

**Volunteer Policy Handbook**

# I. Introductory Provisions

Welcome to Bridge of Hope-Richmond. (BOH). We are happy to have you as a member of our team!

BOH is a non-profit resource center that was officially organized in November of 2013. BOH is affiliated with the national pro-life organizations of Heartbeat International and Alliance for Life – Missouri as well as Health Care Collaborative of Rural Missouri.

The mission of BOH; Bridge of Hope - Richmond is to advocate for the family. We do these using tools to encourage, empower and equip families to achieve successful and healthy outcomes when pregnancies occur. Our goal is to help the individual be their best self.

This booklet has been prepared to provide a ready reference to established personnel policies of BOH and to assure good management and fair treatment for all. All Volunteers are responsible for knowing the information contained in it.

Just as any volunteer is free to terminate his/her relationship with the center at any time, so does BOH reserve the right to end this relationship at any time. In addition, any provision in this handbook may be added to, modified, or withdrawn if the organization believes such changes will promote its ability to meet its needs and those of its volunteers.

**STATEMENT OF FAITH**

1. We believe the Bible to be the inspired, infallible, authoritative Word of God.
2. We believe that there is one God, eternally existent in three persons: Father, Son, and Holy Spirit.
3. We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in the bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.
4. We believe that man was created, male and female, by a direct act of God, fell into sin and thereby became depraved and guilty before God; that the first man and woman were united in marriage by God and that biblical marriage is between a genetic man and a genetic woman only. Sexual intimacy is to occur only within the context of marriage as defined in scripture.
5. We believe that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential and that this salvation is received through faith in Jesus Christ as Savior and Lord.
6. We believe in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life and perform good works.
7. We believe in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.
8. We believe in the spiritual unity of believers in our Lord Jesus Christ.
9. We believe human life is sacred from the moment of fertilization throughout the life continuum.

(Adapted from the National Association of Evangelicals’ statement of faith)

VISION STATEMENT

To unify and champion LIFE ministries.

MISSION STATEMENT

Saving and changing lives by equipping people, empowering ministries, and engaging communities toward a culture of life.

PRINCIPLES

1. Human life is sacred from the moment of fertilization throughout the life continuum.
2. Bridge of Hope is committed to integrity in dealing with affiliates in such a way that Bridge of Hope will earn their trust, and give them promised information and services.
3. Legalized abortion on demand is the unjustifiable taking of a human life, therefore Bridge of Hope will not counsel, refer or recommend any woman, regardless of circumstances of conception (rape and incest included), for an abortion.
4. We oppose the development, production, and use of abortifacient pharmaceuticals and devices. Bridge of Hope, therefore, does not recommend, provide, or refer for abortifacients.
5. Bridge of Hope is committed to creating an awareness of the needs of pregnant women, and of the detrimental nature of abortion, across the state of Missouri.
6. Adoption is one viable alternative to abortion. Bridge of Hope commends those agencies that assist women in placing their children for adoption and Bridge of Hope will cooperate with such agencies whenever possible.
7. Bridge of Hope affirms the biblical model for marriage and family as described in *Genesis* *2:21 -24, Ephesians 5:21* and *6:4*, *Colossians 3:18-21*, and *1 Peter 3:1-7.*
8. Bridge of Hope affirms the teaching that children are a blessing *(Psalm 127: 3-4)* and welcomes them *(Mark 10:13).*

CORE OPERATIONAL VALUES

1. Our focus is on the Lord and prayer to heal our lands. We look to the Lord to

show us His Plan and to supply all the resources to carry it out.

2. Our Leaders take Jesus as our model for servant leadership, leading in Truth,

while serving God the Father and each other in humility. We also take Jesus as

our model for personal and professional ethics.

3. Our Organizational Culture is built on relationships with each other and with the

Lord. We care about people – **each is precious in God’s eyes**.

4. Our Programs and Services are Biblically-based and Christ-centered. They aim to reflect both the virtues of Justice and Mercy. They are inter-denominational,

emphasizing the essential unity of Christians while respecting our differences.

They encourage being Christ to others as well as sharing Christ with others. They

also, respect and even celebrate the differences in callings and cultures so

evident among our affiliates and partners.

