

PERSONNEL POLICIES, PROCEDURES & PRACTICES MANUAL

For

[NAME OF CHURCH]

[Effective Date]

PERSONNEL POLICIES, PROCEDURES & PRACTICES

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PERSONNEL POLICIES, PROCEDURES & PRACTICES

[Name of Church]

A. INTRODUCTION

The goals of the Personnel Manual are threefold:

1. To establish and maintain orderly, consistent administration of personnel policy, procedures and practices.
2. To assist [Name of Church] in providing quality of service to the local congregation, the [Location of Church i.e. – City, Town], and the various offices and arms of the Pentecostal Assemblies of Canada.
3. To establish and foster guidelines for effective working relationships, whether paid and/or volunteer, at all levels of [Name of Church].

While the personnel policies, procedures and practices are placed into effect and operation by the [Leadership] of [Name of Church], this manual is a guideline and at any time, the [Church Leadership] may, at their discretion, overrule any part for the most desirable effect. This does not weaken the manual or part of; rather it lends flexibility to achieve the best-desired result.

The personnel policies, procedures and practices will be subject to regular review and further development in the light of experience and change.

The personnel policy is set by the [Church Leadership] and implemented by the Lead Pastor and other staff who may be appointed from time to time.

The personnel manual shall be read by a new employee at the beginning of his/her employment, and request for clarification of any items, that are not clearly understood, may be made.

B. GENERAL GUIDELINES

The policies in this manual are expected to contribute to a "TEAM" attitude between the employees, and foster efficiency in performing work assignments.

Adequate consideration must be given to "flexibility" regarding time off for vacation leave or compensatory leave and due consideration must be given to the work schedule at all times.

In the event that there is a conflict between the contents of this policy manual and [Name of Church] Constitution and By-laws or any Federal, Provincial or Municipal Act, regulation or bylaw, the said Constitution and By-laws or statute, bylaw or regulation as the case may be, shall take precedence over the terms of this policy manual.

Accurate, up-to-date, loose-leaf bound copies of this manual shall be maintained at the Church office. Copies shall be made available for inspection by employees and applicants for employment at all times. Employees shall always have opportunity to ask for and receive clarification of any personnel policy established by the [Church Leadership].

The Church office shall maintain up-to-date copies of employee benefits. These statutes, regulations, contracts, and agreements, as well as the [Name of Church] Constitution and By-laws shall be available for inspection by all employees.

C. HIRING OF STAFF

1. Lead Pastor

As directed by the Constitution and By-laws of [Name of Church], the Lead Pastor shall be hired by the members of [Name of Church] on recommendation from the [Church Leadership].

2. Other Pastoral Staff

All other Pastoral Staff Members shall be hired by the [Church Leadership], on recommendation from the Lead Pastor.

3. Office Staff

Office Staff shall be hired by the [Church Leadership] on recommendation from the Administrator, Personnel Committee and the Lead Pastor.

4. Building Staff

The Building Supervisor and any other Janitorial staff that is needed from time to time, shall be hired by the [Church Leadership] on recommendation from the Administrator, Personnel and the Church Repairs and Maintenance Committees.

All persons selected for employment will receive written notification of their appointments. Contents of the appointment letter will include the specific job title for which the person is hired, a brief description of the duties to be performed, the channel of supervision for the new employee, the rate of compensation including

any benefits, and any special conditions of employment. Unsuccessful applicants will also receive written notice.

The employee shall acknowledge in writing and sign the appointment letter, acceptance notification of the Personnel Policies, Procedures and Practices, and any other subsequent written communications about major changes in their role/job description. All such written communications to and from the employee shall be filed in the employee's personnel folder.

D. STAFF PERFORMANCE APPRAISALS

The staff job performance appraisals will be done periodically and may be a factor in determining annual salary adjustments. The Lead Pastor with input from the [Church Leadership], or their delegate(s), shall appraise the performance of the staff.

