

MINISTRY



VOLUNTEER HANDBOOK

SERVING OTHERS
WITH THE
LOVE OF GOD



If anyone forces you to go one mile, go with them two miles.
Matthew 5:41



Dear Ministry Volunteer,

I am thrilled that you have chosen to serve as a ministry volunteer at *Oak Cliff Bible Fellowship (OCBF)*. It's my passion to see God use you along with other fellow members to glorify Him as we serve each other in the Spirit of the Ministry. In applying skill of hand and integrity of heart in all aspects of our ministry, facilities and programs, we ensure that our Church continues making a significant impact in the lives of people for the glory of God.

Each opportunity to serve offers you a place to belong to a smaller community of individuals who share your passion for the Kingdom as you study the Word together, pray for one another and experience the power of building relationships while using your gifts to impact others.

The enclosed ministry volunteer handbook sets forth the policies, guidelines, and procedures that manage and protect the operation and spirit of our ministry and your involvement as a ministry volunteer. It is critical that you read and digest this handbook so that you are thoroughly informed on all aspects of volunteering at OCBF. If you have any questions after reading the handbook, please do not hesitate to contact your ministry leader for further clarification.

Thank you for your spirit of servanthood that has truly made OCBF a church of which God and our ministry are proud. I look forward to working with you as we "*Disciple the Church to Impact the World*".

In His Service,

A handwritten signature in cursive that reads "Tony Evans".

Dr. Tony Evans
Senior Pastor

Table of Contents

Introduction

Section 1: A Kingdom Culture

- 1.1 Foundation of the Word, 5
- 1.2 Statement of Faith, 6
- 1.3 Ministry Philosophy, 9
- 1.4 The Spirit of the Ministry, 10
- 1.5 Ministry Core Values, 11
- 1.6 Second Mile Ministry, 13
- 1.7 Organizational Chart, 15

Section 2: Volunteerism

- 2.1 Definition of a Ministry Volunteer, 16
- 2.2 Ten Reasons to Volunteer, 16
- 2.3 Important Qualities of Ministry Volunteers, 17
- 2.4 Recruitment, Selection, Orientation and Training, 18
- 2.5 Guidelines and Expectations, 18
- 2.6 Recognition and Appreciation, 19
- 2.7 Record Keeping, 19
- 2.8 Ministry Volunteer Assessment, 19
- 2.9 Service Release or Transition, 19

Section 3: Policies and Procedures (Church-wide)

- 3.1 Christian Conduct, 20
- 3.2 Ministry Volunteer Screening, 20
- 3.3 Safe Environment, 21
- 3.4 Injuries while Volunteering, 21
- 3.5 Use of OCBF Vehicles, 22
- 3.6 Attendance, 22
- 3.7 Confidentiality, 22
- 3.8 Computer, Email, and Internet Usage, 22
- 3.9 Corrective Action, 24
- 3.10 Dress Code, 24
- 3.11 Drug and Alcohol Use, 24
- 3.12 Email Distribution Lists, 25
- 3.13 Grievance, 26
- 3.14 Harassment Free Environment, 26
- 3.15 Workplace Violence, 26
- 3.16 Smoking, 27
- 3.17 Solicitation and Distribution, 27
- 3.18 Inclement Weather, 28

Table of Contents cont.

Section 4: Policies and Procedures (Ministry Area)

- 4.1 Senior Pastor Office
- 4.2 Administration
- 4.3 Worship
- 4.4 Fellowship
- 4.5 Christian Education
- 4.6 Outreach

Section 5: Ministry Volunteer Opportunities

- 5.1 Senior Pastor Office
- 5.2 Administration
- 5.3 Worship
- 5.4 Fellowship
- 5.5 Christian Education
- 5.6 Outreach

Section 6: Ministry Directory



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SECTION 1: A KINGDOM CULTURE

1.1 FOUNDATION OF THE WORD

2 Timothy 4:2 states, “Preach the Word.” The ministry of Oak Cliff Bible Fellowship is built on the proclamation and application of the Word of God. Everything about OCBF...from its doctrine, philosophy, programs, and decisions has its origin in God’s Word. OCBF uses biblical principles to cultivate a Kingdom culture within the church so that members are equipped to live life as the Savior intended and impact the world around them. To this end, OCBF has instituted a set of guidelines and principles for establishing a Kingdom culture and agenda for members, ministry volunteers and staff that include:

- Statement of Faith
- Ministry Philosophy
- The Spirit of the Ministry
- Core Values

1:2 STATEMENT OF FAITH

1. THE HOLY SCRIPTURES:

We believe the Holy Scriptures to be the verbal, inspired words of God, authoritative, and without error in the original manuscripts. We further believe that the scriptures of both the Old and New Testaments are designed for our practical instruction in faith and conduct (II Timothy 3:16-17; II Peter 1:21).

2. THE GODHEAD:

We believe that the Godhead eternally exists in three persons: The Father, The Son, and The Holy Spirit; and that these three are one God (Deuteronomy 6:4; Genesis 1:26; Matthew 28:19).

3. THE PERSON AND WORK OF THE LORD JESUS CHRIST:

We believe that the Lord Jesus Christ, the eternal Son of God, came into the world that He might manifest God to men, fulfill prophecy, and become the Redeemer of a lost world. To this end, He was born of the Virgin Mary, received a human body and a sinless human nature without ceasing to be God (Luke 1:30-35; John 1:1, 14, 18; Hebrews 4:15; Philippians 2:5-11).

