



PROVIDENCE CITY CHURCH

All Campuses

Servant Leader Handbook



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Handbook Purpose

The pages of this handbook provide a general overview of procedures and guidelines that Providence City Church has established for its servant leaders. Please read through it carefully.

The handbook should serve as a guide for you as you begin or continue your service at the church. However, it's obviously not possible to anticipate all situations that could arise in ministry or provide information that answers every possible question. As a result, the church reserves the right to modify, supplement, rescind, or revise any policy or provision, with or without notice, as necessary or appropriate. However, at all times, the church will comply with all applicable laws.

Nothing in this handbook creates a contract of employment. Both traditionally and biblically, churches have long relied on unpaid workers to fulfill their calls to service—not because of reward or remuneration—but out of love and obedience in personal relationship to God. Of course, different ministry roles require different skills and personality types, and neither the church nor the servant can always predict whether things will be a good fit. Therefore, while we hope that your service is both long-term and rewarding, either you or the church can terminate this relationship at any time.

Finally, it's important that you read and understand the contents of this handbook. If you have any questions or need additional information, please talk with a church staff employee. If the staff employee doesn't know the answers, he or she will find the answers and get back to you in a timely manner.

Welcome

Welcome to your new position at Providence City Church. The staff and elders of the church are excited about your gifts and skills, and we look forward to your service as part of the church's ministry teams.

At our church, we sincerely believe that God equips all believers to serve in ministry. In 1 Peter 2:9, God calls his followers "a royal priesthood"; 1 Corinthians 12:1 says that "God gives [spiritual gifts] to *each one*, just as he determines." We sometimes use the term "volunteers" as a convenient way of referring to those who serve, but what we're really talking about is people who lovingly respond to Jesus' call to serve in His ministry so we call our volunteers servant leaders.

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



Statement of Basic Belief

The following beliefs represent the core of central orthodox beliefs from a biblical and historical perspective. While a full understanding and the ability to adequately articulate these beliefs is not required, the explicit rejection of any one of these particular beliefs disqualifies one from servant leadership at Providence City Church.

I believe...

- the Scriptures are true, authoritative and sufficient (Psalm 19:7-11; 2 Timothy 3:16; 2 Peter 1:20-21).
- there is only one God (Deuteronomy 6:4; Isaiah 45:5-6; Isaiah 46:9-10; John 17:3; 1 Corinthians 8:4-6; 1 Timothy 2:5).
- In the Triune Nature of God. The Father is God. The Son is God. The Holy Spirit is God. The Father is neither the Son nor the Holy Spirit. The Son is neither the Father nor the Holy Spirit. The Holy Spirit is neither the Father nor the Son (Genesis 1:26; Psalm 45:6-7; Psalm 110:1; Matthew 3:13-17; Matthew 28:17-20; 1 Corinthians 12:4-6).
- I am, along with all humanity (Christ excluded), by birth and action a sinner² (Genesis 6:5; Psalm 51:5; Jeremiah 17:9; Romans 3:23; 5:8, 12-21; 7:18; Ephesians 2:1-3).
- the deserved penalty for sin is death, both physical and spiritual (Genesis 2:15-17; Genesis 3:19; Romans 5:12; 6:23; James 1:14-15).
- Jesus Christ is the eternal Son of God, was born of a virgin and is both fully God and fully human (Matthew 1:20; Luke 2:52; John 1:1-4, 14; Colossians 1:15-20; Hebrews 1:1-3).
- Jesus Christ died as my substitute to pay the penalty for my sin (John 1:29; 10:1-18; Romans 5:8; 1 Corinthians 15:1-4; 2 Corinthians 5:21; Galatians 1:4; 1 Peter 3:18).
- Jesus Christ physically rose from the dead (Matthew 28:1-20; Mark 16:1-8; Luke 24:1-53; John 1:20-21:25; 1 Corinthians 15:12-34).



Statement of Basic Belief (cont.)

- Jesus Christ physically ascended into heaven and will one day physically return (John 14:3; Acts 1:11; 1 Thessalonians 4:16; Hebrews 9:28; 1 John 3:2; Revelation 1:7).
- There will be a future physical resurrection of the dead. Those who trust in Jesus Christ alone will be raised to eternal reward.³ Those who have not trusted in Jesus Christ will be raised to eternal punishment (Matthew 25:31-46; John 5:28-29; Acts 24:15).
- Only by trusting in the person and work of Jesus Christ alone can I be reconciled to God and experience true life and joy (John 3:18, 14:6; Acts 4:12; Romans 3:21- 26; 1 Timothy 2:5-6).⁴

² We recognize that Adam and Eve were not “born” and were not created sinful; rather, they became sinful through their action.

³ This is not intended to deny the salvation of Old Testament saints, but is instead a recognition that they were saved through faith in Jesus Christ, though the content of that faith was less clear than it is for us on this side of the cross and resurrection.

⁴ See previous footnote.



Statement of Biblical Doctrine

While the doctrines expressed in the “Statement of Basic Belief” are those that are recognized to be universal and primary within the Church, there are a number of secondary beliefs about which the leadership of Providence City Church is passionate. Complete agreement is not required for servant leadership, but it should be known that Providence City Church will preach, teach and counsel in accordance with these theological convictions.

I understand it is a responsibility of servant leadership to have read the “Statement of Basic Belief” of Providence City Church in its entirety and address any questions, comments, or concerns with a pastor or elder. I also understand that Providence City Church has certain theological convictions to which it is strongly committed. For instance:

- Divine sovereignty
- The gifts of the Holy Spirit
- The role of men and women in the church and home
 - In regards to these roles in the home, we desire by God’s grace through the power of the Holy Spirit, to walk in holiness in all areas of life as an act of worship to Jesus Christ (1 Peter 1:13-16, 4:1-3) which means:

I will practice chastity unless married and, if married, fidelity within heterosexual and monogamous marriage. Chastity and fidelity means, among other things, that regardless of my marital status, I will pursue purity and abstain from sexually immoral practices such as adultery, premarital sex and pornography (Romans 13:11-14; 1 Corinthians 6:15-20, 10:8; Ephesians 5:3; 1 Thessalonians 4:1- 8; Hebrews 13:4).

- Baptism by immersion
- The relationship of God’s glory to man’s joy
 - God is most glorified when man is most satisfied in Him alone
 - God is more concerned with your eternal joy, rather than your momentary happiness

Furthermore, I understand the importance of submission to church leadership and will be diligent to preserve unity and peace; I will adhere to Providence City Church’s “Statement of Basic Belief,” and I will not be divisive over Providence City Church’s theological distinctives found here in the “Statement of Biblical Doctrine”.



Open Door Policy

Providence City Church encourages all servant leaders to provide input and suggestions concerning the ministry area in which they serve, as well as the overall operation and programs of the church.

Your input and suggestions will likely receive the timeliest attention and action if you initially bring your comments to a staff member. This first step of providing input is especially vital in situations where you have a problem with a staff member. However, if for some reason that results in inaction or you don't receive a response, you should approach any elder to discuss your concerns or suggestions.

This open door policy is important to increasing the quality of the church's ministries, as well as for correcting problems that may exist in processes or relationships within areas of ministry. The church welcomes all input by our servant leaders, who should sense the freedom to voice any comments or concerns without fear of retribution or reprisal. We know it can seem difficult to initiate such conversations, but Jesus told us directly in Matthew 18:15, "If your fellow believer sins against you, go and tell him in private what he did wrong. If he listens to you, you have helped that person to be your brother or sister again."

If at any time you have suggestions, questions, concerns, problems, or complaints about our policies, you're invited to speak to any pastoral staff or church elder. You may want to submit your query in writing to ensure that you receive an answer and so that concerns and complaints can be addressed thoroughly. Each query will be addressed thoroughly, promptly, and in a confidential manner.



General Guidelines

As servant leaders serving Providence City Church and reaching out to those beyond the church, you agree to be “above reproach” so that the world will see, hear, and respond to the grace of Jesus Christ; and you agree to seek a careful, exemplary Christian lifestyle to encourage other believers and strengthen the church.

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

1. I have made a commitment to Jesus Christ as my Lord.
2. I am a partner or regular attender at Providence City Church.
3. I will serve in harmony with the policies and statement of faith of our church.
4. I support the church with my time, money, and loyalty, including participating in the ministries and worship services on a regular basis.
5. I am known for a dedicated Christian life, according to the standards of God’s Word, and I purpose to put any sin out of my life so that my influence to others might be helpful and not a hindrance (Romans 14; 1 Timothy 3; Titus 1).
6. I am committed to unity, church teamwork, and biblical respect for church leadership (Philippians 2:1-4; Hebrews 13:7, 17).
7. 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).
8. I am careful even in areas of Christian liberty or where the Bible is silent (i.e. social media).
9. I will not use my servant leader position to further my own interests.
10. I will be genuinely interested in everyone that I serve.
11. I will respect the privacy of the people I serve, fellow servant leaders, staff members, and the church itself and hold in confidence information obtained in the course of my service.
12. I, upon completion of my service, will continue to respect this privacy of and maintain confidentiality.
14. I will treat my fellow workers with fairness, courtesy, and good faith.
15. I will not exploit the trust of those I serve, my fellow workers, or my supervisors.
16. I will not engage in or condone any form of harassment or discrimination.
17. I will extend respect and cooperation to my fellow workers, my supervisor, and to the leadership of the church.
18. If I know that a fellow worker has violated biblical standards, I will follow the biblical principles outlined in the grievance procedures listed in this document.
19. I will accurately represent my training, experience, skills, competencies, and gifts as they relate to filling a ministry position and exhibit total commitment to provide excellent ministry wherever God calls me to serve.
21. I will continually assess my own personal strengths, limitations, biases, and effectiveness.
22. I will seek assistance for any problem that impairs my ability to serve in this ministry.



