfectly moral life this side of heaven. We are all sinners in need of God's grace. The biblical line for church leaders, however, is drawn between repentant and unrepentant sinful behavior. Repentant sinners confess our sin and seek to change. Unrepentant sinners refuse to change or move back inside the boundaries of God's law.

If, at some point in the future, you can no longer abide by this covenant (meaning you choose to remain on a path that is both a potential hindrance to those you lead and inconsistent with biblical boundaries), we will ask you to step away from serving as a leader (but not as an active participant or volunteer in Hope's ministries) until such time that you choose to repent and re-align with God's timeless laws.

As a servant leader at Hope, I will seek to ...

- 1. Share Christ-like love freely for all people. (Mark 12:28-31, Romans 12:9-15)**
- 2. Do whatever I can to reconcile strained relationships, forgive and live in peace with everyone.**
(Matthew 18:15-17, Romans 12:16-21)
- 3. Let my words and actions build up the body of Christ, rather than weaken it. Steer clear of gossip, slander, backbiting, prejudicial or hateful language. Speak highly of those I serve and lead, as well as the whole church. Introduce my unchurched friends to Jesus by inviting them to church so they can experience his amazing grace.** (Matthew 28:16-20, Ephesians 4:25-29, 1 Thessalonians 5:11, Titus 3:2)
- 4. Align my sexual behavior with God's timeless laws. Scripture teaches that God invented sex as a gift to be shared by married couples for the sake of procreation, intimacy and enjoyment. Despite what some claim, the Bible does not bless any type of sexual behavior outside of marriage – premarital sex, extramarital sex, same-sex sexual behavior, polygamy, lust, pornography, objectifying others, incest, etc.** (Gen. 2:21-25, Ex. 20:14, Mat. 19:4-6, Rom. 1:26-32)
- 5. Avoid drunkenness and illegal drug use.** (Ephesians 5:15-20)
- 6. Worship the Lord weekly with my church family ... and have a daily quiet time with God.** (Exodus 20:8, Luke 4:8, 10:38-42, Hebrews 10:25)
- 7. Continue to grow in my relationship with God.** (Mark 4:20)

Name (signed): _____ Date: ___/___/___

Name (printed or typed): _____

Ministry role/position: _____

Appendix to the Servant Leader Covenant

List of Who Signs (and Does Not Sign) the Servant Leader Covenant

+ ONLY the following volunteers should be asked to sign the Servant Leader Covenant ...

- A. Those who serve as spiritual teachers/directors of children: HopeKids/VBS Shepherds, song leaders who teach children as the lead singer for a worship song, PowerLife Group Leaders, Ignition Group Leaders, Youth Retreat chaperones.
- B. Those who serve as spiritual teachers/directors of adults: group leaders, CR leaders, support group facilitators, teachers of classes or Bible studies, preachers, mission trip leaders.
- C. Those who teach the congregation as the lead singer for a worship song or direct a choir.
- D. Pastoral leaders who preside at the sacraments.
- E. Pastoral care & prayer volunteers (hospital visitors, care ministry providers, those who lead prayers after services, those who lead healing prayer meetings).
- F. Church leaders: Council members, Mission Board members, mission trip leaders, Hope Local Site Leaders.

+ ALL other volunteers should NOT be asked to sign the covenant, including but not limited to ...

- A. Everyone else who serves on ministry teams for children: HopeKids/VBS junior shepherds, song leaders, nursery helpers, production teams, security teams, set-up or clean-up crews, etc.
- B. Everyone else who serves on ministry teams for adults: hospitality teams (greeters, ushers, parking lot greeters, welcome center hosts, ambassadors, communion servers), group members, food service teams, property teams, office volunteers, set-up or clean-up crews, etc.
- C. Everyone else who serves as a worship leader or volunteer: worship team members, choir members, musical ensemble members, musical production participants, soloists, instrumentalists, skit team members, Bible readers, etc.
- D. Missions volunteers or participants: global mission trips, local missions at Hope, local mission partners outside of Hope.
- E. Production crew volunteers (stage, skybox, cameras, video, audio, etc.).
- F. Prayer ministry team members.
- G. Artists.
- H. Any and all other volunteers not listed above.