We believe that, in infinite love for the lost, He voluntarily accepted His Father's will and became the divinely provided sacrificial Lamb and took away the sins of the world (Romans 3:25-36; II Corinthians 5:14; Hebrews 10:5-14).

We believe He rose from the dead in the same body, though glorified, in which He had lived and died and that His resurrected body is the pattern of the body which ultimately will be given to all believers (John 20:20; Philippians 3:20-21).

We believe that on departing earth, He was accepted by His Father and that His acceptance is a final assurance to us that His redeeming work was perfectly accomplished (Hebrews 1:3).

We believe that He became head over all things to the church, which is His body, and in this ministry He does not cease to intercede and to be an advocate for the saved (Luke 1:35; I Corinthians 15:1-3; Ephesians 1:23; Philippians 2:6-8; I Timothy 2:5; I John 2:1-2).

4. THE HOLY SPIRIT:

We believe that the Holy Spirit, the Third Person of the Trinity, dwells in every believer immediately after he places his faith in the Lord Jesus Christ and that God provides, through the Holy Spirit, power to live the Christian life (Romans 5:5; 8:1-9; Galatians 5:16-25).

We believe that every believer receives grace from God in the form of a spiritual gift, which enables him to function as a member of the body of Christ (Romans 12:6; I Corinthians 12:7; Ephesians 4:7).

5. THE PERSONALITY OF SATAN:

We believe that Satan, the devil, is the prince of demons and the declared adversary of God and man. However, when the Lord Jesus Christ died on the cross, He limited the power of the devil and guaranteed the ultimate triumph of God (Ephesians 2:2; I Peter 5:8; Revelation 20:10; Colossians 2:13-15).

6. SALVATION:

We believe that no one can enter the kingdom of God unless born again spiritually, and that the new birth of the believer comes only through faith in the Lord Jesus Christ, the Son of God. We believe, also, that our redemption has been accomplished by the grace of God, an unmerited gift, given in love by God and not the result of any human works (John 3:17-18; II Corinthians 5:21; Galatians 3:13; Romans 4:4-5).

We believe that the explicit message of our Lord Jesus Christ to those whom He has saved is to make Christ known to the whole world and that this is the purpose of the church through the individuals within it (Matthew 28:18-19; Acts 1:8; II Corinthians 5:11-21).

We believe that local churches, such as Oak Cliff Bible Fellowship, gather together for practical instruction in the scriptures, for fellowship with God and with other believers, and for corporate witness to the unsaved world. Our common spiritual goal is to grow toward Christ's likeness (Matthew 28:18-20; Acts 2:42-47; Romans 12:5; Ephesians 4:13-16).

7. THE RAPTURE AND THE SECOND COMING OF CHRIST:

We believe that a future period of great tribulation on the earth will be climaxed by the return of the Lord Jesus Christ to the earth as He went in person in the clouds with power and great glory to establish His millennial kingdom. But prior to this tribulation, we believe there will be the coming of the Lord Jesus Christ in the air to receive to Himself into Heaven both His own who are alive and remain until His coming and also all who have died in Jesus Christ (I Thessalonians 4:13-17; Zechariah 14:4-11; Revelations 3:10).

8. ETERNAL STATE:

We believe that at death the spirits and souls of those who have trusted in the Lord Jesus Christ for salvation pass immediately into His presence and there remain in conscious bliss until the resurrection of the glorified body when Christ comes for His own, whereupon soul and body reunited shall be associated with Him forever in glory. All those who rejected Jesus Christ will eternally be separated from God to endure His eternal wrath forever (II Corinthians 5:8; Revelations 20:11-15; 21:1-27).

9. RESPONSIBILITY OF BELIEVERS:

We believe that all believers should seek to walk by the Spirit, separating themselves from worldly practices and witnessing by life and by word the truths of the Holy Scripture (Romans 12; Galatians 5:16, 25; II Corinthians 5:9-17).

We believe that all believers will be judged at the judgment seat of Christ and rewarded based on their faithful obedience to Him in this life (I Corinthians 3:10-17).

1.3 MINISTRY PHILOSOPHY

The Kingdom Agenda

The Kingdom Agenda is defined as the visible demonstration of the comprehensive rule of God over every area of life. This rule is reflected through the four divinely ordained spheres of the individual, the family, the church and the government.

At OCBF, we teach our members the principles of the Kingdom of God so they can learn to function under the authority of the Kingdom in every dimension of life. Through the proper blending of God's Word with good works, the goal of our church is to visibly model God's Kingdom on earth as it is in heaven.

Vision Statement

To have transformed lives that reflect the values of the Kingdom of God.

The Mission

To disciple the members of Oak Cliff Bible Fellowship so that they are equipped to impact individuals, families, churches and communities from a Kingdom perspective.

Mission Statement

Discipling the church to impact the world.

The Four Vital Experiences

1. **Worship** provides an experience with the Person of God—"the breaking of bread and prayer". (Acts 2:42c)
Result: A church that celebrates the glory of God.
2. **Fellowship** provides an experience with God's people—"continually devoting themselves to fellowship". (Acts 2:42b)
Result: A church where no one stands alone.
3. **Christian Education** gives us an experience with God's perspective—"continually devoting themselves to the apostles' teaching". (Acts 2:42a)
Result: A church that teaches the knowledge and application of God's Word.
4. **Outreach** offers an experience with God's purpose—"praising God...the Lord added to their number". (Acts 2:47)
Result: A church that spreads the Good News of Christ in word and deed.