Ministry Descriptions

Below are several ministry position descriptions summarizing your duties and responsibilities. Please read and study them carefully and discuss it with a staff member if you have any questions.

Please note that the church reserves the right to revise and update these ministry descriptions from time to time, as it deems necessary and appropriate. Of course, if you're currently in a position, you'll certainly be informed about any changes; a staff member may also ask you to help evaluate revisions and improvements to your ministry position.

HOSPITALITY TEAM

The Hospitality Team is responsible for creating an environment that is comfortable and disarming to guests so they will be more open to hearing the truth of God's Word during the worship experience. Every member of the Hospitality Team must be at least 13 years of age. We welcome students under 13 years of age when they serve with a parent or guardian.

Some of the key responsibilities for the Host Team include welcoming every person who comes to our church, creating a friendly environment, providing helpful information, and team members will be stationed in strategic areas including main entrance to the church and at the worship auditorium to welcome everyone.

CREATIVE ARTS TEAM

The Creative Arts Team will manage the set-up, connection, implementation, teardown, and proper storage of all audio, visual, and lighting equipment used during the service. Team members will be familiar enough with all production equipment to competently run the house sound system with professionalism and excellence. Focus, awareness, and being readily available during sound check, rehearsal, and the service is critically important to ensure professionalism and excellence. Sound techs will assure the services are recorded by means of an appropriate and effective device (i.e. CD recorder, ProTools, etc) and at least one is formatted for podcast. Team members will pay special attention during the service to the program order and the specific timing of production elements so they are heard and seen at the appropriate times. Make any necessary adjustments "on the fly" to all production elements to ensure they sound the best they possibly can. This team also includes vocalists and musicians.



Ministry Descriptions (cont.)

COLLIDE KIDS (ages 6 weeks – 5th grade)

Greet parents and children with open arms and friendly smiles. Children in these ages may participate in interactive worship, receive solid Biblical teaching, experience small groups, and play fun games. Lesson plans will be made available to volunteer servant leaders in the appropriate age groups along with audio visual materials to ensure he/she is prepared to share the Gospel effectively and with enthusiasm.

Servant Leader Files

Providence City Church does keep files on servant leaders. Your file is considered to be confidential information and only staff members and elders have access to your file.

Even that access is limited—only on a need-to-know basis. Of course, you may request to view your own file at any time.

Servant leader files may contain the following types of personal information:

- ♣ Application for service.
- ♣ Spiritual gifts testing and inventories.
- ♣ Copies of completion-of-training certificates.
- ♣ Ministry position descriptions.
- ♣ Letters and other records of affirmation/appreciation.
- ♣ Documentation required by local, state, federal, and/or private regulatory agencies, including items such as background checks (such as servant leaders who work with children or teenagers)

Change of Personal Information

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

Keeping your personal information updated serves several purposes. In a most practical sense, it allows the church and/or the staff employee 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 to find a substitute to temporarily fill their ministry position.



Background Checks

Staff members and volunteer servant leaders at Providence City Church must submit to various screening procedures. The primary type of background check includes a U.S. Criminal Record Indicator database search.

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.

Other screening procedures by the church might include a motor vehicle report or a local police record check. Any screening may be repeated as frequently as annually at our discretion.

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

Servant Leader Recruitment

Providence City Church is strongly committed to recruit and equip servant leaders for all levels of ministry positions according to their skills, abilities, talents, experiences, and spiritual gifts. We treat all servant leaders as made in the image of God and co-heirs of grace in Christ. 1 Peter 3:7; Galatians 3:28

This is important even if you have no concerns about your own opportunities, because as a servant leader you need to remain alert to avoid words or actions that could be seen as offensive or hurtful. All leaders are entitled to be treated with respect, and the church won't tolerate disrespect.

The Bible clearly says that every Christian can do ministry in some way! Each believer has important work to do in the church. Consider these verses:

"For we are God's workmanship, created in Christ Jesus to do good works, which God prepared in advance for us to do."

—Ephesians 2:10

"And in the church God has appointed first of all apostles, second prophets, third teachers, then workers of miracles, also those having gifts of administration, and those speaking in different kinds of tongues. Are all apostles? Are all prophets? Are all teachers? Do all work miracles? Do all have gifts of healing? Do all speak in tongues?"



Servant Leader Recruitment (cont.)

Do all interpret? But eagerly desire the greater gifts. And now I will show you the most excellent way.”

—1 Corinthians 12:28-31

“If it is serving, let him serve; if it is teaching, let him teach; if it is encouraging, let him encourage; if it is contributing to the needs of others, let him give generously; if it is leadership, let him govern diligently; if it is showing mercy, let him do it cheerfully.”

—Romans 12:7-8

Clearly, all Christians have God-given abilities, skills, passions, and gifts that God desires us to use to build up the body of Christ and to glorify God. Whether your ministry is big or small, whether you serve in front of crowds or complete your duties with no one else around, God has a place where he wants you to serve.

Smoking

For the health of all who attend or visit Providence City Church, the entire facility is considered a smoke-free environment. No smoking is allowed inside the building or outside next to the building (where fresh-air intake vents may be located).

Drugs and Alcohol

The goal of Providence City Church’s guideline regarding drugs and alcohol is to protect and help two individuals: (1) the servant leader, and (2) the individuals the servant leader serves. Of course, this general guideline can’t cover every possible circumstance.

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

1. All servant leaders are unequivocally prohibited from manufacturing, distributing, dispensing, possessing, or using controlled substances. Any servant leader violating this guideline is subject to discipline, including termination.
2. Alcohol abuse is equally serious in nature because of the danger it can pose to both the drinker and to others. Thus, any servant leader who is convicted of driving while intoxicated/driving under the influence (DWI/DUI) or of violating a criminal drug statute must inform the church within five days. The church may take various actions after such a conviction, depending on the nature of the servant leader's ministry, and the individual’s desire to battle and overcome the drug problem.



Sexual Harassment

Providence City Church is committed to providing an environment free of sexual harassment, as well as harassment based on factors such as race, physical or mental disability, marital status, age, and sex. We disapprove of any such harassment and will not tolerate it on the part of staff, servant leaders, children, or students in ministry programs.

Definition

Harassment includes verbal, physical, and visual conduct that creates an offensive or hostile environment. Such conduct constitutes harassment when:

1. Submission to the conduct is a stated or implied condition for continued employment or ministry involvement.
2. Submission to or rejection of the conduct is used as the basis for an employment or servant leader position.
3. The harassment interferes with work or volunteer staff performance or creates an offensive, intimidating work environment.
4. Threatening reprisals result after a negative response to sexual advances.

Prohibited unlawful harassment includes, but is not limited to:

1. Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, or comments.
2. Visual conduct such as derogatory and or sexually oriented posters, photography, cartoons, drawings, or gestures.
3. Physical conduct such as assault, unwanted touching, bra snapping.
4. Threats and demands to submit to sexual requests.
5. Retaliation for having reported or threatened to report harassment.

Process

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

Discipline

If the investigation establishes harassment, the violator of this policy will be disciplined. Discipline can range from verbal or written warnings, a meeting with the pastoral staff/elders, or termination, depending upon the circumstances.



Violent Behavior

Providence City Church has an absolutely zero tolerance for violence. This includes even talking or joking about violence.

If servant leaders threaten or display violence, he or she will be subject to immediate disciplinary action, including verbal or written warnings, a meeting with the pastor pastoral staff/elders, or termination, depending upon the circumstances. In addition, the servant leader 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 allowed on church property except guns being carried by certified concealed carry permit holders.

Thankfully, while instances of violent behavior are rare, servant leaders can help prevent violence by reporting any incidents to a staff member or leaders of the church that could hint a fellow servant leader (or someone your church serves) is in trouble. The church will investigate all such reports.



Confidentiality

Servant leaders will, to the best of their ability, ensure confidentiality and privacy when it comes to the history, records, and conversations about the people Providence City Church 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 doesn't allow me to give out that information." If someone continues to question you for information, suggest that he or she talk to the pastoral staff or elders of the church.

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 a staff member 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 email. Again, servant leaders should reply, "Church policy doesn't permit me to provide that information." Refer the request to the pastoral staff or elder.
- ♣ 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 both the pastoral staff and elders. Even in these cases, there should be no taking of notes, photocopying, or removal of records from the church property.
- ♣ Servant leaders agree not to discuss any individual's circumstances or records with unauthorized individuals, whether you're in the process of serving or not. You may be asked to sign a confidentiality agreement stating that you agree to and understand the importance of maintaining confidentiality about the individuals the church serves.