5. Our Methods are creative, collaborative, cooperative, and unitive as we work with

our affiliates, donor partners and life-affirming brother/sister organizations. We

value learning and growing as we strive for genuine quality and excellence in all

we do.

THE ORGANIZATION

Bridge of Hope - Richmond exists as a non-profit corporation under a volunteer Board of Directors. This Board contains the corporate officers. It is a self-perpetuating entity.

Employees or volunteers do not have a direct line of communication with or supervision by members of the Board.

Unless otherwise specifically assigned or delegated in writing, the CEO serves as the communication link between the Board and Volunteers and provides supervision for Volunteers.

##### II. Answering the Call

**A. Volunteer Selection**

Volunteers of BOH are selected without regard to race, color, sex, age, national origin or disability, except as provided by law or the biblical principles governing the organization. This applies to all employment practices including hiring, benefits, promotions, training, disciplinary action, and termination.

A personal profession of having received Jesus Christ as Lord and Savior is required for employment. Each new employee will signify his/her agreement with the BOH Statement of Faith and Statement of Principle by providing a signed affirmation to that effect. A copy will be placed in his/her employee file. Agreement with the Statement of Faith and the Statement of Principle at all times is required for continued employment.

Current, active fellowship and accountability in a local church is strongly encouraged of each employee.

Volunteers are strongly encouraged to attend church regularly as well as participate in other Christ-centered activities such as Bible study groups or outreach programs.

Educational and/or occupational qualifications may be part of some position requirements.

**B. Employee Selection**

***Regular Full-time***is an employee whose position has no termination date and who is regularly scheduled to work 32-40 hours per week.

***Regular Part-time***is an employee whose position has no termination date and who is scheduled to work less than 32 hours per week.

***Temporary Full-time***is an employee who is hired or promoted for a period of time less than ninety (90) days and who is scheduled to work 26-40 hours per week.

***Temporary Part-time***is an employee who is hired or promoted for a certain length of time and who is scheduled to work less than 26 hours per week.

**C. Employee Selections**

***Exempt Employees****,* as defined in the Fair Labor Standards Act, (FLSA) are expected to manage their own time, working the hours required to complete the tasks at hand. As a guideline, work should be completed in 40 hours per week. When the monthly average exceeds 40 hours per week, the overage may be used as comp time during the following month. Vacation time is used when the monthly average is under 40 hours per week and no comp time is available.

###### **Non-exempt *Employees*** as defined in the Fair Labor Standards Act, (FLSA) are expected to complete their work within scheduled hours. The CEO must approve in advance any hours over the regularly scheduled hours. Overtime hours in excess of 40 within a given week will be paid at the rate of time and one-half. Overtime is calculated on actual hours worked, not on holidays, sick leave, or vacation time.

Hours accrued over the regularly scheduled hours per week, but not qualifying as overtime, will be paid at the regular rate in the pay period accrued and comp time will be taken within 30 days following to adjust for the overage.

**D. Probationary Employment**

Each new employee will automatically enter a 90-day probationary period. This will give an opportunity for the employee to demonstrate a satisfactory attitude, attendance, and work performance. It will also give BOH an opportunity to demonstrate suitability as an employer.

At the end of the 90-day period, the CEO will complete a written performance evaluation which will be discussed with the employee and placed in his/her personnel file.

##### III. Compensation

**A. Wages**

BOH desires to make a sincere effort to pay its ***Employees*** fairly and to ensure that the wages are in line with the amount of work and degree of responsibility of the various positions. In keeping with this goal, a baseline pay schedule for all positions has been established. It is the policy of BOH to hire new ***Employees*** at the minimum of the approved wage range unless experience or other factors warrant additional compensation. Below base hire may be appropriate in certain training situations but must be approved by the CEO.

As part of the annual budgeting process, the Board and CEO will review the salaries of all ***Employees***. Reviews are based on merit, job description fulfillment, and performance in the position. Cost of living increases is also evaluated at that time.

All performance and salary reviews will be performed annually.

**B. Pay Period**

For the purposes of defining hours worked, the workweek is from Sunday to Saturday. BOH pays monthly. Pay period ends the last Friday of every month and will be paid via check.