1.4 THE SPIRIT OF THE MINISTRY

The Spirit of the Ministry sets the tone for how we treat and serve one another as we do the work of the ministry. As ministry volunteers, we should use every opportunity to infuse these biblical truths in the life of the church.

1. The Spirit of Unity

To work in harmony toward a shared purpose and vision. *Make every effort to keep the unity of the Spirit through the bond of peace.* Ephesians 4:3

2. The Spirit of Integrity

To possess a commitment to biblical truth and honesty, refusing to allow our character to be corrupted or compromised. *May integrity and uprightness protect me because my hope is in you.* Psalms 25:21

3. The Spirit of Excellence

To work as unto the Lord with the highest degree of professionalism, productivity and skill. *...And every willing man skilled in any craft will help you in all the work.* 1 Chronicles 28:21

4. The Spirit of Servanthood

To demonstrate true humility by seeking, serving and protecting the wellbeing of others. *Each one should use whatever gift he has received to serve others, faithfully administering God's grace in its various forms.* 1 Peter 4:10

5. The Spirit of Communication

To interact with each other on matters of the ministry in a respectful and timely fashion. *Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up according to their needs, that it may benefit those who listen.* Ephesians 4:29

6. The Spirit of Accountability

To love, encourage and correct each other as we do the work of the ministry, each taking responsibility for decisions and actions that impact the ministry. *So in Christ we who are many form one body and each member belongs to all the others.* Romans 12:5

7. The Spirit of Joy

To have a positive, infectious, and cheerful attitude while performing assigned tasks and responsibilities. *Rejoice in the Lord always. I will say it again: Rejoice!* Philippians 4:4

1.5 MINISTRY CORE VALUES

The following core values reflect the essential elements and priorities that ought to characterize the members of OCBF. It is through the practical application of these values that we make known the Spirit of the Ministry where attitudes and behavior are aligned with the Word of God. The Spirit of the Ministry and its core values illustrate the divine connection between the spiritual and social characteristics of human behavior.

The Spirit of Unity

- We promote cooperation both within our ministry areas and between ministries.
- We offer to help and encourage others when possible, without compromising our own responsibilities.
- We show mutual respect for our fellow ministry volunteers and members.
- We give constructive critique, but once a direction has been set and a decision made, we will support it.
- We look for creative solutions to problems and not just complain about them.
- We lovingly correct those who disturb the harmony of the ministry.

The Spirit of Integrity

- We ensure that everything we do relates to and reflects the vision and mission of the Church.
- We are committed to always speaking the truth.
- We practice the highest standard of honesty in the practice of all tasks and duties.
- We believe in doing the right thing in every situation, no matter the cost.
- We have the same pride in representing and preserving the reputation of OCBF as our own family.
- We do not put the ministry in a situation that could be embarrassing or create a need for damage control and to quickly communicate when there is the possibility that such a situation has occurred.
- We maintain flexibility with process and rigidity in purpose.

The Spirit of Excellence

- We understand the goals of the ministry and work diligently to achieve them.
- We appropriately use our God-given talents and skills to advance the ministry of OCBF.
- We know and do our work and will ask for appropriate help when necessary.
- We exhibit professionalism in our appearance and behavior.
- We believe that the true strength of our Church comes in knowing our limitations and being open to partnerships that strengthen those areas that are not our core competency.
- We are committed to the notion of prudence: using sound business practices to contain costs and maximize results as we grow toward our clear goal.
- We believe passionately that using sound business practices in human resources, administration, marketing and financial management are as much a ministry as are programmatic outreaches that promote the spiritual development of members and the community.

The Spirit of Servanthood

- We are committed to the notion that relationships are the currency of the Kingdom of God.
- We believe people are truly the largest and most important asset of any organization.
- We are committed to investing in people, their personal development and spiritual growth, creating an environment of lifelong learning.
- We believe that we should be role models that other members would want to follow.
- We support the ministry of the Church with our time, talents and treasures.
- We demonstrate humility by the way in which we serve and help other members of the body.

The Spirit of Communication

- We give the highest priority to any communication coming from the Senior Pastor's office.
- We effectively communicate with each other and leadership at all times.
- We are willing to convey all information including bad news.
- We provide detailed information in a timely manner.
- We exhibit good listening and comprehension skills.
- We communicate in such a way as to build up and not tear down.
- We communicate in advance if we are thinking about leaving OCBF or want to change what we are doing at OCBF.

The Spirit of Accountability

- We are committed to building quality relationships with those to whom we minister and serve.
- We make sure that we adhere to the policies and procedures of OCBF.
- We will not be a party to starting or continuing gossip and will seek that which promotes the health and wellbeing of the Church.
- We confront unacceptable behavior of fellow members, holding each other accountable.
- We accept personal responsibility for quality and timeliness of tasks.
- We believe that results achieved are a direct result of personal decisions and actions.
- We refuse to offer or accept excuses for failures.
- We hold a fanatical commitment to the proper use of all financial and physical resources of the church.

The Spirit of Joy

- We have energy, passion and love for the majority of assigned tasks.
- We exhibit enthusiasm and a positive attitude toward ministry volunteers, members and visitors.
- We show optimism in difficult and challenging situations, not focusing on problems but creative solutions.
- We are able to show a positive and constructive sense of humor.
- We are a positive influence on others.
- We celebrate our accomplishments as well as the accomplishments of others.