Dress Code

Modesty is always the best policy as we serve in the various Providence City Church ministries. We do not want to be a stumbling block for anyone.

Women & Girls: Low-cut shirts, midriff shirts and spaghetti strap shirts, t-shirt tank tops, short shorts, short skirts, and extremely tight fitting clothes are NOT ACCEPTABLE. No t-shirts with inappropriate language, advertising, or slogans.

Men & Boys: No t-shirts with inappropriate language, advertising, or slogans. Tank tops and going shirtless (unless at water events such as pool parties, etc.) are NOT ACCEPTABLE.

A servant leader t-shirt and lanyard are provided. We ask that you wear these on your scheduled day of service.

Attendance & Absences

Because you are a servant leader rather than a staff member at Providence City Church, attendance may seem like a sticky issue to discuss. If you simply don't show up to fulfill the ministry service you've agreed to, the church can't really "fire" you because you don't work for pay.

The church relies on people to fulfill the ministries and programs of the church—the people we serve are depending on us. If you have excessive absences beyond the scope of this guideline, you may be relieved of your servant leader duties. See this handbook for more details about termination and resignation. We expect no less commitment from our unpaid workers than our paid workers.

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

Some absences will likely be necessary. You may get ill, injured, or may be called out of town for business or personal reasons. If you know in advance that you won't be able to serve during a time you're scheduled, or that you can't attend a scheduled meeting, be sure to make every effort to find your own substitute or to "trade" scheduled service times with other servant leaders. Finding a replacement is primarily your responsibility. An updated schedule is provided for you to find someone to "trade" with.

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



Attendance & Absences (cont.)

If a staff member 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. A staff member—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, a staff member 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 a staff member and ask about other needs in the church. There are bound to be plenty of other places to serve, and there's bound to be one that fits you.

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 servant leader may sometimes need you to use personal property in your area of ministry, Providence City Church 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 a staff member or elder. Unless an item seems to have great monetary value, all lost items not claimed within approximately 60 days will be donated to a local charitable organization such as Goodwill or Salvation Army.



Grievance Procedures

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

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

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

—Matthew 18:15-16, NIV

Grievance Process (Based on above verses)

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



Resignation

Servant leaders who desire to leave their ministry positions should attempt to give at least two weeks notice (preferably both verbally and in writing) of their intent to resign. This allows a staff member time to recruit new servant leaders 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 a staff member. Ideally, talk with the staff member before circumstances reach the point that you feel that resigning is your only option. A staff member may be able to change conditions in the ministry or program you're serving in, rearrange ministry teams so you're not forced to serve with a difficult co-worker, or work with you to change your ministry description to make the duties more enjoyable.

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

Termination/Dismissal

Dismissal from servant leader positions at Providence City Church is a rare occurrence. However, it may occur if a servant leader 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 servant leaders at the church, the church may offer the servant leader (or refer him or her to seek) the following types of assistance:

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



Termination/Dismissal (cont.)

Some offenses may warrant dismissal, particularly if the servant leader 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 servant leader's ability to safely and effectively perform his or her job functions, or which 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 staff member, another servant leader, or other church attendee/partner.
- ♣ Fighting or provoking a fight on church premises.
- ♣ Carrying concealed weapons on church property without proper certificates/permits.



Emergency Preparedness

All organizations are subject to some level of risk. Being prepared for an emergency can make the difference between life and death. In order to adequately protect our congregation, staff and facilities, the following emergency preparedness guideline have been created for Providence City Church.

The purpose of these guidelines is to provide a plan on how church staff and response teams should react in specific heightened situations where emergencies may arise. It identifies threats of emergency to the church facility and/or persons within including (but not limited to) an active shooter, bomb threats, fire, medical situations, severe weather, missing persons, suspicious packages, emotionally disturbed persons and evacuations.

More importantly than simply reacting to one of these heightened situations or emergencies.... **it is imperative that each staff member possesses a clear understanding of their individual roles and responsibilities.**

These procedures, roles, and responsibilities shall be a guide for work week, weekend services, and any large group events held at the main campus or on the future campus.

ROLES AND RESPONSIBILITIES

- Safety Team

- Immediately reports to the scene of the emergency
- Possesses knowledge to field questions between guests and other ministries
- If called upon, assists church staff as we monitors, inventories, stocks all medical supplies, AED Defibrillators and radios/bullhorn
- Collaborates with church staff and assists with all scheduled police services including traffic control and security

- Collide Kids & Students

- Leads recruiting and training of all security volunteers
- Trains each campus staff on Emergency Preparedness Plan procedures
- Trains volunteers in emergency evacuation procedures
- Responsible for scheduling CPR/First Aid/AED certification for staff, servant leaders annually
- Possesses knowledge to field questions between guests and other ministries
- In an emergency evacuation, responds to support staff in children's area



ROLES AND RESPONSIBILITIES (cont.)

- Hospitality

- Utilizes ushers and greeters for crowd control and leads evacuation of all participants in worship venues.
- Responds to medical emergencies in adult worship venues outside Collide Kids areas

- Other Staff

- Main Communicator (Worship Leader or Pastor) takes stage to give instructions during an emergency situation
- Production team displays emergency slide(s) in the event of an evacuation or severe weather

All other available staff to assist in evacuation of Collide Kids and adult venues



Missing Child/Endangered Person

ANYONE receiving a report of a missing child or endangered person will immediately obtain a full description of the person to include:

- Name
- Race
- Gender
- Age
- Weight and Height
- Hair/Eye color
- Detailed description of clothing
- Any distinguishing features such as eyeglasses, visible scars, etc. Medical disabilities or mental capacities (i.e. Down Syndrome, Autism, Alzheimer's, missing limbs, etc.)
- Time & location the person was last seen

Over the radio, announce "MISSING CHILD (PERSON) ALERT" and give a detailed broadcast. If employees are not alerted via radio, a runner should be sent to notify any remaining staff on church property. This may include greeters and parking lot volunteers.

- **Call 911 immediately if there are suspicious circumstances.** If there are no suspicious circumstances and the missing person is not located within 5 minutes, call 911. Assist responding law enforcement and other emergency personnel.
- **All movement on campus is to be immediately suspended.** Exits are monitored by trained staff members and servant leaders.

Staff and servant leader personnel should be assigned specific areas to search, such as restrooms and classrooms.

If present, escort the parent/guardian of the missing child to the Collide Kids check in area for more visibility and to assist in identifying the lost child. Stay with the parent/ guardian the entire time.

- Any child resembling the description should be immediately escorted to the Collide Kids check-in location.
- Any Endangered Person should be immediately escorted to the Welcome Center.

If the child is found accompanied by someone other than the parent/guardian:

- Use reasonable efforts to delay the departure of the adult accompanying the child, but do not put yourself, the child or others at risk.
- Alert staff and/or security through radio transmission, and provide description of the person accompanying the child.

Once the missing person has been safely located, communicate, "Missing Person Found, Alert Cancelled."



Emotionally Disturbed Person

Engages in disturbing general peace on the premises by loud voice, noise, profanity, or other activity.

May exhibit signs of mental illness, such as reality loss, dementia, seeing things that are unseen by other persons, and severe confusion

May exhibit violent behavior and engage in acts of civil disturbance or protest.

May be under the influence of alcohol or illegal (controlled) substances.

May exhibit an inability to reason.

The circumstances are different in every incident, but assess the situation and try to remain calm. Attempt to de-escalate the situation by attempting to talk with them in a calming, reassuring manner.

Immediately contact a church staff member, elder, or a safety team member if available.

Use the code word "Pastor Huwit" (**Help Us; We're In Trouble**) to secretly alert other church staff and servant leaders.

- An assisting staff member should go out of sight away from the offender to call 911.
- Summon other staff/servant leaders to assist until police arrive.
- Appoint someone to meet arriving police outside and direct them to the location of the disturbance.

Do not be confrontational or argumentative.

If the person becomes physically violent, protect yourself and others.

As soon as possible, and with the assistance of others, escort the disturbed person to a more safe and private area.



Active Shooter/Terrorist Threat

An Active Shooter has been defined by the U.S. Department of Homeland Security as “**An individual actively engaged in killing or attempting to kill people in a confined area or other populated area.**”

In most cases, Active Shooters use firearms and there is no pattern or method to their selection of victims.

Active Shooter situations are unpredictable and evolve quickly.

Most incidents occur at “Soft Target” locations where an Active Shooter receives little resistance to carrying out their actions. Churches are typically vulnerable locations where large numbers of people gather and security is minimal. However, Christian organizations across America are beginning to realize that church security needs to be a higher priority.

Taking the correct actions as quickly and safely as possible can save lives. During an active shooter situation:

- **You will hear gunfire** and screaming.
- Expect mass confusion.
- There may be deaths/injuries.
- People may be fleeing the immediate area.

Watch for suspicious packages.

Quickly assess the most reasonable way to protect lives.



