



VOLUNTEER HANDBOOK

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SECTION I Welcome to Volunteering of Mount Zion Baptist Church

Welcome to the Mount Zion Baptist Church team. Mount Zion Baptist Church (MZBC) is a congregational lead church and where GOD is the head of the church. Your role is to assist MZBC members whose mission is to give visible form to that faith and fellowship to which GOD has called his people. MZBC members acknowledge ourselves to be a local manifestation of the universal church through which Jesus Christ continues to minister to the world by His Holy Spirit. MZBC members seek to fulfill this calling through corporate worship services, through a program of Christian nurture by which our members may be built up in faith and love, through proclamation of the Gospel by word and deed and through ministering to human need in the name of Christ. Your work and performance is critical in helping MZBC members achieve this goal.

We are excited that you joined our dedicated team which strives for excellence in serving the Lord and his people. It is a privilege to use your GOD-given gifts and abilities to serve our Church and Community and we know GOD will be honored through your service.

This Volunteer Handbook will help you understand the guidelines and benefits that the Church has developed, as well as the Church's expectation. The contents of this handbook contain only general information and guidelines. This handbook is not intended to be comprehensive or to address all the possible application of, or exceptions to, the official volunteer policies and procedures of Mount Zion Baptist Church.

You will be notified when any of the information in this Handbook is updated. Please read the Handbook thoroughly and don't hesitate to contact your supervisor or any member of the Human Resource Ministry with any questions. Please read the entire Handbook and attachments, sign the acknowledgement, and return it to your ministry leader. You are responsible for knowing and understanding the contents of this Handbook and using it as a guide while volunteering at Mount Zion Baptist Church. If you have any questions about the guidelines contained in the Handbook, please contact your ministry leader or a member of the Human Resource Ministry.

The MZBC Human Resource Ministry welcomes you. We hope that you will find your work at MZBC enjoyable and spiritually rewarding.

We are available to you and feel free to reach out to your Ministry Leader/Supervisor and/or any member of the Human Resource Ministry with your questions or any other concerns that you may have at hr@mountzionseattle.org.

Human Resource Ministry is seeking individuals with experience in HR to join the HR Ministry team as the key players in attracting and hiring staff, supporting volunteers, overseeing employee and volunteer training, onboarding and offboarding, and creating administrative procedures for employees and volunteers at Mount Zion Baptist Church.

The Mission Statement of Mount Zion Baptist Church of Seattle is –

Go ye therefore, and teach all nations, baptizing them in the name of the Father, and of the Son and of the Holy Ghost. Teaching them to observe all things whatsoever I have commanded you: and lo, I am with you always, even unto the end of the world.

Matthew 28:19-20 (KJV)

The Vision Statement of Mount Zion Baptist Church of Seattle is –

Mount Zion Baptist Church is called to be a Christ-Centered Church that addresses the needs of the total person through:

- Liberating worship
- Life-transforming Christian Education
- Progressive and timely ministries
- Effective social activism

Our Purpose

Mount Zion Baptist Church exists to:

- Proclaim the Gospel of Jesus Christ
- Develop mature Christian disciples
- Empower the hurting for victorious living
- Seek God's justice in the world

Our Values

- Christ-centered
- People-focused
- Love
- Excellence
- Relevance
- Cultural Development
- Empowerment
- Social Justice

Church Governance

The governance of this Church is vested in the members who compose it and, as such, it is subject to the control of no other ecclesiastical, church or religious organization. Also,

none of its Ministry Boards or Committees can usurp its executive governmental or policy-making powers

SECTION II Human Resource Ministry

Mission

The Human Resource Ministry's role is to establish guidelines and recommendations to help establish a respectful work environment to allow employees to perform their work and practice the mission of Mount Zion to the best of their ability. In addition, our goal is to minimize potential employee litigation.

Purpose

The Human Resource Ministry was formed in 2007 to bring formal structure to the hiring, evaluation and employee administration processes. This ministry does not supervise employees. In 2024, the Human Resource Ministry developed a Volunteer Handbook that relays essential information about the MZBC, what volunteers will do, and what's expected from them as volunteers. It is designed to answer questions that a volunteer might have, to orient volunteers and give them the tools they need to succeed in their volunteer tasks.