APPENDIX D

Confidentiality or Security of Physical or Electronic Information/Files Best Practices

INTRODUCTION

This document provides recommendations for the implementation of administrative, technical, and physical safeguards designed to:

- Ensure the security of any confidential information in all forms, no matter if that information is contained written, electronically or in any other format.
- Protect confidential information against any threats or hazards of integrity, unauthorized access, or unauthorized use.

DEFINITIONS

Confidential Information

Confidential Information means any information not exempted in specific legislation and identified as personal, sensitive, or confidential such as personally-identifiable information, individually-identifiable health information, education records, and non-public information as specified in all applicable federal or state laws.

Confidential information may include, but is not limited to, the following examples:

- Social Security number
- Physical description
- Home address
- Home telephone number
- Ethnicity
- Gender
- Education
- Financial matters
- Performance evaluations
- Verbal or written statements made by or attributed to the individual
- Medical and employment history

Confidential information may include individually-identifiable health information. This includes any information, including demographic information collected from an individual, created or received by a health care provider, health plan, employer, or health care clearinghouse. This includes information that relates to the past, present, or future physical or mental health or condition of an individual, the provision of health care to the individual, or the identification of the individual.

In addition, electronic confidential information is defined as any electronic format which includes an individual's first name or first initial and last name or education in combination with any one or more of the following data elements, when either the individual's name or the data elements are not encrypted:

- Social Security number
- Driver's license number or Identification Card number

- Account number, e.g., identification number, credit or debit card number in combination with any required security code, access code, or password that would permit access to an individual's financial account.

Unauthorized Disclosure

Unauthorized Disclosure means to disclose, release, transfer, disseminate, or otherwise communicate all or any part of any record orally, in writing, or by electronic or any other means to any person or entity.

RECOMMENDED PRACTICES FOR INDIVIDUALS

All confidential information must be cared for with the appropriate level of physical and electronic (logical) security. When working with confidential information we take on the custodial responsibilities for that information. Thus, each person who accesses this information has the responsibility to:

- Identify
- Protect
- Communicate
- Maintain

These terms are defined below. Note: These lists are not exhaustive. Each of them is provided to serve as included examples. As technology develops, each of these lists should be expanded to cover additional techniques and devices as appropriate.

Identify

Identify and inventory where confidential information is stored, processed, or transmitted.

- Confidential information
 - E-mails
 - Electronic documents
 - Printed information (paper)
- Computer information systems
 - Desktop computers
 - Laptops / notebook computers
- Local storage device
 - Hard drive
 - Internal memory sticks/cards
- Removable media
 - Zip drives
 - External hard drives
 - USB-devices
- Remote storage device
 - Shared/mapped drive
 - Network Attached Storage (NAS)
 - Storage Attached Network (SAN)

Protect

Protect confidential information against unauthorized access, unauthorized use, loss, or damage.

- Do not share or disclose personal authentication credentials, such as user-ids and passwords or other forms of electronic authentication with other individuals.
- Do not use personal credentials for authentication to provide other individuals with access to any information systems containing confidential information.
- Maintain up to date and install all appropriate security software updates in all computer workstations and laptops and software applications as directed by Hope IT staff.
- Install and maintain antivirus software in all computer workstations and laptops and set them to auto-update to install the latest antivirus signatures as directed by Hope IT staff.
- Keep portable equipment and storage devices such as CD, DVD, Zip disks, tapes, floppy drives, USB drives or other removable storage media in an appropriately access limited location.
- Use boot-up (BIOS) passwords for all computer systems and set strong authentication for all user accounts, including any accounts with administrative rights.
- Enable screen savers with authentication (Locking passwords) for all computer systems.
- Use caution when accessing e-mail, and do not trust any unexpected e-mails. Never open an attachment without first verifying its type and checking it with an antivirus program. If in doubt, delete it, and/or contact the sender first.
- Position monitors and printers so that others cannot see or obtain confidential or sensitive data.
- When entering or collecting sensitive information from a website make sure that a secure connection has been established. Close your browser and start a new session by starting your browser again before accessing an insecure site. This will prevent others from accessing non-public information which may be stored in the browser's cookies.
- Log out, shut down, or lock the system when leaving your computer and portable storage devices unattended at any time.
- Physical safeguards (keys, cipher locks, passwords, etc.) which are used to secure confidential information should be changed occasionally and should be changed immediately every time someone who formerly had authorized access either leaves Hope employment, no longer has job requirements which require access, or a key securing such access is lost, stolen or unaccounted for.
- Take particular care at home to keep the system and sensitive data secure from unauthorized access.