**C. Deductions and Garnishments**

Federal and state law requires that employers take deductions and withholdings for personal income tax, social security tax (FICA), and Medicare tax. Personal payroll deductions for other items may be arranged if appropriate but must be authorized by the employee in writing. BOH will comply with court-ordered wage garnishments.

**D. BOH Events**

Volunteers required to attend BOH events such as the annual conference, enrichment days, advocacy day(s) at the State Capitol, or other meetings shall be paid for travel time to and from the event and any travel expenses incurred such as hotel and/or meals shall be paid by the BOH.

**E. Reimbursements**

***Automobile Expenses****.* Reimbursed at the rate set by BOH Board. A detailed log of miles driven must be submitted the following week after expenses were incurred. This must show the date, purpose, location, and beginning and ending miles driven for each trip.

***Professional Expenses****.* A detailed report of all professional, meal, and meeting expenses must be submitted the following week after expenses were incurred. It must show the date, purpose, location, and persons attending each meeting.

***Out of Town Travel and Conferences****.* For pre-approved out-of-town travel, Volunteers must make travel arrangements as early as possible to ensure the lowest fares and rates.  Car rental companies, hotels, and other vendors with which BOH has negotiated favorable rates should be used when possible.

With proper receipts and/or documentation, Volunteers may be reimbursed for: reasonable meal expenses; business-related telephone calls; reasonable tips for service providers.  BOH will not pay for personal expenses.

Volunteers may request a temporary travel advance. No more than one temporary travel advance will be issued at any one time.  Each advance must be repaid and settled before another will be issued.

Volunteers must complete a travel expense report and include the date, time, cost and business purpose for each expense item.  All required receipts must be attached to the signed travel expense report and forwarded to the CEO for approval within two weeks of completion of the trip.

##### IV. Benefits

**A. Holidays**

The BOH holidays are as follows:

1. New Year’s Eve 6. Thanksgiving
2. New Year’s Day 7. Christmas Eve
3. Good Friday 8. Christmas Day
4. Memorial Day 9. Christmas Week
5. Independence Day
6. Labor Day

The CEO will determine the precise dates of the holidays.

All regular full-time ***Employees*** are eligible for paid holidays after 90 days.

All regular part-time ***Employees*** working a minimum of 20 hours per week are eligible for paid holidays after 90 days.

Temporary ***Employees*** are not eligible for paid holidays.

Exceptions may be made by the CEO.

The BOH office is closed for the Christmas/New Year’s holidays beginning on or about Christmas Eve through New Year’s Day depending on what days those occur on.

All regular full-time ***Employees*** and regular part-time ***Employees*** working a minimum of 20 hours per week will be paid for any normal workdays that fall within that time period beyond the normal paid holidays.

**B. Vacation**

1st through 5th-year ***Employees*** are allowed 2 weeks of paid vacation. Vacation days are paid to coincide with the employee’s work schedule. As an example, an employee who works a scheduled 16-hour workweek will be given 16 hours paid per vacation week. ***Employees*** are eligible for a vacation after one year of employment.

6th – 10th-year Volunteers are allowed 3 weeks of paid vacation.

11th year and beyond will be allowed 4 weeks of paid vacation.

All vacation dates should be submitted to your CEO for approval. The CEO and employee will arrange vacation time and resolve scheduling conflicts if they arise. Consecutive time of more than two weeks must be approved by the CEO.

Vacation days needed beyond those permitted may only be taken with the approval of the CEO and will not be paid.

Vacation does not accrue during periods of unemployment, layoff or leave of absence.

Vacation days not taken during the calendar year may not be carried over to the next year.

If an employee who qualifies for paid vacation leaves the employment of the agency for any reason, all earned vacation up to the maximum accrual will be paid at the individual’s regular rate in effect at that time.

**C. Personal Time/Sick Leave**

The sick time policy of BOH exists to maintain a healthy work environment and Volunteers and employees are encouraged to stay home when ill.  The organization retains the right to send any volunteer or employee home if it is believed that the health of co-workers may be jeopardized.  Sick time may be used for the employee’s own illness, or when the employee must provide healthcare for an immediate family member.