AVOID, BARRICADE, COUNTER

Providence City Church has adopted the Charlotte-Mecklenburg Police Department's recommendation of the **ABC Survival Plan**:

AVOID – BARRICADE - COUNTER :

AVOID... (if you determine it is safe to do so)

- **ESCAPE** by any means available (doors or windows).
- Don't hesitate!!! GET OUT!
- Help others escape if possible, but leave even if others refuse
- Leave your belongings
- Prevent others from entering the area
- **Do not activate the fire alarm!**
- Get to a safe area
- Call 911 and remain on the phone. (Give the exact location/address, number of shooters, description, last known location of shooters, type of weapons used, number of potential victims, and what you heard/observed)
- Obey directives from responding law enforcement

BARRICADE... (if you can't get out safely)

- Be quiet!!!
- Immediately lock and/or barricade the door any way possible
- Stay out of the shooter's sight
- Turn off lights
- Silence your phone; radio or anything that makes noise
- Find cover and concealment
- Call 911 only if it is safe to do so
- Remain until law enforcement arrives and announces presence
- Obey directives from responding law enforcement

COUNTER... (with all-out commitment)

- PRAY for the Holy Spirit to fill you with courage
- Be physically aggressive
- Use improvised weapons (ANYTHING that can be used to attack the shooter)
- Fight to incapacitate the shooter
- Obey directives from responding law enforcement



Bomb Threat

If the threat of explosion is immediate, **ACTIVATE FIRE ALARM(s)** and promptly evacuate the building.

If the caller indicates there is time:

- Try to gather as much information as possible using the checklist provided in **Appendix pp. 63-64**.
- Stay on the line as long as the caller continues to provide useful information.
- Remain calm and be courteous to the caller.
- Taking the checklist with you, evacuate the building.

Call 911 immediately and convey as much detailed information as you can to police and fire.

Do not use your radio. Radio transmission can detonate an explosive device.

Report the bomb threat to a staff member.

Suspicious Items/Packages

Immediately contact the police officer on duty as well as a staff member.

Efforts may be needed to secure the area around the item or package until the proper authorities can further investigate.

Evacuate the area.

SPECIAL CONSIDERATIONS:

Do not touch, handle, inspect, or move any item/package that is or has been deemed suspicious.

Follow the advice of police and fire officials that are on the scene.

Do not use your radio. Radio transmission can detonate an explosive device.

Make notes of what you see, hear and smell in regards to the item/package and report those observations to the police and/or Facilities team:

- Wires, excessive tape, oil spots, leaking substances
- Ticking, beeping, buzzing, and/or other sounds
- The smell of fertilizer, acetone, chemical, etc.



Inclement Weather/Campus Closings

For work week closures due to inclement weather, decisions will be made as an independent judgment based on (1) the conditions at each campus, (2) general road conditions, and (3) activities scheduled. Working hours can be altered at the discretion of the Lead Pastor. If the campuses are open but staff is unable to come in (due to weather conditions, childcare, etc.), the individual will work directly with the Lead Pastor.

Notification announcements will be the responsibility of the staff, in the event of their absence another staff member will be responsible for the notification process. The steps for making the decision and notification are listed below:

The Decision to Close:

- In the event of inclement weather or the forecast of its arrival, a decision can be made to cancel or postpone **church services**. The decision to close will be a mutual decision made by the Lead Pastor and Elders.
- In the event of inclement weather, elders will assess the condition of the church properties.

Notifications:

- After the decision has been made to delay or close the property, the next step will be notifications. Notifications will be the responsibility of a staff member.
 - Compose an email message and send to mass email list of regular attenders/members.
 - Compose a text message and send to mass text list of regular attenders/members.
 - Update the Providence City Church website and any appropriate social media outlets.

Depending on the day of the week, events scheduled, and forecast of weather, additional steps may need to be taken to ensure participants, members, and volunteers are notified.



Severe Weather/Tornado

The staff and safety team will monitor the weather conditions during service times.

The National Weather Service has developed a method of identifying storm conditions that foster the development of tornadoes. The classification and definitions of storm conditions are:

TORNADO WATCH – status indicates that weather conditions are favorable for the development of tornadoes. The “watch areas” are usually large geographic areas, covering many counties or even states that could be affected by severe weather conditions including tornadoes.

TORNADO WARNING – is an alert issued by the National Weather Service after a tornado has been detected by radar or sighted by weather watchers or by the public. The National Weather Service provides the approximate time of detection, the location of the storm and the direction of movement. A tornado can move from 25 to 40 miles per hour so prompt emergency action must be taken.

IF DURING THE WORKWEEK:

If the alert is a WARNING, the staff will take all necessary precautions and follow internal evacuation procedures (refer to Appendix p. 62).

IF DURING A WEEKEND SERVICE OR LARGE EVENT:

If the alert is a WARNING, the following notice will be given to the congregation by being displayed on the sanctuary screens and atrium monitors.

“The area is under a Tornado Warning (meaning conditions are right and one has been spotted) until (insert time frame). Please stay aware of the conditions outside and, if it proves necessary, please go to the nearest internal hallway and away from any windows. Stay alert and pray for those who may have already been impacted by this storm.”

The Stage Communicator (main Worship Leader or Lead Pastor) will work in conjunction with the staff and safety team on how to proceed with the internal evacuation. **Ensure the congregation that children are being taken care of.**

A staff member will communicate to all ministries the WARNING alert through the radio system or other forms of communication.

For severe weather internal evacuation procedure (Refer to Appendix p. 62).



Fire

Become familiar with fire extinguishers and fire alarm locations within your occupied vicinity.

In the event of fire or smoke, **remain calm** and evaluate whether the fire is immediately containable.

If not containable, pull the nearest fire alarm and follow the evacuation steps laid out in the Evacuation section (Refer to Appendix p. 61).

IF DURING A WEEKEND SERVICE OR LARGE EVENT:

The Stage Communicator (main Worship Leader or Lead Pastor) will work in conjunction with the staff and safety team on how to proceed with the internal evacuation.

- Using a microphone located on speaking platform/stage: **Assure the congregation that children are being evacuated and parents can rejoin them outside.**
- Slides will be displayed on the screens and monitors with evacuation information.

Entire facility will evacuate including: auditorium and all Collide Kids areas.

If your designated evacuation area is not nearest to you during the emergency, report to your designated area once you have evacuated the building.

Power Failure

In case of a power failure, a staff member will immediately call the power company to report outage.

Flashlights and spare batteries are located in cart at Welcome Center if needed.

IF DURING A WEEKEND SERVICE OR LARGE EVENT:

The stage communicator (main Worship Leader or Lead Pastor), working in conjunction with staff and safety team, will evaluate whether to evacuate the facilities or to proceed with service.

If evacuated, facility access will be limited until power has been restored.

IN BOTH INSTANCES, STANDARD CHILD CHECK-OUT PROCEDURES STILL APPLY.



Medical

Become familiar with the locations of the AED (Defibrillator) and First Aid kits at each campus.

- First Aid kits located at Welcome Center and in Collide Kids rooms.

Assess the situation and immediately contact a staff member.

If person is not breathing and does not have a pulse, begin CPR immediately.

If available, contact your campus on-site Medical Responder or, if necessary have the campus Stage Communicator (main Worship Leader or Lead Pastor) request for medical staff within the congregation.

If the person is injured in a fall or accident: **Do not move them.**

- Call 911 immediately.
- Assign someone to wait outside for the medical services to arrive then escort them to attend to the victim.
- Reference the Incident Report (Appendix p. 60).

If the person is able to move assist him/her to a designated area near the Welcome Center:

- Ask someone to locate the on-site Medical Responder, if available and, if needed, ask someone to call 911.
- The Medical Responder, if available, or someone from the congregation who is certified will administer First Aid.

Protect yourself!

- Do not touch blood or any other bodily fluids without first putting on gloves located in the First Aid kits.

A list of staff/servant leaders certified CPR/First Aid responders is posted in campus office.



MEDICAL NEED IN SANCTUARY DURING A WORSHIP SERVICE:

Service will temporarily PAUSE.

A staff member will report the medical situation to the “sound booth” technician and call 911.

The Sound Tech will communicate via ear piece to the Worship Leader and house lights will go up.

House lights will queue the Stage Communicator (main Worship Leader or Lead Pastor) to communicate to the congregation to sit down, be silent, and remain calm while the staff/trained servant leaders assess the situation.

Greeters and ushers will maintain crowd control until Emergency Responders arrive on site to treat or remove injured participant.

Resume service after the person in need of medical attention has been removed from the sanctuary.

If there is a medical situation, always err on the side of caution.



Evacuation

An evacuation is when a Providence City Church campus is put on alert to an internal emergency or threat to the safety of the campus population. Examples of when an evacuation will occur are fire or discovery of suspicious items. Evacuation will occur when the staff and/or safety team deem that the campus population is in immediate danger and should exit the building and proceed to assigned evacuation areas.

IF DURING A WEEKEND SERVICE OR LARGE EVENT:

The Stage Communicator (main Worship Leader or Lead Pastor) will work in conjunction with the staff and safety team on how to proceed with the evacuation.

- Using the microphone located on speaking platform/stage: **Assure the congregation that children are being evacuated and parents can rejoin them outside.**
- Slides will be displayed on the screens and monitors with evacuation information.