1.6 SECOND MILE MINISTRY

If anyone forces you to go one mile, go with them two miles. Matthew 5:41

Oak Cliff Bible Fellowship shall strive towards a caring, responsive, service-oriented environment where the wellbeing of our members and visitors is a spiritual and organizational priority. It is our intent to create an atmosphere among leaders, staff, ministry volunteers and members that reflects a Kingdom culture, where we passionately and righteously pursue the wellbeing of others.

Definition

The “Second Mile” in serving others is going above and beyond to understand and meet the needs of the our members, visitors and the community—hopefully before the request is made—putting individuals first, fulfilling needs, exceeding expectations and doing so in a kind, courteous and timely manner, thus, reflecting the Spirit of Ministry.

Our Guiding Principles

- ***Going the second mile*** must become a goal, be viewed as an investment and become the responsibility of everyone. We shall instill the value of this with leaders, staff and ministry volunteers and recognize commendable behavior in serving one another.
- ***The Spirit of the Ministry*** sets the biblical foundation for the Second Mile Ministry. Our Ministry shall use every opportunity to infuse these biblical truths in the very fabric of our church environment and individual relationships.
- ***The Church’s core values and beliefs*** shape attitudes and behavior towards the ministry, fellow workers, ministry volunteers, members, visitors and the community. A good public image begins with understanding the Church’s values, beliefs and expectations and modeling that to the world around us.
- ***Communication*** is crucial to our success as a ministry. Developing effective tools to maintain lines of communication with the people we serve will help us do the work of the ministry well. By developing more effective ways to direct information to others and by providing clearer paths to receive feedback, our church will better address the needs and concerns of our fellow man.

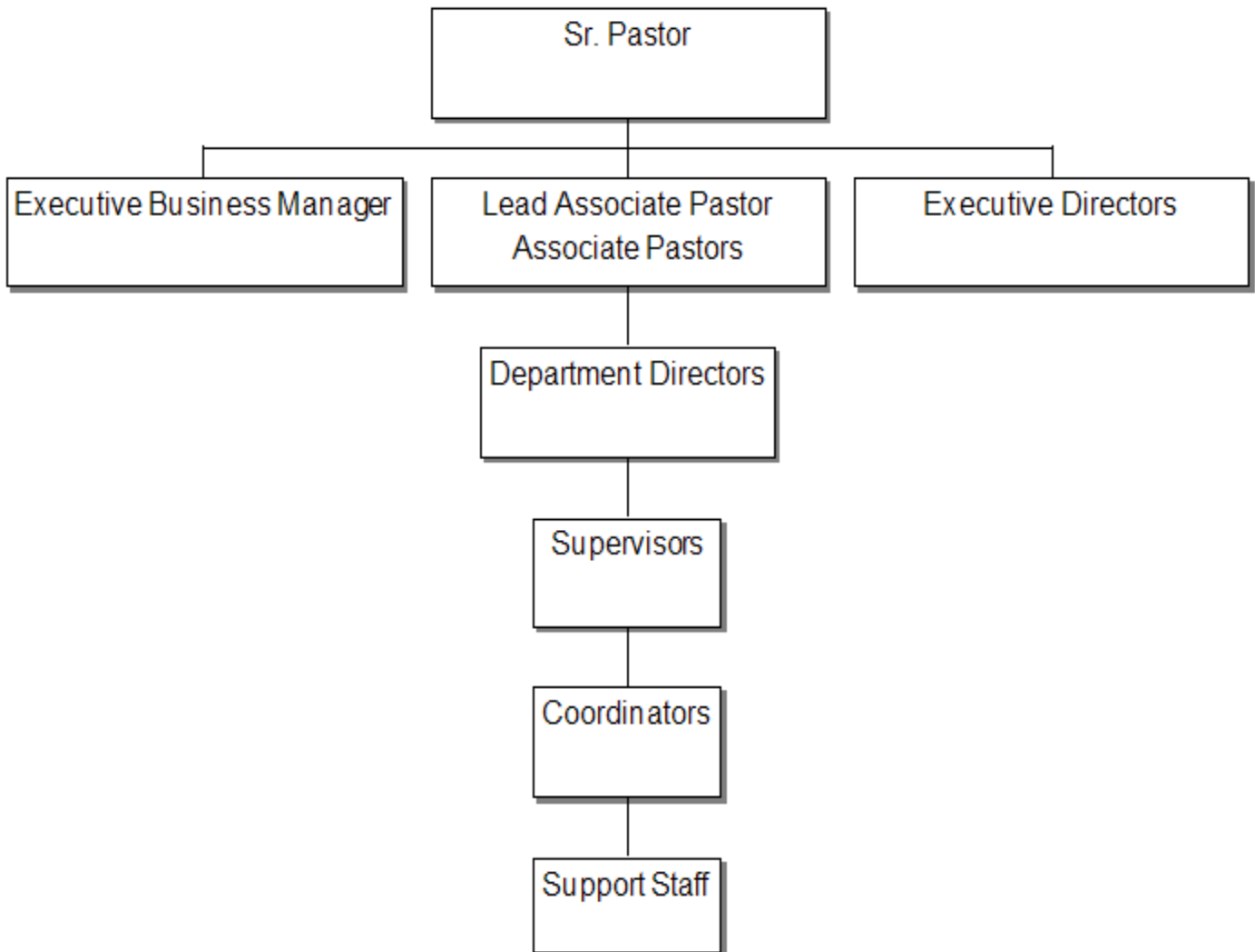
Procedures:

1. OCBF will provide technical excellence in the development and delivery of services and resources. We know that people need and want services and resources that have a divine purpose and impact, producing life-changing results.