Function

- Establish Human Resource policies and procedures for employees and volunteers
- Establish Benefit Policies for employees
- Recruit new employees
- Conduct applicant screening for all new employees
- Conduct Salary Surveys
- Assist supervisors in drafting job descriptions
- Review all employee evaluations
- Review all recommendations for discipline and/or terminations
- Investigate complaints of harassment, discrimination, and/or violations of Mount Zion's code of conduct.
- Provide a resource for all employees questions and concerns
- Provide advice to Leadership over Human Resource policies and procedures

SECTION III Acknowledgment of Volunteer Standards

Mount Zion Baptist Church (“MZBC”) welcomes you! We are excited that you have joined our dedicated team of volunteers who strive for excellence in serving the Lord and his people. It is a privilege to use your GOD-given gifts and abilities to serve our Church and Community and we know GOD will be honored through your service.

MZBC is providing you with this Volunteer Handbook to help you understand the guidelines that the Church has developed, as well as the Church’s expectation. The contents of this handbook contain only general information and guidelines. This handbook is not intended to be comprehensive or to address all the possible application of, or exceptions to, the official volunteer policies and procedures of Mount Zion Baptist Church.

You will be notified when any of the information in this Handbook is updated. Please read the Handbook thoroughly and don’t hesitate to contact your Ministry Leader or any member of the Human Resource Ministry with any questions. Please read the entire Handbook and attachments, sign the acknowledgement, and return it to the Human Resources Ministry. You are responsible for knowing and understanding the contents of this Handbook and using it as a guide while volunteering at Mount Zion Baptist Church.

SECTION IV Mount Zion Roles and Employee/Volunteer Structure

The employee structure of Mount Zion Baptist Church consists of several classifications: Ministerial Staff, Administrative/ Managerial Staff, and Support Staff either on a full-time or part-time basis. Each of these classifications is outlined below:

(1) Ministerial Staff:

Ministers are those individuals who have been officially called by the congregation of Mount Zion Baptist Church and who have been formally ordained, licensed and commissioned to the ministry of gospel. Ministers shall be classified as follows:

Senior Pastor/Minister – will be considered a full-time employee of Mount Zion and the Spiritual Leader, Leader of Worship and Community Affairs Leader. The Pastor shall preach the Gospel, administer the Ordinances, watch over the membership, and have as his charge the spiritual welfare of the congregation and the stated services of public worship. He shall be an ex-officio member of all Boards and Committees of the Church and its auxiliary organizations and oversee activities of all Ministers on staff.

Associate Ministers – serve at the pleasure of the Congregation and Senior Pastor and may serve in multiple leadership positions and Outreach on behalf of Mount Zion Baptist Church

Ministers Program Leaders – who may serve as the overseers to the various ministry programs that fall under a primary ministry emphasis of Mount Zion Baptist Church (i.e. Adult, .Worship, Instruction, Fellowship, Evangelism, Outreach, Stewardship, Youth, Preschool, Educations, etc.)

(2) Administrative/Managerial Staff:

These are non-ministerial staff employees who serve on a full-time or part-time basis and serve in a key administrative or managerial position of the Church. These positions are responsible for the oversight of a ministry or operation of the Church where supervision of support staff may be required. Administrative/Managerial employees may include but are not limited to the following:

- **Business/Facilities Manager (Vacant):**
Provide oversight of the facilities of Mount Zion Baptist Church which may include supervision of office staff, janitorial staff, security staff, etc. This individual will have direct reporting responsibility to the Trustee Chair or his/her designee for evaluation and supervision.
- **Coordinator Staff: (Vacant)**
These are non-ministerial volunteers who serve on a full-time or part-time basis and provide oversight for specific functions of Mount Zion (i.e. Weddings, Funerals, Socials, Youth Programs, etc.)