Communicate

Communicate your responsibility for confidential information. Choose the information you communicate with care.

- Promptly report any possible unauthorized access, use or loss of information or an information system to the immediate supervisor and the IT department.
- Never send confidential information using non-secure applications such as IM, Chat programs or regular e-mail. Do not send sensitive information to e-mail accounts except other Hope accounts.
- Always use an authenticated and approved protocol for remote communication when accessing critical servers or resources containing personal or confidential information.
- Get appropriate authorization before taking Hope equipment off-site.

Maintain

Maintain confidentiality, integrity, and access measures up-to-date. Securely dispose of unnecessary confidential information in an approved manner.

- Remove any confidential and private information that it is no longer needed. This will minimize the liability in case the computer becomes infected or compromised.
- Ensure that confidential, sensitive, or personal data is properly cleansed from internal disks or removable media prior to disposal or transfer to others. Seek advice from IT prior to disposing of equipment and data.

THERE IS A SHREDDING BIN IN THE FINANCE COORDINATOR'S OFFICE FOR CONFIDENTIAL, SENSITIVE OR PERSONAL DOCUMENTS.

APPENDIX E

Welcome to Digital Life at Hope

We're glad that you've chosen to be on staff here. Our number one goal is to reach out to the world around us and share the everlasting love of Jesus Christ. We believe we can do this as a church staff both offline and online. We have great confidence in your ability to accomplish the mission of Hope in both areas.

Guidelines for functioning in an electronic world are the same as the values, ethics and confidentiality policies employees are expected to live every day. Whether you're tweeting, talking with Hope members or staffers, or chatting over the neighbor's fence, remember your responsibility to Lutheran Church of Hope doesn't end when you are off the clock. For that reason, this policy applies to both Hope sponsored social media and personal use as it relates to Hope.

Social Web Guidelines

What You Should Do

Exercise Proper Judgment: Use best judgment in all situations. If you wouldn't want your grandmother seeing what you're doing, do not put it online.

You Represent Hope: Whether offline or online, you are representing Lutheran Church of Hope at all times. Please keep this in mind as you interact, create and share in the digital world.

State That It's Your Opinion: Unless authorized to speak on behalf of Lutheran Church of Hope by the Senior Leadership Team, you must state that the views expressed are your own. If you need examples of how to phrase this, please contact a member of the Senior Leadership Team.

Be Mindful: We realize social media is a powerful and effective medium for keeping in touch with volunteers and the Hope community. Please be sensible when using social networks during working hours and limit personal use to your break or lunch.

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

Protect Yourself: Be safe. Don't give out too much personal information about yourself, your location, your surroundings or your home address. Because you are on staff at Hope, you have a higher profile than most people. Be mindful of this and stay safe.

Build Your Online Community: Trust your community. When using social networks for ministry purposes, enable your online community to contribute in whatever ways seem appropriate. There is tremendous

opportunity in letting your community write, share, comment, police and rate the content that results from your social network.

Have Fun: Above all else, have fun. The social web is an amazing place to connect with old friends, meet new ones and strengthen connections with your co-workers here at Hope. Be mindful of the guidelines above, yes, but also take time to enjoy yourself and others!