Role of Personnel Committee (Sub-Committee of the [Church Leadership])

1. The Personnel Committee members will make themselves available to any staff member for advice; feedback or discussion at all times.
2. Each staff member is encouraged to have a Personal Accountability Partner, someone of their own choosing, who they are in contact with on a regular basis. This relationship is to provide them with feedback, accountability, support and encouragement.
3. The Lead Pastor is directly responsible for the staff at all times. He/she will do a formal evaluation with each staff member at least once per year.
4. The Personnel Committee members will make themselves accessible to the Lead Pastor at all times for advice and discussion regarding personnel issues.
5. A representative of the Personnel Committee will inquire of the Lead Pastor regarding personnel issues at least on a quarterly basis, to ensure that no pertinent issues are overlooked.

E. TERMINATION OF EMPLOYMENT

Termination of employment can take place either by the employee or employer.

According to the Constitution and By-laws of [Name of Church], Pastoral Staff may resign by giving one (1) month's written notice to his/her supervisor. He/she must also notify the P.A.O.C. District Superintendent immediately of resignation if required by the Constitution and By-laws of [Name of Church]. The Office and

Building staff may resign by giving two (2) weeks written notice to his/her supervisor.

The removal of the Lead Pastor from employment is established in the Constitution and By-laws of [Name of Church]. The removal of other Pastoral Staff, Office staff, and Building staff shall follow the same guidelines as above bylaw but shall be under the jurisdiction of the [Church Leadership].

F. GRIEVANCES

Should a staff member feel he/she has been treated unfairly, the employee will discuss the matter with the Lead Pastor within seven (7) days of the occurrence. Every attempt will be made to resolve the disagreement at the staff level.

If the disagreement still remains unresolved after fourteen (14) days of the occurrence, the individual may refer his/her grievance through the Lead Pastor to the Personnel Committee and/or the [Church Leadership] who will resolve the matter as they see fit. If the grievance is with the Lead Pastor then the individual shall go to the Personnel Committee Chairperson who will refer grievance to Personnel Committee and/or [Church Leadership].

All matters shall be reported to the [Church Leadership].

If grievance is still not resolved to the satisfaction of the Staff Member, petition to the [Church Leadership] may be made by written communication through the Chairman or Co-chairman of the [Church Leadership]. The [Church Leadership] will review matter and resolve as they see fit.

G. PERSONNEL RECORDS

The Office of [Name of Church] shall maintain a centrally filed personnel record system with an individual and confidential file for each employee, which shall be the responsibility of the Administrator. The file for each employee shall be established at the date of employment period and shall be permanently retained by the Church Office. Each employee shall have the right, under supervision, to view his/her personnel file at anytime, but the file must remain in the Church Administration Office.

Each employee's individual personnel file shall contain all pertinent documents relating to the employee's status and job performance. The employee's file shall include the following pertinent documents wherever applicable and possible:

1. The employee's application and resume.
2. Letters of reference from previous employers.

3. Correspondence with reference to employee.
4. Letter of appointment or contract.
5. Copy of job description.
6. Copies of certificates such as lifesaving, first aid, etc. Up-to-date staff development records listing workshops, seminars attended, etc.
7. Evaluation of performance signed by employee.
8. Copies of communication commending employee.
9. Copies of communication pertaining to discipline, suspension and/or termination.
10. Copies of communication pertaining to resignation.
11. Copies of communication pertaining to retirement.
12. Copies of communication pertaining to appeals and grievances.
13. Salary and benefit history.

Each employee must be aware of all documents in their record and must sign a statement of acknowledgement of said record additions.

H. EMPLOYEE CONDUCT

1. General

Employees are expected to conduct themselves in a manner that is acceptable to the type of activities carried out by [Name of Church], with regard to appearance and relationships, with the congregation and public at large. Employees are expected to perform their duties efficiently and punctually.

2. Report Of Inability To Work

Every employee shall inform their direct supervisor or his/her appointee, as soon as possible, of his/her inability to report for work because of illness, injury, or other legitimate reason.