(3) Support Staff Volunteers

These volunteer positions consist of the support functions which service the numerous ministries of Mount Zion Baptist Church on a full-time or part-time basis. Support Staff volunteers may include but are not limited to the following:

- **Office Support Volunteers** – may serve as secretaries and support workers in the various ministry offices of Mount Zion Baptist Church. Office Support volunteers may include but are not limited to the following: Secretaries, Information Technicians, Clerical Assistants, etc.
- **Child Care Support Volunteers** – may provide child-care and education to youth and young adults. All Child Care workers will submit to background checks and any other requirements as deemed necessary by Mount Zion Baptist Church.
- **Facilities Support Employees/Volunteers** – may serve in the custodial, maintenance, vehicle and security operations of Mount Zion Baptist Church.
- **Finance Support Volunteers** – may serve in the accounting and financial operation of Mount Zion Baptist Church. All Trustees and Finance workers will submit to background checks and any other requirements as deemed necessary by Mount Zion Baptist Church.
- **Food Service Support Volunteers** – may serve in providing food service to the various ministries and congregation of Mount Zion Baptist Church in accordance of all applicable Health Codes and requirements. All food service volunteers must obtain a Food Handler's permit.

- **Media Support Volunteers** – may serve as technicians and specialist to the Media Ministry of Mount Zion Baptist Church.
- **Music Support Employees/Volunteers** – may serve as musicians, choir directors, officers and other specialist responsibilities to the Music Ministry of Mount Zion Baptist Church.

SECTION V Volunteer Policies and Requirements

Volunteers should know what to expect in terms of work duties and operations. This section will assist you in becoming familiar with the privileges and obligations of your work with the at Mount Zion Baptist Church. None of the policies or guidelines are intended to be contractual rights or obligations, or to be construed as a guarantee of continued volunteer engagement. Additionally, these guidelines are subject to modification, amendment or revocation by at any time, without advance notice.

Background Check Authorizations

MZBC will conduct criminal background checks on all volunteers who work with children or church finances. All employees are subject to regular background checks deemed necessary by Mount Zion Baptist Church. A relevant job-related conviction is grounds for discontinuing the volunteer arrangement. Conviction is defined as including all felonies and misdemeanors except minor traffic violations.

Volunteerism Policy

This manual will assist you in becoming familiar with the privileges and obligations of your work with the organization. None of the policies or guidelines are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of continued volunteer engagement. Additionally, these guidelines are subject to modification, amendment or revocation at any time, without advance notice.

Ethical and Business Practices - Mount Zion Baptist Church expects the highest standard of ethical conduct and fair dealing from each employee, officer, ministry leader, volunteer, and all others associated with the organization. Our reputation is a valuable asset, and we must continually earn the trust, confidence and respect of our suppliers, our clients, and our community.

Attendance and Punctuality - Each volunteer is important and valuable to the overall success of the organization. Attendance is a key factor in your job performance and individual attendance affects organizational success. Punctuality and regular attendance are expected of all volunteers.

Payment or Reimbursement of Expenses - Payment or reimbursement is authorized for pre-approved reasonable and necessary expenses incurred in carrying out job responsibilities. Volunteers must obtain the advance consent from an officer or ministry leader before incurring expenses for which they will seek reimbursement. A voucher must be completed and approved by the officer or ministry leader before submitting to the church Trustees for reimbursement.

Approved expenses must be fully documented, with receipts attached, and are to be submitted to the Trustees for payment within thirty (30) days of the date on which the voucher was submitted.

Conflict of Interest - Volunteers are expected to be sensitive to possible conflicts of interest while pursuing outside activities or employment and are expected to disclose any conflicts of interest pursuant to the Mount Zion Baptist Church Conflict of Interest Policy. Activities that undermine the organization's mission, core principles, strategies, positions, or goals constitute a conflict of interest. Transmitting personal comments or statements through e-mail or posting information to news groups that may be mistaken as the position of the organization also constitute conflicts of interest. If a volunteer creates a conflict of interest or refuses to end any activity or employment creating a conflict of interest, such behavior can be grounds for termination of their volunteer engagement.

Non-Disclosure of Confidential Information - Any information that a volunteer learns about the organization, its employees, volunteers or trustees, or its members or donors, as a result of working for Mount Zion Baptist Church that is not otherwise publicly available constitutes confidential information. Volunteers may not disclose confidential information to anyone who does not need to know such information to assist in rendering services.