Honor Our Differences: Live the Scriptural values that we abide by. We are called to love everyone regardless of age, sex, race, color, creed, religion, ethnicity, sexual orientation, gender identity, national origin, citizenship, disability, or marital status. We love others because God loves us. All people bear his image and are worthy of the dignity inherent in that identity.

What You Should Never Do

Ignore a Hesitation: If you hesitate before clicking the mouse, chances are it's a bad idea to share whatever you've just written and/or created.

Air Personal Grievances: Social networks are never a good place to air personal grievances with others. Unfortunately, social networks are breeding grounds for passive-aggressive behavior. Rise above that. If you have a conflict with someone, please respect yourself (and them) enough to work through it in person. (See the Staff Covenant and the Problem Resolution section of the Staff Handbook.)

Solve Conflict Online: If conflict arises in an office Hope-sponsored social network, never attempt to prove a point in a public forum. Ask clarifying questions if you need to, but if someone is upset by something you've shared, contact them personally and resolve it in a private manner. This will save you (and Hope) lots of heartache. (See Staff Covenant and the Problem Resolution section of the Staff Handbook.)

Disclose the Numbers: Do not disclose non-public financial or operational information. This includes strategies, budgets and most anything with a dollar-figure attached to it. If it's not already public information, it is not your job to make it so. Hope has yearly meetings to disclose financial information as well as open accounting books. You do not need to broadcast sensitive financial information.

Give Out Personal Information: Never share personal information about our staff, Hope members or guests. This is a bad idea. Always.

Post Someone Else's Material: Let them post their own stuff; you stick to posting your own creations. This includes illegal music sharing, copyrighted publications, and all logos or other images that are the property of Lutheran Church of Hope.

Post Confidential Information: Do not publish, post or release information that is considered confidential or top secret. Basically, if you find yourself wondering if you can talk about something you learned at work – don't. Follow Hope's Staff Handbook and live out Kingdom and principles. They're there for a reason.

APPENDIX F

Sexual Harassment Policy

Objective

The objective of Lutheran Church of Hope in implementing and enforcing this policy is to define workplace sexual harassment, prohibit it in all forms, carry out appropriate disciplinary measures in the case of violations, and provide procedures for lodging complaints about conduct that violates this policy and investigating sexual harassment claims.

Scope

This policy applies to all employees of Lutheran Church of Hope. All staff will be subject to discipline, up to and including discharge, for any act of sexual harassment they commit. The policy also applies to how employees treat everyone they interact with (other staff, volunteers, members, etc).

Defining Sexual Harassment

"Sexual harassment" is unwelcome conduct of a sexual nature that is sufficiently persistent or offensive to unreasonably interfere with an employee's job performance or create an intimidating, hostile or offensive working environment. Sexual harassment is defined by the Equal Employment Opportunity Commission Guidelines as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Under Title VII of the Civil Rights Act of 1964, there are two types of sexual harassment: a) quid pro quo and 2) hostile work environment. Sexual harassment can be physical and psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing. Employees are prohibited from harassing other employees whether or not the incidents of harassment occur on employer premises and whether or not the incidents occur during working hours.

Examples of prohibited conduct

Though sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include the following:

- Physical assaults of a sexual nature, such as rape, sexual battery, molestation or attempts to commit these assaults, and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, grabbing, brushing against another employee's body or poking another employee's body.

- Unwelcome sexual advances, propositions or other sexual comments, such as sexually oriented gestures, noises, remarks, jokes or comments about a person's sexuality or sexual experience.
- Preferential treatment or promises of preferential treatment to an employee for submitting to sexual conduct, including soliciting or attempting to solicit any employee to engage in sexual activity for compensation or reward.
- Subjecting, or threats of subjecting, an employee to unwelcome sexual attention or conduct or intentionally making performance of the employee's job more difficult because of that employee's sex.
- Sexual or discriminatory displays or publications anywhere in Lutheran Church of Hope's workplace by the Lutheran Church of Hope employees.
- Retaliation for sexual harassment complaints.