2. OCBF understands that people need and want services and/or resources that are readily available or easily attainable. Therefore, we will maximize technology, streamline processes, and make use of campus directional signage for the convenience of others that want to take advantage of the ministry's services and resources.
3. OCBF will commit to only recruiting ministry volunteers that profess faith in Jesus Christ and are called and equipped to do the work of the ministry. We realize the effectiveness of our programs is largely attributable to committed, talented and skilled employees and ministry volunteers that are passionate about their work and the people they serve.
4. OCBF is committed to the continual spiritual, professional and technical development of its employees and ministry volunteers. The level of OCBF's investment in its human resources determines the level of competence, reliability, and responsiveness of our employees and ministry volunteers to the needs, wants and interests of the people we serve.
5. Every person, irrespective of their role or position at OCBF, will be treated with dignity and respect. OCBF endeavors to serve and protect the wellbeing of all individuals that come in contact with us and interact with them in a courteous, professional manner.
6. OCBF understands that people may have questions related to the church's services, resources, and/or the ministry in general. We will to the best of our ability provide them with complete, accurate and timely answers to their questions.
7. OCBF will create a responsive environment in which we assist others with their needs in a timely fashion. We will establish operational standards for providing timely assistance, which includes reasonable timeframes for appropriate actions to specific requests. Staff and ministry volunteers will regularly communicate with the people we serve when assistance can't be provided in the anticipated timeframe.
8. OCBF will protect the confidentiality of general and sensitive information related to the people we serve. The church will not share information about individuals served by the ministry to third parties without appropriate authorization and disclosure. Additionally, appropriate precautions will be taken to ensure the safety of our members and visitors during their time on OCBF's campus and/or while participating in church-related activities.
9. OCBF will make every effort to keep our members informed on the matters of the ministry and allow them the opportunity to convey feedback. We will use technology and other modes of communication to accommodate two-way conversations with our members and visitors. We will to the best of our ability overcome language barriers by providing verbal, sign and/or written renditions of information that impacts the ministry and the people we serve.
10. OCBF will reinforce regularly the "Spirit of the Ministry" core values with staff and ministry volunteers.
11. OCBF will make use of surveys, evaluations and the collection of data (letters, notes, and documented phone calls) to evaluate the level at which the spirit of servanthood operates in the life of our ministry.

1.7 ORGANIZATIONAL STRUCTURE

ORGANIZATIONAL STRUCTURE



SECTION 2: VOLUNTEERISM

2.1 DEFINITION OF A MINISTRY VOLUNTEER

An OCBF ministry volunteer is defined as an individual who freely gives of their time and talents to assist OCBF in the accomplishment of its mission without expectation or receipt of financial compensation.

2.2 TEN REASONS TO SERVE

1. God commands all His children to serve.
2. You benefit from the ministry that's serving you.
3. Spiritual gifts are to be used in service to others.
4. The church is properly built up only when all members are serving.
5. Serving allows you to enhance your own spiritual development.
6. Serving others is your tangible demonstration of your love and gratitude towards God.
7. Serving helps to keep you humble.
8. Your service creates a stronger means through which God can continue to minister to you.
9. You reflect the character of Jesus Christ through serving.
10. You glorify God through your faithful service.

2.3 IMPORTANT QUALITIES OF MINISTRY VOLUNTEERS

- V. (Values)**
An OCBF ministry volunteer sees the God-given value in every person and seeks to serve and minister to each person in such a way as to reflect the significance that God places on them.
- O. (Opportunity)**
An OCBF ministry volunteer sees ministry as an opportunity to positively impact the lives of fellow members and advance the Kingdom of God through his/her service.
- L. (Loving)**
OCBF ministry volunteers serve in such a way that people know and feel God's love and care by how the ministry attends them.
- U. (Unity)**
An OCBF ministry volunteer seeks to promote and protect the unity of the church by serving with others toward accomplishing the ministry's shared vision and mission.
- N. (Nurturing)**
OCBF ministry volunteers use every opportunity to encourage and support those to whom they are called to minister.
- T. (Trustworthy)**
An OCBF ministry volunteer can be depended on to handle confidential matters appropriately so that the best interest of the church and its members are protected.
- E. (Ethical)**
An OCBF ministry volunteer is committed to live and function with the highest ethical standards so that no dishonor is brought to God's name, the church, or the volunteer.
- E. (Excellence)**
OCBF ministry volunteers are committed to offer superior service to those to whom they minister so that God's glory is being reflected through their ministry.
- R. (Reliable)**
OCBF ministry volunteers can be depended on to faithfully fulfill their ministry obligations in a timely fashion while maintaining high level communication with their ministry leader.
- S. (Servanthood)**
OCBF ministry volunteers strive to go the extra mile in their service to others so that the church can have a maximum impact in the lives of those we serve.

2.4 RECRUITMENT, SELECTION, ORIENTATION, AND TRAINING

Volunteers for OCBF ministries are primarily members of Oak Cliff Bible Fellowship. In OCBF's new membership class, each person is asked to select a ministry in which to serve. Each year during Ministry Commitment, members will be invited to select or change ministries. Members are expected to fulfill at least a one-year commitment to serving in their ministry. Interested individuals sign up and a list of names is given to the appropriate person for contact via phone.