The employee shall make every reasonable effort to inform the Lead Pastor and Administrator or his/her appointee of the date of return to duty in advance of that date.

3. Abuse Of Sick Leave, Special Leave, Etc.

No employee shall use sick leave, special leave, any other leave, or any benefit enumerated herein for any purpose other than that specified. No employee shall make a false claim for any leave or benefit, or submit falsified information in support thereof. Any employee who contravenes this section is subject to disciplinary action.

4. Disciplinary Action

With the exception of very serious matters, the [Church Leadership] and/or their appointee shall utilize the "step discipline" approach, which permits the employee an opportunity to respond to correction. In the event the employee does not respond, the next step in the procedure should be utilized.

The following steps in discipline are recognized in order of seriousness:

- i) Oral reprimand
- ii) Discipline report (implying discharge if offence is repeated)
- iii) Suspension or discharge

Before using any of the above disciplinary measures, the [Church Leadership] and/or their appointee should carefully ascertain the facts of the case. The disciplinary measure appropriate to the case will depend on many factors, including the following:

- i) The nature and degree of the offence;
- ii) Whether the offence was deliberate or as a result of carelessness;
- iii) The employee's previous record of conduct;
- iv) Interval since last violation;
- v) Aggravating circumstances.

I. HOURS OF WORK

1. Office Hours

The Church Office shall be open [Day] to [Day], [Time to time], and on Saturday and Sunday as duty requires.

2. Rest Periods

All employees are granted two (2) fifteen (15 minute rest periods away from their workstations. Rest periods shall be taken without loss of pay.

3. Meal Periods

Meal periods shall be scheduled as close as possible to the middle of the workday. The time shall be set by the Administrator in conjunction with the rest of the staff.

Committee meetings, structured prayer times, and other ministry activities scheduled during meal times shall be considered Ministry/gratis. The length of the meal period shall not be more than sixty (60) minutes unless previously arranged with direct supervisor or

his/her appointee. An employee shall be entitled to take his/her meal period away from their workstation.

4. Employee Hours

i) General

Employees leaving the Church during the office hours shall check out with the Administrator or other staff member appointed, and give an approximate time of return. Reasons for leaving other than for church business need to be discussed in advance with their direct supervisor.

ii) Pastoral Support Staff

Work hours shall be as follows:

* [Daily, time]

* Three (3) evenings a week, three (3) hours an evening.

* Saturday hours shall be more "relaxed". Staff is not expected to be in the Church Office, and work shall be expected only where duty demands.

* Sunday hours are not specifically set. On Sunday, staff shall be at Church 30 minutes before service time or earlier if duty deems necessary.

* Due to the professional nature of Pastoring, hours extra and prior or following set times shall be considered ministry/gratis. A general rule of hours for work and ministry will be 50 hours/week.

* One (1) day off a week, Monday to Friday, to be set by/with the Lead Pastor and Administrator. Work on Saturday is required only as duty requires.

Any changes to work hours or days off must be approved by the Lead Pastor/Administrator.

iii) Administrator and/or Assistant Administrator

The hours of work are set out by the [Church Leadership] and are to be scheduled with the Lead Pastor.

iv). Office Personnel

Work hours shall be as follows:

* Monday to Friday.
[time]

* If there is any work required on Sunday, this shall be considered ministry/gratis.

Any changes to work hours must be approved by the Administrator.

v). Building Supervisor and Janitorial Staff

The hours of work are set out by the [Church Leadership] and are to be scheduled with the Administrator and the Church Repair and Maintenance Committee.

Any changes to work hours must be approved by the Administrator.

J. APPEARANCE

1. Personal Dress

Dress shall be appropriate for a professional business office during office hours, then appropriate dress according to the occasion out of office. Any changes to the dress code must be approved by the Personnel Committee, which will put a recommendation for approval to the [Church Leadership].

2. Office Appearance

Personal and Main offices are to be kept free of clutter. Each staff member is responsible for their office area and areas under their responsibility.

K. SALARY PAYMENTS

All salary and benefits shall be communicated to staff members by written notification from the [Church Leadership] through the Administrator.