The protection of privileged and confidential information is vital to the interests and the success of the organization. The disclosure, distribution, electronic transmission or copying of Mount Zion's confidential information is prohibited. Such information includes but is not limited to the following examples: compensation data, program, and financial information, including information related to donors, and pending projects and proposals.

Volunteers are required to sign a non-disclosure agreement as a condition of engagement. Any volunteer who discloses confidential Mount Zion information will be subject to disciplinary action (including possible termination of their volunteer engagement), even if he or she does not actually benefit from the disclosure of such information.

Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information. Conversations regarding confidential information generally should not be conducted on cellular phones, or in elevators, restrooms, restaurants, or other places where conversations might be overheard.

Computer and Information Security –

There are important rules relating to the use of Mount Zion's computer and communications systems. These systems include individual PCs provided to volunteers, centralized computer equipment, all associated software, and the organization's telephone, voice mail and electronic mail systems.

The organization has computer and communications systems to support its mission. Although limited personal use of these systems is allowed, subject to the restrictions outlined below, no use of these systems should ever conflict with the primary purpose for which they have been provided, Mount Zion's ethical or with applicable laws and regulations. Each user is personally responsible for ensuring that these guidelines are followed.

While working, volunteers are expected to exercise discretion in using cell phones, taking personal phone calls, or sending/receiving personal emails.

All data in Mount Zion's computer and communication systems (including documents, other electronic files, email, and recorded voice mail messages) are the property of the organization and

may be inspected and monitored at any time. No individual should have any expectation of privacy for messages or other data recorded in the organization's systems. This includes documents or messages marked "private," which may be inaccessible to most users but remain available to the organization. Likewise, the deletion of a document or message may not prevent access to the item or eliminate it from the system.

Mount Zion's systems must not be used to create or transmit material that is derogatory, defamatory, obscene, or offensive, such as slurs, epithets or anything that might be construed as harassment or disparagement based on protected status. Mount Zion's systems must not be used to transmit personal comments or statements through e-mail or post information to news groups that may be mistaken as the position of the organization. Similarly, Mount Zion's systems must not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.

Security procedures in the form of unique user sign-on identification and passwords have been provided to control access to the organization's host computer system, networks, and voice mail system. In addition, security facilities have been provided to restrict access to certain documents and files for the purpose of safeguarding information. All usernames and passwords should be recorded with the respective Officer or Ministry Leader.

The following activities, which present security risks, should be avoided:

- Attempts to bypass, or render ineffective, security facilities provided by the organization
- Sharing passwords in the absence of legitimate business reasons
- Accessing the specific document files of other users in the absence of legitimate business reasons
- Changing or modifying hardware or software configurations of computer equipment without IT staff approval
- Loading personal software (including outside email services, games, instant messaging software) to company computers
- Downloading programs or installing programs copied from the organization computers without IT staff approval
- Loading unlicensed software on the organization's computers
- Attempting to obtain unauthorized access to or use of other organizations' computer systems and/or data
- Copying company software (whether developed internally or licensed) onto other media other than for legitimate business reasons.
- Removing software documentation from the company's offices.
- Changing the location or installation of computer equipment in offices and work areas without approval from IT staff.

There are several practices that individual users should adopt that will foster a higher level of security. Among them are:

- Log off your personal computer when you are leaving your work area or office for an extended period of time unless instructed to do otherwise for system maintenance.
- Exercise judgment in assigning an appropriate level of security to documents stored on the organization's networks, based on a realistic appraisal of the need for confidentiality or privacy.
- Remove previously written information from moveable storage devices before copying documents on such devices for delivery outside the organization.

- Back up any information stored locally on your workstation (other than network-based software and documents) on a frequent and regular basis.

Should you have any questions about any of the above policy guidelines, please contact your supervisor or the IT staff.

Copyright Infringements

MZBC Leadership will not tolerate any forms of copyright infringements. Church owned copy machines, computers, tape duplicators, sound recording devices or any other forms of duplication or reproducing equipment may not be used to copy or reproduce any forms of copyright materials for ministry or personal use.

Internet Usage - Internet connections may not be used for any of the following activities:

- To download or disseminate copyrighted material that is an infringement of copyright law
- To transmit personal comments or statements through e-mail or to post information to news groups that may be mistaken as the position of the organization
- To disclose confidential information
- To send or participate in chain letters, pyramid schemes or other illegal schemes
- To solicit for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.