Responding to Conduct in Violation of Policy

Employees

If an employee believes that he or she has been subject to sexual harassment or any unwelcome sexual attention, he or she may address the situation directly and immediately to the harasser, if possible. If the inappropriate conduct does not cease, or if the employee is unable to or uncomfortable with addressing the alleged harasser directly, he or she should report the incident to his or her own supervisor, or to the Human Resource Director (employees can also report violation to their Campus Pastor, member of Hope's Senior Leadership Team or the Council President). It is helpful, but not required, to provide a written record of the date, time and nature of the incident(s) and the names of any witnesses. It is important to report any and all concerns of sexual harassment or inappropriate sexual conduct to the Human Resource Director, or a supervisor, as soon as possible.

Supervisors

Supervisors (or person who the violation was reported to) must deal expeditiously and fairly with allegations of sexual harassment within their departments, regardless if there has been a written or formal complaint. Supervisors must:

- Take all complaints or concerns of alleged or possible harassment or discrimination seriously no matter how minor the incident or who is involved.
- Ensure that harassment or inappropriate sexually oriented conduct is immediately reported to the Human Resource Director so that a prompt investigation can occur.
- Take any appropriate action to prevent retaliation or prohibited conduct from recurring during and after any investigations or complaints.

Supervisors who knowingly allow or tolerate sexual harassment or retaliation, including the failure to immediately report such misconduct to the Human Resource Director, are in violation of this policy and are subject to discipline.

Human Resource Director

The Human Resource Director is responsible for:

1. Notification of the accusation to the Senior Pastor and Council President.

2. Ensuring both the individual filing the complaint (hereafter referred to as the "complainant") and the accused individual (hereafter referred to as the "respondent") are aware of the seriousness of a sexual harassment complaint.
3. Explaining Lutheran Church of Hope's sexual harassment policy and investigation procedures to the complainant and the respondent.
4. Exploring informal means of resolving sexual harassment complaints.
5. Notifying the police if criminal activities are alleged.
6. Arranging for an investigation of the alleged harassment and the preparation of a written report.
7. Submitting a written report summarizing the results of the investigation and making recommendations to the Senior Leadership Team and Council President.
8. Notifying the complainant and the respondent of the corrective actions to be taken, if any, and administering those actions.

Complaint Resolution Procedures

Individuals should report complaints of conduct believed to violate Lutheran Church of Hope's sexual harassment policy according to the policy's complaint procedures. To initiate a formal investigation into an alleged violation of this policy, employees may be asked to provide a written statement about the alleged misconduct to the Human Resource Director. Complaints should be submitted as soon as possible after an incident has occurred. The Human Resource Director may assist the complainant in completing the statement. To ensure the prompt and thorough investigation of a sexual harassment complaint, the complainant should provide as much of the following information as is possible:

1. The name, department and position of the person or persons allegedly causing the harassment.
2. A description of the incident(s), including the date(s), location(s) and the presence of any witnesses.
3. The effect of the incident(s) on the complainant's ability to perform his or her job, or on other terms or conditions of his or her employment.
4. The names of other individuals who might have been subject to the same or similar harassment.
5. What, if any, steps the complainant has taken to try to stop the harassment.
6. Any other information the complainant believes to be relevant to the harassment complaint.

Discipline

Employees who violate this policy are subject to appropriate discipline. If an investigation results in a finding that this policy has been violated, the mandatory minimum discipline is a written reprimand. The discipline for very serious or repeat violations is termination of employment. Persons who violate this policy may also be subject to civil damages or criminal penalties.

Confidentiality

All inquiries, complaints and investigations are treated confidentially. Information is revealed strictly on a need-to-know basis. Information contained in a formal complaint is kept as confidential as possible. However, the identity of the complainant is usually revealed to the respondent and witnesses. The Human Resource Director takes adequate steps to ensure that the complainant is protected from retaliation during the period of the investigation. All information pertaining to a sexual harassment complaint or investigation is maintained by the Human Resource Director in secure files. The Human Resource Director can answer any questions

relating to the procedures for handling information related to sexual harassment complaints and investigations to complainants and respondents.