Other means to announce the evacuation: Fire alarm, radios, and floor runners.

Everyone evacuates the buildings: Anytime a fire alarm sounds, the facility must be evacuated **without delay**. It can never be assumed to be a false alarm under any circumstances.

- Follow the outlined evacuation route posted in your area.
- If you CANNOT leave because exits are obstructed you should crawl or stay low to the floor.
- Get to a phone and call 911.
- If your designated evacuation is not the area nearest to you, evacuate through the nearest exit.

To ensure all emergency vehicles can access the building safely and effectively, proceed immediately to your designated assembly areas (Refer to Appendix p. 61) for campus specific instructions.

- All Collide Kids and servant leaders assemble in the **GREEN ZONE**
*STAFF TO ASSIST WITH CHILDREN CHECK-OUT
- Worship Center and Atrium assemble in the **RED ZONE**
- Media is to be directed to **PURPLE ZONE**



Evacuation (cont.)

Remain in the assembly ZONE until released. While there:

- Remain calm and administer first aid if needed.
- Staff and servant leaders ensure all children are accounted for by referencing roster.
- Be prepared to recount important information/details to Emergency Responders.
- DO NOT attempt to re-enter the facility until cleared by Emergency Personnel.

Children will be rejoined to their parents at these locations using standard pick up procedures

IF DURING THE WORK WEEK/BUSINESS HOURS:

Staff will work in conjunction with police and staff on how to proceed with evacuation.

Other means to announce the evacuation: Fire alarm, radios, PA system, and/or floor marshals, megaphone, all-staff email.

Everyone evacuates the buildings following the same procedures as listed above.

SPECIAL CONSIDERATIONS:

Stay away from damaged buildings or areas until inspectors and/or Emergency Personnel have cleared the area.

DO NOT LEAVE. Your assistance may be needed, and your absence may assume you're still trapped or injured inside the building.



Internal Evacuation

An internal evacuation is when a Providence City Church campus is put on alert to an external emergency or threat to the safety of the campus population. An example of when an internal evacuation would occur is severe weather or lock-down. An internal evacuation will occur when the staff and safety team deem that the campus population is in immediate danger. Everyone will be asked to proceed to the designated areas (See Appendix p. 62).

IF DURING A WEEKEND SERVICE OR LARGE EVENT:

The Stage Communicator (main Worship Leader or Lead Pastor) will work in conjunction with the staff and safety team to determine how to proceed with the evacuation.

- Using the microphone located on speaking platform/stage: **Assure the congregation that children are being tended to and safe.**
- Slides will be displayed on the screens and monitors with internal evacuation information.

Internal evacuation is announced by the most appropriate means: radios, floor runners, and/or the stage megaphone.

- Fire alarm is NEVER sounded for internal evacuation. Everyone moves to pre-designated safe area or an interior room or stairwell.

Remain in the assembly area until released. While there:

- Remain calm and secure all doors. Staff and volunteer leaders ensure all children are accounted for by referencing roster.
- Administer first aid to injured or trapped persons, as needed.
- DO NOT attempt to leave the building until told to do so by emergency personnel.
- Evacuate ONLY if you smell fumes or gas. Notify Emergency Personnel immediately.

IF DURING A WORK WEEK/BUSINESS HOURS:

Following similar procedures as above, the staff will work in conjunction with the emergency personnel on how to proceed with the evacuation.



Lock-Down Procedure

A lock-down is when an entire Providence City Church campus is put on alert to an external or internal emergency or threat to the safety of the campus population. Examples of when the campus will be put into lock-down include missing child, active shooter, and/or safety concerns within the neighboring areas. Lock-down will occur when the staff and safety team deem that the campus population is in immediate danger. All campus buildings will be locked and outside activity will cease. There will be no movement between buildings or out of classrooms and building access will be fully screened.

When during a weekend service or large event, the Stage Communicator (main Worship Leader or Lead Pastor) will work in conjunction with the staff and safety team on how to proceed with the lock-down.

- Using the microphone located on speaking platform/stage: **Assure the congregation that children are being tended to and safe.**
- Slides will be displayed on the screens and monitors with lock-down instructions.
- Internal evacuation is announced by the most appropriate means (group text message, staff email, etc.)
- Ushers/Greeters in the Worship Center during service should lock glass doors and stand beside each door to discourage entrance or exit from the building.

The following announcement will be made via radios, floor runners, and/or megaphone from stage:

“An emergency lock-down has been initiated. Please return to the nearest office and/or classroom, close and lock the door. Do not allow anyone to enter or exit the building at this time. Police and emergency services are looking into the alert. Please remain in place until you receive the “all-clear.”
(Repeat)

Fire alarm is NOT SOUNDED for lock-down emergency. All exterior doors will be locked and remain locked.

There will be no access into or out of the buildings. There will be no movement in the building except by Emergency Personnel.

If reasonably safe, post notices regarding lock-down on the exterior entry doors (example on top of next page):



ATTENTION GUESTS:

We are currently in an emergency

LOCK-DOWN

For security purposes, all the doors are locked.
Until further notice, no one may enter or exit the building
until the Lock-Down has ended.

Anyone in the hallway must move into nearest room immediately.

Once room is secure with doors locked, door stops placed under doors and lights off, leaders/teachers should take roll and notify staff of any missing students or children.

All worship congregants should move to a secure area, away from windows and/or doors.

The lock-down will continue until the police give the “all clear.” Follow up with text, staff email, radio, and word of mouth of the “all clear.”



Recovery/Follow Up

After all events outlined above, the following will happen:

A debriefing will be conducted to understand what happened and what can be learned from the incident.

To ensure proper follow-up is provided to victims and families, report the incident to staff if they are unaware.

Media/Communications

During times of emergency, expect media and press representatives to be on scene. The following guidelines should be taken:

Contact a staff member immediately (Refer to page 4).

For the protection of the church and the individual, no one besides staff, elders, or other designated representative should give an interview or comment unless otherwise approved.

All media representatives should be staged together in the designated media parking area **PURPLE ZONE**; (Refer to Appendix p. 61).

Ask media/press to refrain from any interviews until the staff, an elder, or other designated representative arrives.

All staff and servant leaders should extend every possible courtesy to members of the media.



Radios

In the event of an emergency, please use the radio to report to the staff and/or safety team your need for immediate assistance.

- Radio usage is intended FOR KIDS CLASSROOM LEADERS & EMERGENCIES ONLY. Please refrain from using it for normal conversation.
- Become familiar with how to use your radio. Keep it properly charged and with you at all times.
- Keep calm and state your situation. (Example: “We are beginning CPR in the auditorium. Call 911. Someone bring the AED/defibrillator...”) Repeat your statement until it is acknowledged and persons are responding.

If there is a need for the campus to go into lock down, or have an all campus evacuation, the radios will be used to communicate your location and the status of your group.

In the off chance that the radio system is down due to power outage, or other unforeseen circumstances, use any other means possible to communicate your need campus wide (i.e. telephones, floor runners, microphone, e-mail, etc).

EXCEPTION: DO NOT USE your radio during a bomb threat. It can detonate an explosive device.

Radio locations (Campuses may have additional locations, but at a minimum of the following):

- Staff member(s)
- Safety team members
- All Collide Kids classrooms

CAMPUS RADIO SECURITY CHANNEL: 2

(IF A PRIVATE CONVO IS NEEDED, ASK WHOEVER YOU ARE COMMUNICATING WITH TO GO TO CHANNEL 3).



Child Protection Policy

Providence City Church (hereafter called PCC) is committed to maintaining a safe environment in which participants¹ are protected from sexual/physical abuse² and neglect. Our goals are to protect participants in church programs and activities, to educate those working with participants concerning abuse issues, and to protect staff members and volunteer servant leaders, as well as the church as a whole from potential allegations of abuse and neglect.

Implementation includes:

- Selection of staff, teachers, caregivers and others involved in activities with participants
- Orientation and training of these individuals
- Supervision of these individuals
- Responding to incidents or allegations of abuse or neglect as stated in PCC's Child Protection Policy
- Monitoring the policy and procedures to ensure compliance

We recognize that participants are entrusted to the care of responsible persons in church programs and activities, both on and off campus, and also in programs and activities operated by others on church property. We want participants to be able to participate in these programs and activities without intimidation, coercion, or abuse of any type. This general policy is applicable to all persons whether staff members, volunteer servant leaders, church partners, visitors or guests.

¹ Refer to "participants" on Definitions page

² Refer to "Abuse" on Definitions page



Procedures for the screening of staff members & volunteer servant leaders

1. All paid staff members and volunteer servant leaders (including but not limited to those who volunteer on overnight events/trips) of PCC shall complete the *Child Protection Policy training* and an authorization for *Criminal Background Check*.
2. All volunteer servant leaders who work with participants, even in a limited capacity, are required to be active partners³ of PCC.
3. The confidential information related to this policy, including but not limited to the child protection policy training, the criminal background check results, and the results of any investigation or inquiries made pursuant of those forms on encrypted cloud servers as provided. The confidentiality of all such inquiries and reports will be respected to the fullest extent possible.
4. If information is found in the course of reviewing the various screening forms or background checks that would preclude a volunteer servant leader from working with participants, the applicant will be notified by a staff member.
5. Those who have been the subject of a criminal investigation of sexual/physical abuse, where the case was substantiated, or those who have been convicted of either sexual or physical abuse can be forgiven for their sinful behavior however, such behavior disqualifies a person from serving as a volunteer servant leader in any of our ministries.