Electronic Email Policy – The e-mail system is provided by the organization to assist volunteers with the performance of the organization's work. Messages that are created, sent, or received using the organization's e-mail system are the property of the organization, and the organization reserves the right to monitor this system and retrieve the contents for legitimate reasons, such as to find lost messages, comply with investigations or to recover from system failure.

Volunteers may not retrieve or read e-mail that was not sent to them unless authorized by appropriate staff. No personal business is to be conducted using the organization's e-mail.

Anti-Harassment Policy –

Mount Zion Baptist Church is committed to providing a community that is free from all forms of discrimination, including sexual harassment. Mount Zion's policy on anti-harassment and discrimination is part of its overall efforts to provide a workplace free from discrimination and retaliation to the extent Mount Zion is covered by such laws. This policy is also part of Mount Zion's commitment to diversity and inclusion, and a workplace that is free from harassment, disrespect, and divisiveness.

All forms of harassment and retaliation are prohibited by the Civil Rights Act of 1964, as amended in 1991, and the Washington State Law Against Discrimination, RCW 49.60 to the extent these laws apply to Mount Zion.

Sexual Harassment Policy -

The policy of MZBC is that the workplace environment should be free of unwelcome sexual advances, requests for sexual favors, and other verbal and/or physical conduct or communications constituting sexual harassment as defined and otherwise prohibited by Federal, State and City laws ordinances and regulations.

Sexual harassment by and between employees, clergy, consultants, volunteers, vendors or Church visitors is prohibited by this policy. Any harassment that creates an intimidating, hostile or offensive worship, work, or educational environment will constitute disciplinary action.

Violations of this policy may result in disciplinary action up to and including termination.

Any/all complaints of sexual harassment shall be reported immediately according to Mount Zion's Sexual Harassment reporting procedures (see appendix).

Confidentiality Agreement

It is the policy of MZBC that the Church's financial operation, office, records, are confidential regardless of format (i.e. e-mail, faxes, voice, etc.) and should not be discussed outside the working environment of the church. All employees and volunteers are expected to use the utmost tact and discretion in carrying out the functions of their position. Queries by individuals concerning operations of the Church, its finances, or its members should be directed to the appropriate ministry leader, Senior Pastor or his/her designee.

Whistleblower Protection Policy

The purpose of this policy is to:

- Encourage the reporting of matters that may cause harm to individual or financial or non-financial loss to Mount Zion Baptist Church or damage to its reputation.
- Enable Mount Zion Baptist Church to deal with reports from whistleblowers in a way that will protect the identity of the whistleblower as far as possible and provide for the secure storage of the information provided.
- Establish policies for protecting whistleblowers against reprisal by any person internal or external to the entity
- Provide for the appropriate infrastructure
- To ensure Mount Zion Baptist Church maintains the highest standards of ethical behavior and integrity.

Guidelines: concerns regarding illegal, corrupt, improper or unethical behavior where an employee or volunteer of Mount Zion Baptist Church believes in good faith on reasonable grounds that any other employee, volunteer or contractor has breached any provision of church policy, that employee must report their concern to:

- Their supervisor/ministry leader: or if they feel that their supervisor/ministry leader may be complicit in the breach
- an Assistant Pastor: or if they feel that the Assistant Pastor may be complicit in the breach,
- The Senior Pastor: or if they feel that the Senior Pastor may be complicit in the breach,
- person or office independent of Mount Zion Baptist Church nominated by the church to receive such information or
- The duly constituted authorities responsible for the enforcement of the law in the relevant area.

The person making their concern known shall not suffer any sanctions for Mount Zion Baptist Church on account of their actions in this regard providing their actions:

- Are in good faith, and
- Are based on reasonable grounds, and
- Conform to the church policy and procedures,
- If they believe the behavior complained of to be questionable trivial or unbelievable, dismiss the allegation and notify the person making the allegation of their decision,
- If they believe the behavior complained of is not trivial nor unbelievable, ensure that the allegation is investigated, a finding is made and the person making the allegation is informed of the finding. Any such investigations shall observe the rules of natural justice and the provisions of procedural fairness.