All salary payments to employees shall be paid by cheque or direct deposit. An itemised statement of all deductions made from the employee's wages shall accompany the month end pay period as requested. Payments shall be made semi-monthly.

Salary payments to any contract personnel will follow the guidelines of the Provincial Labour Standards and Law and Canada Revenue Agency.

Due to the provision under the Canada Revenue Agency for clergy allowances for housing, and that Revenue Canada requires documentation for said allowance,

each Pastoral Staff member is responsible to provide the required documentation to Revenue Canada if claiming the Clergy Housing deduction.

L. ANNUAL VACATION LEAVE & OTHER LEAVE

All leaves, where possible, must be requested in writing at least one (1) month in advance to the Administrator.

Except in cases of emergency and unforeseen circumstances, not more than two (2) full-time Pastoral staff shall be away on leave at one time.

The Lead Pastor in consultation with the Administrator shall determine, in advance, annual periods that Pastoral and/or Church staff may not be away from their ministry.

1. Annual Vacation Entitlement

A week's holiday is defined as seven (7) consecutive days absence with permission, where the first day absent shall be the same day return to work the following week.

Years of service are considered full continuous years in a full-time, recognised ministry. These years are transferable from a recognised ministry.

Unless otherwise determined by the [Church Leadership] at the outset of employment of ministry at [Name of Church], the annual vacation entitlement shall be used.

The annual vacation entitlement is as follows:

EXAMPLE -

1. 0 - 3 years... Two (2) weeks vacation
2. 4 - 10 years. Three (3) weeks vacation
3. over 10 yr..... Four (4) weeks vacation
4. over 20 yr..... Five (5) weeks vacation

Pastoral Staff who fall under the vacation grid of 10 years or less (receiving 2 to 3 weeks vacation) are allowed to use "a day in lieu of" (banked statutory holiday) on one Sunday per year.

2. Vacation Earnings For A Partial Year

- i). During the first partial year of service a new employee shall earn vacation at the rate of the percentage of the year worked times the number of days entitled on the vacation grid.

- ii). Any unused vacation earned during the first partial year shall be paid to the employee on December 31 of that year.

3. Vacation Carry-over

An employee may carry over one (1) week vacation or part of to the following year, at which time it must be used. Except as provided for in Section L, (B), (2), an employee shall not receive cash in lieu of vacation time, except upon termination, resignation or retirement.

4. Vacation Scheduling

- i) With the exception of authorised vacation carry-over under Section L (c), the scheduling and completion of vacations shall be on a calendar year basis.
- ii). The calendar year in which an employee's first anniversary of employment falls shall be the first vacation year.
- iii). Vacation scheduled, once approved, shall not be changed, other than in cases of emergency.
- iv). Preference in the selection and allocation of vacation time shall be determined on the basis of ministry seniority (years in full-time ministry). Where an employee chooses to split his/her vacation, his/her second choice shall be made only after all other employees concerned have made their initial selection.
- v). Vacation schedule will be determined by office/ministry workload, and duties of staff member during time requested.
- vi). Days taken without a specific leave shall be taken from holiday entitlement from present year or following year if entitlement is used up.
- vii). Upon termination, resignation or retirement, any overage of holiday entitlement for a calendar year shall be deducted from final pay period.

5. Statutory Days Off

The staff shall receive all Government of Canada and Alberta Statutory days and employer given days off with pay. If said day falls on regular day off or while on leave with pay, employee may take an additional day in consultation with and approval from their direct supervisor.

Under the Alberta Labour Standards Board, the statutory holidays are; New Year's Day, Good Friday, Victoria Day (May), Canada Day (July), Labour Day (September), Thanksgiving (October), Remembrance Day (November), and Christmas Day.

As well the employer will include the following additional days with pay: Family Day, Easter Monday, August Civic Holiday (First Monday), Boxing Day.

6. Sick Leave Entitlement

A regular full-time employee shall earn sick leave credits at the rate of one day for each month of service. Sick leave shall accumulate to a maximum of thirty (30) working days.