There are special situations where non-members will be allowed to serve by approval of the Ministry Head and/or the Senior Pastor. In those situations, non-members will be responsible for serving under the same guidelines set forth.

Our volunteer process is as follows, the prospective ministry volunteer:

- Completes a volunteer application;
- Completes an interview process with a ministry leader;
- Provides appropriate references and signs a release for a background check, if appropriate to the volunteer position;
- Completes volunteer orientation;
- Reviews and signs the Volunteer Acknowledgment form;

Once the selection process has been completed, the ministry volunteer will receive a follow-up letter/email asking them to attend a mandatory orientation. In addition to the general orientation of ministry volunteers, some ministries will provide a special orientation and training based on specific job duties.

At the orientation, a position description and a Ministry Volunteer Handbook will be provided for each ministry volunteer. At the time of orientation the following items are covered: the mission, programs, policies and the overall operations of OCBF ministries.

2.5 GUIDELINES AND EXPECTATIONS

The following is a list of general guidelines and expectations for ministry volunteers to become familiar with prior to volunteering:

- Ministry volunteers must perform assigned duties based on their volunteer descriptions.
- If you are unable to show up, please notify your ministry leader before the start of programs.
- Ministry volunteers must use proper language and exhibit a professional demeanor at all times.

- Ministry volunteers may be asked to park in the area designated for them at specific events.
- Upon arrival, ministry volunteers must sign in at a designated location.

2.6 RECOGNITION AND APPRECIATION

Our ministry volunteers are important to us! Without the support of dedicated, hardworking volunteers, ministry work would not be possible. At the discretion of the ministry, there will be times when OCBF collectively expresses its appreciation for the ministry volunteers.

2.7 RECORD KEEPING

Each ministry will require their ministry volunteers to provide some basic personal information for our records. Information gathered about ministry volunteers is useful in identifying volunteer opportunities that will be both satisfying to the ministry volunteer and helpful to the ministry programs. Ministry volunteers may be asked to provide the following personal information: emergency contact notification, home address, telephone number(s), email address, and acquired education and skills training.

A ministry volunteer must inform their ministry of any change of address, email and/or telephone numbers. Failure to do so will prevent the ministry from keeping you informed of upcoming events, new volunteer opportunities and other important information that may affect your involvement.

2.8 MINISTRY VOLUNTEER ASSESSMENT

Ministry volunteers and their ministry leaders are encouraged to have ongoing open and honest discussions about the ministry volunteers' performance and goals. Ministry volunteers may receive a formal assessment at any time at the discretion of the ministry leader. This allows for an opportunity for the ministry leaders to measure the service of the ministry volunteer against the requirements of their position.

2.9 SERVICE RELEASE or TRANSITION

OCBF acknowledges the service of all ministry volunteers with the understanding that a ministry volunteer may be reviewed and released or transitioned at the discretion of the Ministry Head.

SECTION 3: POLICIES AND PROCEDURES (Church-wide)

3.1 CHRISTIAN CONDUCT

As a part of the church membership process, each prospective OCBF member and/or ministry volunteer affirms a personal relationship with Jesus Christ. At OCBF, we teach our members the principles of the Kingdom of God so they can learn to function under the authority of the Kingdom in every dimension of life.

One of the greatest evidences of strong Christian character is self-control. Christian conduct should be exhibited by ministry volunteers at all times whether during ministry service or not. The conduct of members reflects directly upon Christ and the Church.

1. OCBF members' conduct, whether on or off church premises, that is criminal, dishonest, immoral in nature, unbiblical, or detrimental to the best interest of the Church, may be subject to corrective action, which could include church discipline.
2. In harmony with the scriptural teaching of the Christian faith, discipline must be a functional part of the local church (Matthew 18:15-20; Galatians 1:8-9; 2 Thessalonians 3:11; 1 Corinthians 5:1-13). The Board of Elders shall discipline any unrepentant member who knowingly holds false or heretical doctrine, who knowingly lives inconsistently with their Christian profession, or who knowingly would disturb the unity and peace of the church.
3. The goal of discipline is to restore the person to the church whenever there is repentance and evidence of spiritual change.

3.2 MINISTRY VOLUNTEER SCREENING

All ministry volunteers are subject to background checks and sex offender registry review, if appropriate to the position. Ministry volunteers will be asked to complete a consent form before a criminal check is run. Background checks may also include volunteer history, education verification and licensure, and motor vehicle records, if appropriate, for the volunteer position.

Procedures:

1. All prospective ministry volunteers who will be serving at OCBF are notified of these requirements when they apply for volunteer positions.
2. Potential and current ministry volunteers are expected to cooperate fully with the volunteer screening process.
3. Volunteer screening process may be conducted by a consumer-reporting agency.
4. All offenses will be reviewed on an individual basis. Depending on the nature of the offense, individuals may or may not be able to volunteer in specific ministry areas.

5. Ministry volunteers may be asked to provide driving records and proof of insurance if applicable.
6. In the event of an administrative error and/or a duplication of data, i.e., same name, all individuals have the right and opportunity to appeal any volunteer association decision. Individuals will have the opportunity to clarify or correct records by producing copies of final adjudication of procedures.