Disclosures may be made anonymously, and this anonymity shall as far as possible be preserved by Mount Zion Baptist Church.

SECTION VI Volunteer Operations

Oversight – All volunteers perform tasks under the direction of a church employee, officer or ministry leader. The amount of supervision depends on their role and the level of risk involved, i.e., working with children, vulnerable adults, church finances, and working with sensitive information.

Sign In – All volunteers sign in at the security desk at the church entrance.

Attendance and Punctuality - Each volunteer is important to the overall success of the organization. Attendance is a key factor in your job performance and individual attendance affects organizational success. When you are not here, someone else must perform duties usually handled by you. Punctuality and regular attendance are expected of all volunteers. Volunteers are expected to report to work/do their tasks on time. Reporting on time means that you are ready to start work, not just arriving, at your scheduled start time. Excessive absences (whether excused or unexcused), tardiness or leaving early is unacceptable. If you are absent for any reason or plan to arrive late or leave early, you must notify your ministry leader/supervisor and/or co-volunteer as far in advance as possible and no later than one hour before the start of your scheduled work. In the event of an emergency, you must notify the Ministry Leader/Supervisor as soon as possible.

For all absences extending longer than one day, you must telephone/email your ministry leader or supervisor prior to the start of each scheduled work time.

Except as provided in other policies, a volunteer who is absent from their responsibilities for three (3) consecutive days/times without notification to the ministry leader/supervisor will be considered to have voluntarily terminated his or her volunteer engagement.

Safety and Security Policy – the safety of Mount Zion's employees and volunteers are a high priority.

Emergency Preparedness Procedures –

Mount Zion Baptist Church Security Protocol.

Mount Zion Church Security staff are the first contact visitors and members see when they visit the church therefore it is important that you look and greet people professionally. The goal of our security staff is primarily the safety of visitors, members, and staff of the church.

Our church must be prepared for a variety of threats and security emergencies.

Security teams and individuals are to observe and assess people and the environment continuously and purposefully. You should make a reasonable evaluation of any suspicious person or situation and the potential for disruption or harm. Appropriate action could be verbal engagement and/or soliciting assistance from others.

If the situation elevates to the possibility of ill intentions the church leadership or police should be called.

If a situation arises, such as a disruptive individual in the worship service or suspicious person/active elsewhere in the church building or grounds, it should be dealt with in an assertive manner. Engage quickly to determine if additional personnel are needed.

Do not react in a hostile, humiliating or excessively fearful way, but be professional and polite as questions posed to a disruptive or agitated individual can either increase or decrease the chances that the individual will calm down. Good, non-threatening questions that result in a response other than “yes” or “no” may provide tactical information about the individual emotional or mental state. If an individual causes a disturbance in the sanctuary, during the worship service, members of the Deacon board should move to the location or surrounding the individual with the security team in order to contain and/or de-escalate the situation.

Security should follow any instructions of the pastor from the pulpit. If at any time, the individual threatens the safety of the congregation, Law enforcement should be called.

All security personnel shall wear all black and the church issued security badge.

All security personnel will be trained in:

Active Shooter

Evacuation

Fire Drills, Medical emergencies, and Earthquakes.

Security Check List

1. Open Lobby Doors
2. Turn off the alarm.
3. Check – in with office staff.
4. Turn on all lights.
5. Do a walk through/upper and lower levels.
6. The lobby should be locked.
7. Check all events scheduled for the day.
8. Check and remove any visible trash.
9. Check all the church grounds.
10. All of the above should be done at the end of the day.

Perimeter Check Hourly.

1. Check the parking lot.
2. Check the outer perimeter of the church.

Incident Reports.

If there is an incident in the church or on the church grounds an incident report of what happened should be made along with photos of the incident or people involved.