7. Advance Of Sick Leave

- i). An employee may borrow against future earned sick leave in the event that the employee suffers a serious long-term illness, provided that:
 - a) A qualified medical practitioner certifies that the employee is seriously ill and the nature of the illness is specified.
 - b) Borrowed sick leave credits are charged against future credits earned.
 - c) The employee has successfully completed one (1) year of employment. Employee will not be eligible to borrow sick leave with pay as long as the employee concerned has unextended benefits under the Unemployment Insurance Sickness Benefit Plan, or other such plan.

- ii). The borrowed leave entitlement shall be a maximum of eighteen (18) working days.

Note – Working days are defined as five days per week.

8. Medical Reports

Employees must notify the Administrator of sick days. The employer may request that a report from a qualified medical practitioner accompany the application for sick leave if absence is over three (3) days. The employer may also request a report from a qualified medical practitioner when it appears that a pattern of consistent absence is developing.

9. Marriage Leave With Pay

After completion of one (1) year of continuous employment, an employee who gives the employer a reasonable notice, shall be granted three (3) days leave with pay for the purpose of getting married.

10. Bereavement Leave With Pay

For the purposes of this clause, immediate family is defined as father, mother (or alternatively, stepfather, stepmother, or foster parent), father-in-law, mother-in-law, spouse, brother, sister, brother-in-law, sister-in-law, son, daughter, grandson, granddaughter, or any ward permanently residing in the employee's home or whom the employee permanently resides. Other kinds of bereavement may be granted at the discretion of the [Church Leadership].

Where a member of his/her immediate family dies, he/she shall be entitled to leave with pay for a period of up to four (4) days. In addition he/she may be granted up to three (3) days leave for the purpose of travel related to the death.

In special circumstances, and at the request of the employee, leave may be extended at the discretion of the [Church Leadership].

11. Court Leave With Pay

The employer shall grant leave with pay to an employee for the period of time he/she is required: a) to be available for jury selection; b) to serve on a jury; c) by subpoena or summons to attend as a witness in any proceeding held: in or under the authority of a court of justice or before a grand jury; before a court, judge, justice, magistrate, or coroner; before the Senate or House of Commons, otherwise than in the performance of the duties of his/her position; before a legislative council, legislative assembly or house of assembly, or any committee thereof that is authorised by law to compel the attendance of witnesses before it; before an arbitrator or umpire or a person or body of persons authorised by law to make an inquiry and to compel the attendance of witnesses before it. Any jury duty pay will be reimbursed to the employer. Any jury duty not described above would have to be approved by the [Church Leadership].

12. Denominational Leave With Pay

As part of our fellowship in The Pentecostal Assemblies of Canada, we encourage our pastors to serve on national, district, and sectional levels. Therefore, all pastors, when appointed or elected to various positions in The P.A.O.C. shall be

allowed to serve without loss of pay. The cost of serving on denominational committees and positions shall not be the responsibility of the local church.

The times of serving on these committees shall be given to the Administrator in writing at least one (1) month in advance where possible.

13. Maternity Leave Without Pay – In accordance with Government Regulations

An employee who becomes pregnant shall notify the Administrator at least fifteen (15) weeks prior to the expected date of the termination of her pregnancy and, subject to the next section of this clause, shall, eleven (11) weeks before the expected date of the termination of her pregnancy be granted leave without pay for a period ending not later than fifty two (52) weeks after the date of the termination of her pregnancy. Either spouse is eligible for all or any portion of this time frame.

The employer may defer the commencement of maternity leave without pay of an employee for any period approved in writing by a qualified medical practitioner or a person approved by the Minister of Health.

The employer may grant maternity leave without pay to an employee to commence earlier than eleven (11) weeks before the expected termination of her pregnancy.

The employer may, where maternity leave without pay is requested, require an employee to submit a medical certificate certifying pregnancy.

Any benefits shall be paid by the employer while on maternity leave.

