



VOLUNTEER HANDBOOK

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WELCOME TO NEW SONG COMMUNITY CHURCH

It is our pleasure to welcome you to New Song Community Church ("New Song"). You are now a vital part of the ministry of New Song. This handbook is an important tool to help you adapt to the mission. If you have any questions, please discuss them with the leader of your ministry and/or the Human Resources department.

As you read through this Handbook, we hope you will feel a sense of responsibility and privilege serving in God's House. In your ministry at New Song, we pray that you will be blessed beyond measure.

May God use you mightily for His Purpose!!

What New Song Expects From You

Your first responsibility is to know the role you are volunteering for and what the expectation is when executing said role. Secondly, you are expected to cooperate with the leader of this ministry and your fellow volunteers and to maintain a good team attitude. How you interact with fellow volunteers, employees and our members, and how you accept direction can affect the success of your ministry.

GENERAL PRACTICES AND POLICIES

New Song is a Harassment Free Church for our Volunteers

We intend to provide an environment that is pleasant, professional, and free from intimidation, hostility or other offenses which might interfere with well-being. Harassment of any sort, verbal, physical, or visual, will not be tolerated. This includes both sexual harassment as well as harassment based on an employee's or volunteer's status in a protected class. These classes include, but are not necessarily limited to race, color, religion, gender, age, genetic characteristics, sexual orientation,

RECEIPT AND ACKNOWLEDGEMENT OF NEW SONG VOLUNTEER HANDBOOK

I have received and read a copy of New Song's Volunteer Handbook. I understand the policies described in it, including what is Sexual Harassment/Harassment prevention and reporting procedures in the event that harassment occurs.

This document is to be signed by each New Song Volunteer. This document will be kept by Human Resources:

Volunteer Printed Name _____

Position _____

Volunteer Signature _____

Date _____

NS Personnel Signature _____

Title _____ Date _____

*Note: New Song Community Church reserves the right to make changes to these policies at any time.

national origin or ancestry, disability, medical condition, marital status, veteran status, or any other protected status defined by law. This policy also prohibits unlawful harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. This policy extends to unlawful harassment of, or by vendors, independent contractors, clients, or others with whom our employees or volunteers may come into contact with during their time at New Song.

What Is Harassment?

Harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes, messages or statements, pranks, intimidation, physical assaults or contact, or violence. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee or volunteer for discussing or making a harassment complaint. In addition, this policy covers all individuals in our church buildings, or off-site church events, such as fellow employees, volunteers, managers, outside clients, vendors, independent contractors, or other nonemployees who conduct business with our organization.

What Is Sexual Harassment?

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature. It is important to note that harassment crosses age and gender boundaries and cannot be stereotyped. Among other perceived unconventional situations, sexual harassment may involve two women or two men.

Examples of a hostile, intimidating, and offensive environment includes, but is not limited to, pictures, cartoons, symbols, or apparatus found to be offensive and which exist in the workspace

of an employee or volunteer. The law prohibits any form of protected basis harassment that impairs an employee's or volunteer's working ability or emotional well-being within the church buildings.

Responsibility and Reporting

Any employee or volunteer, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate ministry leader, Executive Pastor or Human Resource representative with whom they feel comfortable. When management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the organization to do so.

All reported incidents of prohibited harassment will be investigated in an effective, thorough and objective manner. If you believe you have been harassed by any organization employee, volunteer, client, or other business contact, confront the harasser and ask him/her to stop. While we encourage you to communicate directly with the alleged harasser, and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential, however, to notify your ministry leader immediately even if you are not sure the offending behavior is considered harassment. Any incidents of harassment must be immediately reported to Human Resources or the Executive Pastor.

All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any volunteer found to have harassed any employee or volunteer or anyone will be required to step down from their position. Retaliation of any sort will not be permitted.

All volunteers must report any incidents immediately so that complaints can be quickly and fairly resolved. The California Department of Fair Employment and Housing ("DFEH") investigates and may prosecute complaints of harassment.

- The use of profanity or abusive language;
- The possession of firearms or other weapons on New Song property without approval from Senior or Executive Pastor.
- Fighting, threatening, intimidating or assaulting a fellow volunteer, employee/staff, management, guest, visitor or anyone;
- Theft, destruction, defacement or misuse of New Song property or of another employee's/staff's property;
- Inappropriate attire or inappropriate personal appearance;
- Engaging in any form of sexual misconduct or harassment;
- Unauthorized use of telephones, mail system, copiers or other organization-owned equipment;
- Violation of and/or improper disclosure of confidential information.

Confidential Information

Each volunteer is responsible for safeguarding confidential information obtained in connection with his or her position. Any materials or "files" may be considered confidential. If you are unsure of the confidential nature of any materials, ask your supervisor. It is your responsibility to not reveal or divulge any confidential information unless it is necessary for you to do so in the performance of your duties.

mission. Conduct that interferes with overall operations, that discredits New Song or is offensive to members and guests is prohibited.