There should be three copies of the incident report one

Volunteer Code of Conduct

Your role as a volunteer is critical to developing a harmonious environment for church officers, ministry leaders, members, and the community. To achieve this desired environment there are certain expectation of how employees will conduct themselves at work. Below are a few examples of unacceptable conduct and standards in the workplace:

1. No smoking on church premises or surrounding areas
2. No alcohol or illegal drugs will be brought on or consumed on church premises
3. No weapons of any kind will be brought on church premises
4. Utilize conduct that is appropriate while at work (no abusive, obscene, offensive, defamatory, racist, sexist, cursing, etc.)
5. Dishonesty is prohibited
6. Stealing of any kind is prohibited
7. Assault (physical or verbal) is prohibited
8. Deliberate or negligent acts that endanger the safety of employees, members, or others are prohibited.
9. Theft or embezzlement of funds.
10. Any damage either willful or careless to Church equipment, processes, or facilities that could cause waste, spoilage, or temporary shutdown of operations is a serious offense that could be grounds for termination.
11. Any unauthorized use of Church computers, equipment or property is prohibited.
12. Use of Church phones for personal and long distance calls.
13. No personal use of postage, stationary, or personal use of copier or other church equipment.
14. Refusal to carry out supervisor's directions constitute gross and willful insubordination
15. Unauthorized removal, taking and/or defacing Church property is prohibited.

Grievances and Complaints

Volunteers who have grievances or complaints regarding workplace or policies must discuss your grievance with your ministry leader. If your grievance is with your ministry leader, then you are encouraged to report your grievance to the Human Resource Ministry. If you are unsatisfied with the outcome of your grievance as handled by your Supervisor and/or the Human Resource Ministry, then you are encouraged to take your grievance to the Senior Pastor.

Process:

1. Employees are requested to put their grievance in writing outlining the nature of the grievance.
2. Employees must report their grievance within seven (7) business days of the situation with the above mentioned personnel.
3. Employees should propose/define the outcome sought.
4. The employee and the supervisor should make every effort to settle the matter promptly.
5. The grievance shall be answered in writing within seven (7) business days after the presentation.

Every effort will be made to resolve the resolution to the best satisfaction of all parties. If necessary, MZBC may seek legal counsel to resolve the grievance.

Office Hours

- Church office hours are from 11:00 AM to 3:00 PM days Tuesdays, Wednesdays and Fridays.
- The church may establish other workdays or workweeks for individual employees or certain positions.

Inclement Weather

- Employees are expected to listen to local news reports during inclement weather. Employees are expected to call into the office and listen to any message to receive instructions on who should report to work. All volunteers are expected to exchange personal contact information with each other to verify office hours during inclement weather.

Integrity

- All volunteers are expected to respect MZBC Property, Equipment, and Finances (including abiding by the adopted annual budget). Only the MZBC congregation has the authority to authorize any spending in excess of the budget.

Unauthorized Use of Equipment

- Unauthorized use of church property (i.e. computers, e-mail, telephones, software, passwords, websites, internet, etc.) or personal use is prohibited. MZBC will be held harmless for your unauthorized use of its equipment or property.

Appendix 1 –

1. Ministries at Mount Zion Baptist Church. Link to Policies and Procedures Manual [†P-P-Manual](#)
2. Church Bylaws [†Bylaws](#)
3. Anti-Harassment Policy (add link to MZBC Anti-Harassment Policy)

Appendix 2 – Volunteer Agreements**Mount Zion Baptist Church Volunteer Agreements****Volunteer Receipt and Acceptance**

I hereby acknowledge receipt of the Volunteer Policies of the organization. I understand that it is my ongoing responsibility to read and understand the policies. I also understand and agree that the Volunteer Policies are not a contract for any specific period of time.

I have read, understand, and agree to all of the above. I have also read and understand the organization's Volunteer Policies.

Signature _____ Date _____

Print Name _____

Confidentiality Policy and Pledge

Any information that a volunteer learns about the organization, or its members or donors, as a result of working for the organization that is not otherwise publicly available constitutes confidential information. Volunteers may not disclose confidential information to anyone who is not employed by the organization or to other people employed by the organization who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of the organization's confidential information is prohibited. Any volunteer who discloses confidential the organization information will be subject to disciplinary action (including possible termination), even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature _____ Date _____

Print Name _____

Please sign and return to the Human Resource Ministry leader.

Appendix 3 - Acknowledgment Page of Standards – For MZBC Volunteers

Signature Page:

Mount Zion Baptist Church: Employee Handbook – Receipt

I acknowledge that I have read and understood the Mount Zion Baptist Church Employee Handbook:

Signature

Date