**Other persons and organizations that provide services to participants on/off campus must complete a criminal background check. A staff member must be present when an independent contractor provides such services to participants. If it is requested that an independent contractor work with participants without a staff member present, then that contractor must also be interviewed by the respective ministry head and approved as an appropriate spiritual influence in accordance to the same expectations as a staff member and the contractor must agree to abide by this Child Protection Policy.

³ Refer to "partner" on Definitions page



Definitions

Participant: one who engages in a program and, for the purposes of this policy, is considered part of a vulnerable population such as: one under the age 18 and/or one living with special needs.

Abuse: For purposes of this policy, “abuse” is any action (or lack of action) that endangers or harms a child’s physical, psychological or emotional health and development. Child abuse occurs in different ways and includes the following:

- Physical abuse - injury that is intentionally inflicted upon a participant.
- Emotional abuse - mental or emotional injury to a participant that results in an observable and material impairment in the participant’s growth, development, or psychological functioning.
- Sexual abuse - any contact of a sexual nature that occurs between a participant and an adult or between two participants. This includes any activity which is meant to arouse or gratify the sexual desires of the adult or the other participants.
- Neglect - the failure to provide for a participant’s basic needs or the failure to protect a participant from harm.

Church Partner: One who is currently a partner of Providence City Church and has agreed to requirements of partnership as laid out by the staff/elders.



Code of Conduct with Participants

The following policies are intended to assist staff members and volunteer servant leaders in making decisions about interactions with Participants. For clarification of any guideline, or to inquire about behaviors not addressed here, contact a staff member/elder.

PCC provides our Participants with the highest quality services available. We are committed to creating an environment for Participants that is safe, nurturing, empowering, and that promotes growth and success.

No form of abuse will be tolerated and confirmed abuse will result in immediate dismissal from any PCC event/ministry. All reports of suspicious or inappropriate behavior with Participants or allegations of abuse will be taken seriously. We will fully cooperate with authorities if allegations of abuse are made that require investigation.

The Code of Conduct with Participants outlines specific expectations of the staff members and volunteer servant leaders as we strive to accomplish our mission together.

- Participants will be treated with respect at all times.
- Participants will be treated fairly, consistent with PCC's beliefs and doctrine, regardless of race, sex, sexual orientation, gender identification, age, or religion.
- Staff members and volunteer servant leaders will adhere to uniform standards of displaying affection as outlined by this organization.
- Staff members and volunteer servant leaders will avoid affection with Participants that cannot be observed by others.
- Staff members and volunteer servant leaders will adhere to uniform standards of appropriate and inappropriate verbal interactions as outlined by [this policy](#).
- Staff members and volunteer servant leaders will not stare at or comment on Participants' bodies.
- Staff members and volunteer servant leaders will not date or become romantically involved with Participants.
- Staff members and volunteer servant leaders will not use or be under the influence of alcohol or illegal drugs in the presence of Participants.
- Staff members and volunteer servant leaders will not have sexually oriented materials, including printed or online pornography, on any property designated as Providence City Church (i.e. Blanchard campus, Hayes Campus).
- Staff members and volunteer servant leaders will not have secrets with Participants and will only give gifts with prior permission.
- If a participant indicates suicide/self harm is being considered, staff members and/or volunteer servant leaders shall not leave participant alone and immediately contact parent/guardian.
- Staff members and volunteer servant leaders will comply with [our policies](#) regarding interactions with Participants outside of our programs



Code of Conduct with Participants (cont.)

- Staff members and volunteer servant leaders will not engage in inappropriate electronic communication with Participants.
- Staff members and volunteer servant leaders are prohibited from working one-on-one with Participants in a private setting. Staff members and volunteer servant leaders will use common areas when working with individual Participants.
- Staff members and volunteer servant leaders will not abuse Participants in anyway including (but not limited to) the following:
 - *Physical abuse*: hitting, spanking, shaking, slapping, unnecessary restraints
 - *Verbal abuse*: degrading, threatening, cursing
 - *Sexual abuse*: inappropriate touching, exposing oneself, sexually oriented conversations
 - *Mental abuse*: shaming, humiliation, cruelty
 - *Neglect*: withholding food, water, shelter

PCC will not tolerate the mistreatment or abuse of one Participant by another Participant. In addition, we will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior.

- Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:
 - a. *Physical bullying* – when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
 - b. *Verbal bullying* – when someone uses their words to hurt another, such as by belittling or calling another hurtful names.
 - c. *Nonverbal or relational bullying* – when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.
 - d. *Cyberbullying* – the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures, videos or images, or website postings (including blogs). Cyberbullying can involve:
 - Sending mean, vulgar, or threatening messages or images.
 - Posting sensitive, private information about another person.
 - Pretending to be someone else in order to make that person look bad.
 - Intentionally excluding someone from an online group.



Code of Conduct with Participants (cont.)

- Hazing – an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.
- Sexualized bullying – when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.
- Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all Participants, staff members and volunteer servant leaders.
- All staff members must follow state specific mandatory reporting requirements. Staff members should be trained to be aware of and understand their legal and ethical obligation to recognize and report suspicions of mistreatment and abuse. Staff members will:
 - Be familiar with the symptoms of child abuse and neglect, including physical, sexual, verbal, and emotional abuse.
 - Know and follow these policies and procedures that protect Participants against abuse.
 - Report suspected child abuse or neglect to the appropriate authorities as required by state mandated reporter laws.
 - Follow up to ensure that appropriate action has been taken.
- Staff members and volunteer servant leaders will report concerns or complaints about other staff members, volunteer servant leaders, adults, or Participants to pastoral staff/elders.
- PCC will cooperate fully with the authorities to investigate all cases of alleged abuse. Any staff member or volunteer servant leader shall cooperate to the fullest extent possible in any external investigation by outside authorities or internal investigation conducted by this organization or persons given investigative authority by the organization. Failure to cooperate fully may be grounds for termination.
- Staff members and volunteer servant leaders may not have engaged in or been accused or convicted of Participant abuse, indecency with a Participant, or injury to a Participant.



Policy prohibiting the abuse or mistreatment of Participants

PCC has **zero tolerance** for abuse and will not tolerate the mistreatment or abuse of Participants in its programs. Any mistreatment or abuse by a staff member or volunteer servant leader will result in disciplinary action, up to and including termination of employment or volunteer servant leader service and cooperation with law enforcement.

Policy prohibiting the abuse or mistreatment of one participant by another participant

PCC has **zero tolerance** for abuse, mistreatment, or sexual activity among Participants within the organization. We are committed to providing all Participants with a safe environment and will not tolerate the mistreatment or abuse of one Participant by another Participant. Conduct by Participants that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, up to and including, dismissal from the program.

In addition, we will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, PCC will take the necessary steps to eliminate such behavior.



General Policies

Policies define the bandwidth of acceptable behavior in an organization. Because offenders often violate policies to gain access to Participants, when staff members and volunteer servant leaders know and understand policies, they can identify, interrupt, and report policy violations. Simply interrupting a policy violation can prevent a false allegation of abuse or put an offender on notice that no one works in private, the rules apply to everyone, and violations will be detected.

A. Physical Contact

Our physical contact policy promotes a positive, nurturing environment while protecting Participants, staff members and volunteer servant leaders. PCC encourages appropriate physical contact with Participants and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by staff members or volunteer servant leaders towards Participants in our programs will result in disciplinary action, up to and including termination of employment or volunteer servant leader service.

These policies for appropriate and inappropriate physical interactions include but are not limited to:

Appropriate Physical Interactions	Inappropriate Physical Interactions
<p>Contact initiated by the Participant such as:</p> <ul style="list-style-type: none"> ● Side hugs ● Pats on the shoulder or back ● Handshakes ● High-fives and hand slapping ● Pats on the head if culturally appropriate ● Touching hands, shoulders, and arms ● Arms around shoulders ● Holding hands (with young children in escorting situations) 	<ul style="list-style-type: none"> ● Full-frontal hugs ● Kisses ● Showing affection in isolated areas or while one-on-one ● Lap sitting ● Piggyback rides, wrestling ● Tickling ● Allowing a Participants to cling to a staff member's or volunteer servant leader's leg ● Allowing Participants, older than kindergarten, to sit on a staff member or volunteer servant leader's lap ● Any type of massage given by or to a Participant outside of accepted and documented medical treatment ● Any form of affection that is unwanted by the Participant or the staff member or volunteer servant leader ● Touching bottom, chest, or genital areas that is outside authorized and documented personal care assistance



B. Verbal Interactions

Staff members and volunteer servant leaders are prohibited from speaking to Participants in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. Staff members and volunteer servant leaders must not initiate sexually oriented conversations with Participants. Staff members and volunteer servant leaders are not permitted to discuss their own sexual activities with Participants.