3.3 SAFE ENVIRONMENT

Since OCBF strives to ensure a safe environment, it shall be the responsibility of each ministry volunteer to adhere to the safety standards and emergency procedures established by OCBF.

Procedures:

1. Ministry volunteers must adhere to good safety practices as posted, instructed and discussed.
2. Ministry volunteers must refrain from any unsafe act that might endanger oneself, the people OCBF serves, or fellow ministry volunteers.
3. Ministry volunteers should use all safety devices provided for his or her protection and report any unsafe situation or acts immediately to the ministry leader.
4. Electrical equipment should be turned off when not in use.
5. Ministry volunteers should notify the ministry leader of any equipment that has cracked, exposed wiring, is causing a shock, or emitting sparks, or appears to be a potential fire hazard.
6. OCBF should have written fire emergency procedures posted in plain sight.
7. Ministry volunteers should follow all fire prevention measures established by OCBF.
8. Ministry volunteers should familiarize themselves with the location of fire exits, alarms and extinguishers.
9. Ministry volunteers must assume his or her share of the responsibility for thoughtless or deliberate acts that cause injury to oneself, the people OCBF serves, or fellow ministry volunteers.

3.4 INJURIES WHILE VOLUNTEERING

All ministry volunteers are expected to follow appropriate safety policies while serving. If a ministry volunteer is injured, the he or she must immediately stop the activity resulting in the injury and seek first aid if necessary.

Ministry volunteers who become unable to serve because of an injury must inform the ministry leader as soon as possible and complete the appropriate injury report.

3.5 USE OF OCBF VEHICLES

Ministry volunteers operating OCBF vehicles are responsible for the safe operation of the vehicle. At no time are drivers permitted to subject an OCBF vehicle to abuse through careless or reckless operation. Ministry volunteers will be required to sign out and in vehicle keys.

Drivers are required to notify ministry leader of license suspensions or revocations, and to report accidents or damage to organization vehicles within 24 hours. Failure to comply with vehicle safety standards may result in corrective action.

3.6 ATTENDANCE

OCBF expects all ministry volunteers to be responsible for their attendance and promptness. Ministry volunteers who are unable to report to shifts should notify their ministry leader at least two hours prior to their scheduled shift assignment. Any ministry volunteers that incur frequent absenteeism or tardiness that is excessive may result in corrective action.

3.7 CONFIDENTIALITY

Ministry volunteers shall, to the best of their ability, ensure confidentiality and privacy about those that are being served through the ministry. Such confidential information includes, but is not limited to, the following examples:

- Any information about an individual or family, including the fact that they are or are not served by the ministry unless authorized by a ministry leader.
- Personal contact information, including place of employment, phone numbers, addresses, and income.

All ministry volunteers will be required to sign a non-disclosure agreement.

3.8 COMPUTER, EMAIL AND INTERNET USAGE

Computers, computer files, the email system, and software furnished by OCBF are property intended for ministry purpose. Ministry volunteers should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

OCBF prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale. Email may not be used to solicit others for commercial ventures, political causes, outside organizations, or other non-business matters.

Procedures:

1. Ministry volunteers must be granted proper authorization to use a password, access a file, or retrieve any stored communication.
2. OCBF purchases and licenses the use of various computer software for business purposes and does not own the copyright to the software or its related documentation.
3. Ministry volunteers may only use software on local area networks or on multiple machines according to the software license agreement.
4. OCBF prohibits the illegal duplication of software for use on more than one computer.
5. All email distribution lists shall be kept on church property.
6. OCBF owns all email sent and received and can limit and restrict access to the organization's email system.
7. All Internet data that is composed, transmitted, or received via OCBF computer communication systems is considered to be part of the official records of OCBF and, as such, is subject to the disclosure to law enforcement or other third parties.
8. The following behaviors are some examples of activities that are prohibited:
 - Sending or posting discriminatory, harassing, or threatening messages or images
 - Using the ministry's time and resources for personal gain
 - Stealing, using, or disclosing someone else's code or password without authorization
 - Copying, pirating, or downloading software and electronic files without permission
 - Sending or posting confidential material outside of the organization
 - Violating copyright law
 - Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
 - Sending or posting messages or material that could damage the organization's image or reputation
 - Participating in the viewing or exchange of pornography or obscene materials
 - Sending or posting messages that defame or slander other individuals
 - Attempting to break into the computer system of another organization or person
 - Refusing to cooperate with a security investigation
 - Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
 - Using the Internet for political causes or activities, religious activities, or any sort of gambling
 - Jeopardizing the security of the ministry's electronic communications systems
 - Sending or posting messages that disparage another organization's resources or services
 - Passing off personal views as representing those of the ministry
 - Sending anonymous email messages
 - Engaging in any other illegal activities

3.9 CORRECTIVE ACTION

OCBF ministry volunteers' performance and conduct are evaluated on an ongoing basis with regular feedback provided. Informal discussions may be used to ensure that ministry volunteers know and follow rules and standards. These discussions should focus on clarifying expectations, providing appropriate training and development.

In some situations, a more formal corrective action may be deemed necessary. These steps may include, but are not limited to:

- Verbal or written warnings
- Release from volunteer service
- Transition to a different volunteer position

Any ministry volunteer that refuses to operate in accordance with OCBF's policies and procedures may result in corrective action up to release of volunteer service.