New Song volunteers should conduct themselves in a positive manner so as to promote the best interest of New Song's mission. Positive conduct should include:

- Glorifying God!
- Arriving on time, ready to serve;
- Give proper advance notice whenever you are unable to volunteer during your scheduled time or report on time;
- Comply with all New Song safety and security regulations;
- Appropriate clothing and hygiene; no bare feet, visible excessive cleavage, short shorts, short skirts, short dresses, exposed or lack of undergarments (bra straps should be covered, bare midriff and excessively torn or deeply stained clothes are not permitted.
- Keep your area clean and orderly;
- Treat all staff, guests and volunteers with respect and in a courteous manner;
- Refrain from offensive or undesirable behavior or conduct which is contrary to New Song's values and mission
- Refrain from social media posts that might have a negative reflection on New Song;
- Perform assigned task with efficiency, excellence and in accord with established quality standards.

Conduct that is unacceptable in the Organization's opinion, whether specifically listed below or not, may result in involuntary removal from ministry.

- Violation of organization rules or policies; any action that is detrimental to New Song's mission
- Volunteering while under the influence of alcohol, narcotics, marijuana or drugs whether prescribed or not;
- The use, sale, dispensing or possession of alcoholic beverages and/or illegal drugs (including marijuana);

We prohibit any employee or volunteer from retaliating in any way against anyone who has raised any concern about sexual harassment or discrimination against another individual. We will investigate any complaint of sexual harassment and will take immediate and appropriate disciplinary action if sexual harassment has been found within the church building.

Privacy

New Song provides resources to facilitate employee and volunteer work towards the accomplishment of its mission and New Song reserves the right to examine all provided resources, and any property or data contained in such resources, at any time and without warning. Such resources may include desks, desk drawers, locks, computers, computer system databases, communication systems, e-mail, voice mail, file cabinets, etc. The resources are the property of New Song, and are therefore not private.

COMPUTER, E-MAIL, AND INTERNET USE POLICY

New Song maintains computers (including e-mail and Internet access) to meet its operational, financial and information requirements. It is essential that this system and the data it processes be operated and maintained in a secure environment. Authorized employees or volunteers may use it in accordance with the following guidelines.

General Guidelines

- All computer users are obligated to use these resources responsibly, professionally, ethically and lawfully.
- As a volunteer, you may be given access to the computer network at New Song to assist you in performing your

work. You should not have an expectation of privacy in anything you create, store, send or receive on the computer system. The church has a right to audit any material you created, viewed, transmitted or received on the network.

- Volunteers must provide passwords and codes used with your New Song computer, e-mail and Internet system. Please provide these to Human Resources to be placed in your personnel file.
- Upon establishing a user ID and password to access the network, you, the volunteer, are solely responsible for all actions taken by anyone using that user ID. Keep your password private. Before leaving for the day, shut down and power off your computer properly. Unattended PC's represent a security risk not only for your data, but also to the network in general.
- When you send electronic mail using your network user ID, your name is included in each message. You are responsible for all e-mail originating from your user ID.

Prohibited Activities

- Sending, receiving, downloading, displaying, printing or otherwise disseminating material that is sexually explicit, profane, obscene, harassing, fraudulent, racially offensive, defamatory or otherwise unlawful.
- Wasting computer resources by spending excessive amounts of time on the Internet, playing games, engaging in online chat groups or creating unnecessary network traffic.
- The computer system, software, and resources should never be used for a commercial or political purpose distinct from their specific job function at New Song unless expressly authorized by the Executive Pastor.
- No one should engage in any conduct reasonably likely to compromise any security system or security program.
- Violating any, state, federal or international law.

- No one should install or allow to be installed any software on their church computer unless specifically granted permission by the Executive Pastor. Normally, only the Executive Pastor or the church computer technician may install programs on church-owned computers.
- Other than prayer requests and church business, no emails should be forwarded or sent to "all" without the approval of the Executive Pastor or Human Resources.

Safeguarding Personal Property

Volunteers are expected to exercise reasonable care to safeguard personal items of value brought to work. Such items should never be left unattended or in plain view. New Song does not assume responsibility for the loss or theft of personal belongings, and volunteers are advised not to carry unnecessary amounts of cash or other valuables with them when they come into the church buildings.

Office Equipment

Volunteers should be particularly careful to exercise courtesy and thoughtfulness in using any equipment on New Song property.

New Song considers all technical equipment, which includes software, to be New Song property and maintains the right to examine, modify or delete programs, files and e-mail at any time. There is no presumption of personal confidentiality. Do not establish any systems without providing those passwords to your ministry leader in writing.

CODES OF CONDUCT

As a Christian Biblically-based organization, the conduct of volunteers on and off the church property can impact New Song's