These policies for appropriate and inappropriate verbal interactions are:

Appropriate Verbal Interactions	Inappropriate Verbal Interactions
<ul style="list-style-type: none"> ● Positive reinforcement ● Appropriate jokes ● Encouragement ● Praise 	<ul style="list-style-type: none"> ● Name-calling ● Discussing sexual encounters or in any way involving Participants in the personal problems or issues of staff members and volunteer servant leaders ● Secrets ● Cursing ● Off-color or sexual jokes ● Shaming ● Belittling ● Derogatory remarks ● Harsh Language that may frighten, threaten or humiliate Participants ● Derogatory remarks about the Participant or his/her family.



C. One-on-One Interactions

Most abuse occurs when an adult is alone with a Participant. PCC aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by the Church Staff or Elders.

In those situations where one-on-one interactions are approved, staff members and volunteer servant leaders should observe the following additional guidelines to manage the risk of abuse or false allegations of abuse:

Additional Guidelines for One-on-One Interactions

- When meeting one-on-one with a Participant, always do so in a public place where you are in full view of others.
- Meetings shall take place during regular business hours or at times agreed upon by Participant's parent/guardian.
- Avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high-fives, and handshakes.
- If meeting in a room or office, leave the door open or move to an area that can be easily observed by others passing by.
- Inform other staff members and volunteer servant leaders that you are alone with a Participant and ask them to randomly drop in.
- Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.

D. Off-Site Contact

Research shows many cases of abuse occur off-site and outside of regularly scheduled activities. Allowing contact outside of regularly scheduled activities may put staff members, volunteer servant leaders, Participants, and our organization at increased risk. This document offers various options for managing the risk of abuse and false accusations arising from contact outside our regularly scheduled programming.

Examples of contact outside of regularly scheduled program activities:

- Babysitting arrangements
- Tutoring
- Private lessons/coaching
- Mentorship
- Social interactions between staff members' or volunteer servant leaders' children and children served by the organization:
 - Playdates and birthday parties
 - Sleepovers
 - Overnight trips and vacations
 - Rides to/from the church or extracurricular activities and events
 - Attending public events in a shared community (like graduation, sports events, religious ceremonies)
- Continued contact with Participant after a Participant's participation in a program has ended

Appropriate Outside Contact	Inappropriate Outside Contact
<ul style="list-style-type: none"> ● Taking groups of participants on a field trip or ministry sponsored trip ● Attending athletic or arts activities with groups of participants. ● Attending functions at a participant's home, with parents/guardians present ● Meeting with more than one participant for a meal in a public place. 	<ul style="list-style-type: none"> ● Taking one participant on an outing without the parents'/guardians' and administration's written permission. ● Visiting one participant in the participant's home without a parent/guardian present ● Entertaining one participant in the home of staff or volunteer servant leaders ● A lone participant spending the night with staff or volunteer servant leaders.



Additional Policies

- Whenever practical, the “two-leader” (hereafter to mean two leaders present together) rule applies to vehicles used to transport participants to and from activities that are not conducted on the property of PCC. In those situations, where two leaders are not present in each vehicle, in no case shall only one participant be present in the same vehicle (to prevent a one leader/one participant situation). Also, that solo driver must try to establish a caravan with at least one other driver with the understanding that the two or more vehicles are always within eyesight of each other. (This is intended to prevent a solo leader from getting lost or placed in a high-risk situation during transit to or from an activity).
- At no point should a staff member or volunteer servant leader find themselves alone in a restroom stall or behind locked doors with participant. Always ask for a safety team member, staff, or another volunteer servant leader to assist with restroom visits to ensure two sets of eyes are on the classroom as well as the restroom. Only assist children who are unable to go to the restroom by themselves.
- Molesters routinely groom participants by giving gifts, thereby endearing themselves to the participant to keep the gifts a secret, which then starts teaching the participant to keep secrets from parents/guardians. For this reason, staff and volunteer servant leaders should only give gifts to groups of participants. If someone wishes to give a gift to an individual participant, they must notify the parent/guardian of the participant that the gift was given. Extrinsic reinforcement (e.g., treasure boxes) that are made available to a group of students are permitted and do not require approval of administration nor notice to the parents.
- PCC staff, elders, or their designees shall make random visits to all scheduled classroom situations. The parent or guardian is responsible for ensuring that the participant is not left alone in an unsupervised area. PLEASE NOTE: The drop off and pick up arrangements for the participants involved in the various ministries are described on the pages of this manual.



Additional Policies (cont.)

- No medication or ointments should be given to participant without the express written permission by parent/guardian (this includes diaper rash ointment, baby powder, etc.). The only exception is an epi-pen to be administered when a participant's life is in imminent danger from an allergic reaction.
- When serving in a classroom, please DO NOT bring any weapons (including but not limited to handguns, knives, etc.) even if you are a concealed carry permit holder. Safety Team members are allowed to carry a concealed weapon ONLY IF he/she has a concealed carry permit.
- All necessary measure should be taken to disinfect all nursery/toddler/preschool toys or other items after each service. Diapers should be disposed of in diaper genies or plastic trash bags and taken to the dumpster after each volunteer servant leader shift.
- Only female volunteer servant leaders over the age of 16 may change diapers and only do so following the "two leader" rule.
- Personal use of cell phones, texting, and social networking is generally discouraged while volunteer servant leaders are serving except in the case of emergency.
- If a staff member or volunteer servant leader is found to be in violation of these policies and procedures, the matter will be reviewed by the staff, elders, or their designees, for appropriate action.



Electronic Communication & Social Media Code of Conduct

In recent years, electronic communication and social media platforms have become increasingly popular. While these tools provide many benefits, they also present the potential for inappropriate behavior, increased access to vulnerable Participants, and privacy violations. Staff members, volunteer servant leaders, and Participants participating in PCC's programs, events, and activities shall adhere to the following Social Media Code of Conduct:

- Do not engage in behavior or comments that are or could be construed by any observer to be harsh, abusive, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating.
- Do not engage in personal attacks, sexually oriented conversations, or discussions about sexual activity.
- Be a positive role model by exhibiting professionalism in all interactions; portray an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
- Only program-related/spiritually encouraging messaging may be communicated electronically between staff members and volunteer servant leaders of PCC and Participants, parents, and guardians.
- Staff members and volunteer servant leaders are prohibited from sending private messages to Participants and/or replying to private messages from a Participant without the parent included on the message. If a Participant attempts to privately communicate with a staff member or volunteer servant leader electronically, a staff member must be notified immediately.
- Personal social networking profiles and/or blogs of staff members and volunteer servant leaders shall be private and not shared with Participants. Staff members and volunteer servant leaders with profiles on social networking sites shall not request to be "friends" with or follow Participants or approve friend or follow requests from Participants without knowledge and/or permission from parents.
- Never reveal sensitive or confidential information, including identifiable details or photos of a Participant without written consent from their parent or legal guardian.
- Staff members and volunteer servant leaders may not post or share on their personal social media accounts any photographs or videos of Participants participating in PCC's programs without written permission from parents or legal guardians.



Electronic Communication & Social Media Code of Conduct (cont.)

- Staff members and volunteer servant leaders may not post or share inappropriate photos or comments on photos of Participants.
- Do not make pornography in any form available to Participants participating in PCC's programs, events, and activities or assist Participants in any way in gaining access to pornography.
- Staff members and volunteer servant leaders may not create web pages on behalf of the organization unless they have prior approval to do so and may not misrepresent their work with PCC or the organization itself.
- Staff members and volunteer servant leaders engaging in social media and online communication become a public figure associated with the church and are responsible to help protect the organization and its Participants. Always act in a professional and constructive manner and use sound judgement before posting or sharing content.
- Rather than personally defend PCC's reputation, staff members and volunteer servant leaders should notify the pastoral staff/elders of a negative comment or online representation or if any member of the media contacts them about any matter related to the organization. Staff members are not authorized to speak to reporters/media on behalf of PCC. **All reporters or media inquiries are to be directed to the Lead Pastor or elders.**
- Staff members and volunteer servant leaders must adhere to uniform standards of electronic communication and social media use as outlined in any applicable policies and procedures.
- Participants and Parents/guardians may request in writing that a Participant not be contacted through any form of electronic communication or social media by a staff member or volunteer servant leader of the organization.



Procedure for report & responding to incidents & allegations of abuse of a participant

Abuse Suspected by a Parent, Guardian, Custodian or Caretaker

1. If a staff member or volunteer servant leader suspects that a participant has been abused or neglected by his/her parent, guardian, custodian or caretaker, the staff member or volunteer servant leader will contact **the PCC pastoral staff/elders** as soon as possible and at least within 24 hours. The pastoral staff/elders shall apply the guidelines set forth in Matthew 18. The safety and protection of the participant remains paramount. The staff member/volunteer servant leader making the observation/report must submit a written report describing the incident to the pastoral staff/elders.
2. If the pastoral staff/elders determine that such an incident has occurred, an attitude of Christian kindness and forbearance, guided by a concern for redemption rather than punishment, will be used. An oral report shall be made to the civil authorities advising them of the incident.
3. If the incident or reasonably suspected incident of abuse, or neglect is against a parent, guardian, custodian or caretaker, the pastoral staff/elders shall make decisions to ensure the participant's safety while on our campus.
4. The action of the PCC pastoral staff or elders shall not prohibit the staff member/volunteer servant leader from making a report to the civil authorities.