3.10 DRESS CODE

It is important that all ministry volunteers wear modest, practical, and comfortable clothing while serving. All ministry volunteers are expected to dress appropriately for the task they will be performing in a way that honors God and presents a good image of the church. In some cases, a uniform may be required depending on the ministry area.

3.11 DRUG AND ALCOHOL USE

OCBF shall maintain an environment that is free of drugs and alcohol. Ministry volunteers who serve under the influence of drugs or alcohol endanger their own health and safety and the health and safety of others, and can cause a loss of efficiency and productivity or a disruptive environment. A violation of a drug, alcohol and tobacco free environment may result in corrective action.

Definitions

- A. "Legal drugs" means any drug, including prescription drugs and over-the-counter drugs, that has been legally obtained and that is not unlawfully sold or distributed.
- B. "Illegal drugs" hereafter referred to as "drugs" means any drug or substance that (a) is not legally obtainable; or (b) is legally obtainable but has not been legally obtained; or (c) has been legally obtained but is being sold or distributed unlawfully. The term includes, but is not limited to, marijuana, cocaine, opiates, amphetamines, and phencyclidine.

- C. “Abuse of any legal drug” means the use of any legal drug (a) for any purpose other than the purpose for which it was prescribed or manufactured; or (b) in a quantity, frequency, or manner that is contrary to the instructions or recommendations of the prescribing physician or manufacturer.

Prohibited Behavior

- A. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance by ministry volunteers while on OCBF premises or on OCBF business shall be prohibited.
- B. Reporting to volunteer duty with alcohol and/or illegal drugs in the body shall be prohibited.
- C. Conducting business, which includes driving vehicles or operating OCBF equipment, while under the influence of alcohol or drugs shall be prohibited.
- D. Engaging in the use of alcoholic beverages on or off OCBF premises during business or program hours shall be prohibited.

3.12 EMAIL DISTRIBUTION LISTS

E-mail distribution lists shall only be used for approved OCBF business. In other words, there is to be no personal or non-official use or reproduction of e-mail distribution lists.

Procedures:

1. All e-mail distribution lists are generated through Arena. Ministry volunteers are not allowed to create their own email distribution lists from the ministry’s customers.
2. All group email correspondence to distribution lists must have the prior approval of the Ministry Head or Executive Director before dissemination.
3. Email distribution lists must not be shared with persons, organizations or companies outside of OCBF without the approval of the Senior Pastor. If such an approval is ever granted, only authorized staff will be permitted to share email.
4. Ministry volunteers shall not have access to e-mail distribution lists without prior approval from the Ministry Head. Ministry volunteers (directors and leaders of small groups) that have authorized access to email distribution lists, should be oriented in the Church’s policies and procedures with a signed statement to that effect. If applicable, E-blasts that can’t be generated in Arena should be sent by blind copy (BCC) to distribution lists.
5. Ministry volunteers should notify a ministry leader upon learning of violations of this policy.

3.13 GRIEVANCE

OCBF is committed to an environment where all individuals are treated with dignity and respect. Ministry volunteers are strongly encouraged to follow the steps listed below.

Procedures:

1. In situations where differences arise between ministry volunteers and other individuals, it is advised to try to resolve these differences amongst the parties involved according to Matthew 18.
2. If the situation escalates, please notify a ministry leader. At no time should the differences be made public or involve other individuals.

3.14 HARASSMENT FREE ENVIRONMENT

OCBF is committed to providing ministry volunteers an environment that is free from unlawful harassment while working, serving or being present on church campus at any time. Unlawful harassment is defined as harassment based on any characteristic of an individual's sex, race, color, national origin, age, religion, disability, and/or any other protected characteristic and will not be tolerated.

3.15 WORKPLACE VIOLENCE

OCBF is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, OCBF shall adopt following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

Procedures:

1. All ministry volunteers should be treated with courtesy and respect at all times.
2. Ministry volunteers are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.
3. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of OCBF without proper authorization.
4. Conduct that threatens, intimidates, or coerces another ministry volunteer, employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your ministry leader. This includes threats by ministry volunteers and employees, as well as threats by visitors, clients, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

5. All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near where you are serving, do not try to intercede or see what is happening.
6. OCBF will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.
7. In order to maintain workplace safety and the integrity of its investigation, OCBF may suspend ministry volunteers pending investigation.
8. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt termination of volunteer service.

3.16 SMOKING

OCBF provides a safe and healthy environment. Smoking is prohibited at or on any of the church's facilities or properties or in any church-owned vehicle.

Procedures:

1. Ministry volunteers will not provide, distribute, or facilitate any access to tobacco resources.
2. Ministry volunteers will not use tobacco resources on church campus and/or during program activities at any location.
3. Ministry volunteers will prohibit individuals from using tobacco resources on church campus, the program site or during structured program activities at any location.
4. Non-compliance of this policy by ministry volunteers should be reported to a program director or his/her designee for appropriate action, including notifying the ministry leader of the infraction.

3.17 SOLICITATION AND DISTRIBUTION

In an effort to ensure a productive and harmonious environment, persons not employed by OCBF or its affiliates may not solicit or distribute literature at any of the church's locations at any time for any purpose. Any requests from outside persons or organizations to sell merchandise, distribute literature must have approval of the Ministry Head.

3.18 INCLEMENT WEATHER

The Senior Pastor or his designee may close the church due to inclement weather or due to an emergency on days other than regularly scheduled holidays. Should this occur, every attempt is made to notify ministry volunteers using a telephone message center and/or announcements over OCBF website.