14. General Leave

Notwithstanding any provision for leave in this agreement, the employer may grant leave of absence with or without pay to an employee requesting such leave for an emergency or unusual situation, such request is to be in writing and given to the Administrator for approval by the [Church Leadership].

M. ANNUAL PASTORAL SABBATICAL LEAVE

Purpose: To seek the Lord for renewed and fresh vision and purpose through prayer, study, rest, retreat from normal pressure and distraction.

Requirements:

- To be taken alone.

- Length of 4-6 days, not to include a Sunday. Schedule with the Lead Pastor.
- Regular duties to be arranged with other staff or volunteers to cover while absent.

N. BENEFIT PLAN

All benefits will be as negotiated with the [Church Leadership]. The Benefits will be reviewed annually at the time of salary review.

O. STAFF TRAINING

1. P.A.O.C. Conferences & Seminars

The Pastoral Staff shall have the privilege of attending the District Minister's Seminar and The District Conference of the Alberta NWT District of the Pentecostal Assemblies of Canada annually or as set by the Alberta NWT District.

Attendance for the bi-annual General Conference of the P.A.O.C., other than for the Lead Pastor, shall be at the [Church Leadership's] discretion. The Lead Pastor shall attend the General Conference bi-annually, if so desired.

All costs incurred for travel, lodging, meals and fees for attending not compensated by other means, shall be reimbursed. Payment shall follow receipts handed in for costs incurred within budgeted amounts.

2. Self Improvement Seminars

All Pastoral Staff shall attend, if so desired, one (1) annual self-improvement seminar. The total annual allotment shall be determined by the [Church Leadership] for each staff member. If cost of seminar is greater:

- i). Cost over allotment can be incurred by staff member or,
- ii). Annual allotment may be "banked" until cost is arrived at.

As with above conferences and seminars, self-improvement seminar costs for travel, lodging, meals and attendance fees shall be reimbursed. Payment shall follow receipts handed in for costs incurred within budgeted amounts.

One (1) Sunday absence from local Assembly shall be allowed to accommodate cheaper air travel if needed.

All self-improvement seminars need to be booked well in advance and given in written notice to the Administrator at least one (1) month in advance to be approved by the [Church Leadership].

In booking seminars, staff member's needs to consider Church Calendar, duty in Assembly, and other staff members absent.

3. Other Seminar/Study Leaves

Requests for other seminar/study leaves may be made to the Senior Pastor, and will be given consideration by:

- i) as to need
- ii) time already taken
- iii) duty requirements

P. MINISTRY OUTSIDE [Church]

It is recognized that from time to time, Pastoral Staff members will be asked to speak or minister outside of the Church and/or Church function. The amount of time away from the church for these occasions shall be:

1. Lead Pastor.....three (3) Sundays annually
2. All Other Pastoral Staff..two (2) Sundays annually

All Pastoral Staff shall be allowed one (1) day travel prior and following Sunday away if required.

In booking Ministry Sundays, staff shall consider the Church Calendar, duty in the Assembly, and other Staff absents. Ministry Sundays shall be requested in writing through the Administrator to be approved by the Lead Pastor at least one (1) month in advance.

Any deviation from the above guidelines shall be made at the discretion of the [Church Leadership] in consultation with the Staff member.

Q. CONFIDENTIALITY

Confidentiality within the Church office and among the staff is vitally important to the health of [Name of Church]. If staff members are found in a breach of confidence or undermining directives and authority of the Lead Pastor and the [Church Leadership], disciplinary action will be taken.

R. RESPONSIBILITY & DUTY TO THE LOCAL ASSEMBLY

Duty to the local Assembly and responsibility to the needs of the congregation must be kept as a high priority for all staff members. There will be times of increased workloads as well as times of more relaxed schedules. The Lead Pastor and the [Church Leadership] shall endeavour to see there is a balance. The Pastoral staff, when taking extra time for leaves, seminars and conferences, need to be careful to fulfil their duty/ministry in the local Assembly. Regular days off may need to be forfeited during these times.