Abuse Suspected by a Staff Member, Volunteer Servant Leader, Elder, other Adults

Because we are dedicated to maintaining zero tolerance for abuse, it is imperative that every staff member and volunteer servant leader actively participates in the protection of participants. All adult members of PCC, staff and other adults participating in programs of PCC are to be sensitive to the potential for abuse of participants. In the event that any staff member or volunteer servant leader observes any suspicious or inappropriate behaviors and/or policy violations on the part of other staff or volunteer servant leaders, it is their personal responsibility to immediately report their observations to PCC Pastoral staff/elders and civil authorities as appropriate. The confidentiality of all such inquiries and reports will be respected to the fullest extent possible. Staff and volunteer servant leaders will not be retaliated against in any manner for reporting abuse (actual or perceived) or participating in an investigation pursuant to this policy.

Examples of Suspicious or Inappropriate Behaviors Between Staff Members/Volunteer Servant Leaders and participant:

- Violation of the child protection policies described above
- Seeking private time or one-on-one time with participants
- Making suggestive comments to participants
- Picking favorites
- A violation of a Child Protection Policy regardless of whether any abuse has occurred.



Staff Member and Volunteer Servant Leader Response

If staff members or volunteer servant leaders witness suspicious or inappropriate behaviors or policy violations from another staff or volunteer servant leader, the staff or volunteer servant leader is instructed to do the following:

- If you witness abuse, interrupt the behavior immediately.
- Report the behavior as soon as possible and at least within 24 hours to the PCC Pastoral Staff /elders.
- If you are not comfortable making the report directly, make it anonymously.
- If the report is about a supervisor or administrator, contact the next level of management.
- Document the report but do not conduct an investigation. State only the facts.

Supervisor and Administrator Response

In the event that pastoral staff/elders receive a report of suspicious or inappropriate behaviors or policy violations from a staff member or volunteer servant leader, the pastoral staff/elders are instructed to do the following:

- The person accused shall be immediately relieved of further responsibilities involving direct contact with participants until the investigation is completed and allegations are cleared.
- Conduct a reasonable investigation with civil authorities as necessary.
- If an incident of abuse is believed to have occurred, the pastoral staff/elders shall contact the parent, guardian, custodian or caretaker of the participant and upon further discussion with the parent, guardian, custodian or caretaker, shall make a report to the police if deemed necessary.
- Incidents/reasonably suspected incidents shall be reported to the pastoral staff/elders, who will then consult legal counsel as appropriate.
- All steps taken in the course of handling the incident or report shall be documented.
- The Lead Pastor or an elder shall be the spokesperson for the church insofar as media inquiries are concerned.

Based upon the information gathered, and if policy violations with participants are confirmed, the staff or volunteer servant leader must be subject to disciplinary action up to and including termination and prosecution.

Organizations that use PCC's facilities that have reporting procedures of their own shall follow those established reporting practices. In addition to following their notification procedures, the organization that uses PCC facilities shall also notify the pastoral staff/elders as soon as possible, not to exceed 24 hours, of any incident or suspected incident.



Drop off/Pick up policy for participants

On Sunday mornings, drop off and pick up of participants up to and including 5th grade shall only be by the parent, guardian, or family representative possessing the participant's security tag(s).

Babies – 5th Grade:

- All children will be checked in at the Welcome Center check-in station(s) located in the main worship area and brought to their classroom by their parent, guardian, or family representative. A security badge will be printed that will be **required for pick-up**.
- No child will be allowed into his/her classroom without a nametag placed on the front or back of their shirt.
- Children are only allowed to be dropped off into his/her classroom provided there are two leaders present or one leader with a safety team member providing a second set of eyes on the classroom.
- Parents/guardians/family representatives **MUST SHOW THE PROVIDED SECURITY TAG** to pick up children.

Other events where childcare is provided:

- Use same procedures as outlined above.



Illness & infectious disease policy for participants

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

- ♣ Acute cold
- ♣ Fever (within 24 hours) or temp registers 100.4 or higher
- ♣ Sneezing
- ♣ Coughing
- ♣ Vomiting (within 72 hours)
- ♣ Diarrhea (within 72 hours)
- ♣ Sore throat
- ♣ Earache
- ♣ Runny nose
- ♣ Red or discharging eyes
- ♣ Skin rash
- ♣ Chills

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

If a volunteer servant leader suspects that a child has an infectious disease, the informed person should bring this information to a staff member in a confidential manner.

Children who test positive for HIV and who are toilet trained are welcome to attend kids' services and all church functions and are encouraged to participate fully. HIV-positive children who lack control over bodily functions, who have open sores or cuts, or who display behavior such as biting, may be screened and temporarily excluded.

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



APPENDIX



Incident Report Form

Name of Person completing this form: _____ DATE: _____

Date/Time of Incident: _____ Child/Injured's Name: _____ Age: ____ Sex: ____

Witness to Incident: _____ Parents Notified By (if applicable): _____ Time Notified: ____

Piece of Equipment Involved:

Indoors: __Block __Furniture Outdoors: __Bench __Climber __Fence/Wall
__Cubby __Door __Floor __Composite Play Structure __Deck __Swing
__Toy __Other Child/Person __Other Child __Sidewalk __Slide __Surfacing
__Shelving __Sink __Walker __Toy __Other Playground Equipment: _____
__Steps __None __Vehicle __None __Other: _____
__Other: _____

Cause of Injury:

__Fall from height __Hit by or bumped into object __Human bite __Sharp/Piercing object
__Burn __Splinter/foreign object __Pinched/caught in __Other: _____

Type of Injury:

__Dental injury __Cut/Scrape __Puncture __Bite __Bump/bruise __Splinter
__Burn __Crush __Fracture/dislocation __Sprain/strain __Other: _____

Body Part Injured:

__Head __Eye __Face __Mouth __Neck __Arm __Hand/Wrist/Finger __Leg
__Addomen/trunk/chest __Knee __Foot/ankle __Other: _____

Where Child/Injured Received Treatment:

__Clinic __Dentist __Doctor's office __Hospital/ER __Onsite by health professional
__Urgent Care __Other: _____

Detailed description of how and where incident occurred & first aid received: _____

Signature of Person Completing form: _____ Date: _____

Signature of Parent/Guardian/Injured Person: _____ Date: _____



External Evacuation Map



Internal Evacuation Areas

PROVIDENCE CITY CHURCH MAIN CAMPUS:

Familiarize yourself with the posted building maps to see where your nearest assembly area is located within the facility.

Everyone moves to pre-designated safe assembly area or an interior room or stairwell. Elevators are never used.

Auditorium: Remain in current location. Crouch down in front of seats or against walls furthest away from windows.

Collide Starters Babies - Toddlers & Twos: Stay in classroom if deemed safe to do so. In case of inclement weather/tornado, place all children in as many evacuation cribs as possible and move to auditorium or bathrooms in hallways.

Collide Starters Preschool: Stay in classroom if deemed safe to do so. In case of inclement weather/tornado, move to a stairwell or the innermost room/hallway without windows.

Collide Explorers - Trailblazers: Stay in classroom if deemed safe to do so. In case of inclement weather/tornado, both classes should move to the Trailblazer classroom to farthest walls and closets away from windows.

Crouch down covering your head and eyes.

If outdoors: Take cover near objects that are low and securely anchored to the ground.



Bomb Threat Checklist

Use this form to record all information if you received a bomb threat.

BE CALM, BE COURTEOUS, LISTEN, DO NOT INTERRUPT

THE EXACT WORDS OF THE CALLER: _____

QUESTIONS TO ASK:

- When is the bomb going to explode? _____
- Where is the bomb right now? _____
- What kind of bomb is it? _____
- What does it look like? _____
- Why did you place it? _____
- Where are you calling from? _____

CALLER'S VOICE:

Male	Female	Adult	Juvenile
Disguised	Well-Spoken	Irrational	Accented
Incoherent	Calm	Angry	Excited
Speech impediment	Rapid	Soft	Loud
Unusual breathing	Crying	Normal	Slurred
Clearing throat	Laughter	Deep	Raspy
Slow	Nasal	High pitched	Foul
Cracking voice	Familiar	Taped/Recorded	
Other			

If the voice is familiar, who did it sound like? _____

Did the caller indicate knowledge of your facility? ____ YES ____ NO

If yes, explain: _____



Bomb Threat Checklist (cont.)

BACKGROUND SOUNDS:

Street noises	Dishes	Voices
House noises	Music	Motor
Office machinery	Quiet	Aircraft
Factory machinery	Static	PA System
Animal noises	Long distance	Driving sounds
Other		

Name: _____ Phone: _____

Service Area: _____ Campus: _____

Date Received: _____ Time Received: _____ Time Ended: _____

TAKE THIS CHECKLIST WITH YOU AS YOU EVACUATE THE BUILDING.