BOH provides one normal workweek per year of paid sick time.   All paid sick time must be approved by the CEO.

In the event that all sick time has been used and additional time off from work is necessary, other paid days may be used (i.e., vacation, personal).  Absences from work in excess of authorized sick, vacation, and/or personal days will be unpaid.

Earned sick time may not be used until the employee has completed the 90-day introductory period.

Unused sick time may be carried over from one year to the next, and up to six weeks may be accrued.

Obvious abuse of the sick time will be addressed and is grounds for termination.  ***Employees*** with a chronic illness or who are ill for several days may be asked to present a note from their doctor in order to return to work and be approved for paid time off.  Enforcement of this policy is at the discretion of the CEO.

In the event of termination by either party for any reason, sick leave is forfeited and BOH is under no obligation to pay for unused personal time/sick leave.

**D. Bereavement Leave**

In the event of the death of a spouse, child, parent, sibling, or grandparent the regular full-time employee is allowed bereavement pay for up to one normal workweek if needed, at their normal pay. In the event of the death of a spouse, child, parent, sibling, or grandparent a regular part-time employee working a minimum of 20 hours per week, is allowed bereavement pay up to one week of their normal workweek at normal pay.

If additional time is needed it may be taken from vacation time, personal/sick leave, or without pay at the discretion of the CEO. Bereavement pay does not accumulate and is not paid at the end of employment.

**E. Jury Duty**

An employee who receives a summons for jury selection/duty must inform his/her CEO at least two (2) weeks prior to the first date of absence so that alternate arrangements can be made to cover the employee’s absence.  With CEO approval and documented proof of service, BOH will pay the employee up to three normal work days for jury duty.  The Board of Directors must approve any pay for jury duty extending beyond three normal workdays.

**F. Spiritual Retreat Day**

The BOH recognizes that the CEO is under spiritual warfare in their ministry. In response to the need for “down-time”, we offer one Spiritual Retreat Day per year to the CEO. The time is to be spent alone, off-campus, and without BOH work. The goal is to have the employee spend that day listening to God and communing with Him for spiritual renewal. BOH will reimburse up to $150 for gas, food, or lodging.

**G. Parental Leave**

The Bridge of Hope Board of Directors recognizes the need to support its Volunteers and employees as they balance career and family life and have established a policy that provides time for an employee who is a new birth mother, father, or adoptive/foster parent to have time for bonding with and caring for a new child as a result of childbirth or adoptive placement.

* Full-time ***Employees***that work a minimum of 32 hours weekly may take up to four weeks of unpaid parental leave to be taken in connection with the birth or adoptive placement of a child.
* Part-time ***Employees***that work 31 hours or less weekly may take up to two weeks of unpaid parental leave to be taken in connection with the birth or adoptive placement of a child.
* A written plan outlining the reason for the leave and plan to return to work must be submitted to the employee’s supervisor. The plan will be reviewed for approval by the CEO.
* An employee taking parental leave must first utilize any unused vacation and sick leave before using unpaid leave.

To be eligible for parental leave an employee must:

1. Have been employed with BOH for at least 12 months.
2. Have given birth to a child/children or had an adoptive placement.
3. Be in good employment standing with BOH (i.e. not on probation).

Temporary ***Employees*** are not eligible for unpaid parental leave.

**H. Leave of Absence Without Pay**

An extended unpaid leave of absence may be granted for extraordinary circumstances. Regular full-time and regular part-time ***Employees*** are eligible. A written plan outlining the reason for absence and plan to return to work must be submitted to the employee’s supervisor. The plan will be reviewed for approval by the CEO.

##### VI. Employee Development

**A. Performance Review**

Reviews are conducted annually for all Volunteers and employees. These will be conducted by the CEO.

The CEO will be reviewed by the Board President and the review approved by the entire Board.

**B. Job-related Education**

All BOH staff will be trained according to their position.  Occasional special training sessions will be required as needed for the volunteer/employee’s position.  Staff will receive advance notice of all mandatory training.

##### VII. General Information

**A. Personnel Files**

A personnel file prepared for each employee or volunteer will contain all pertinent information related to his/her position. The information is confidential. An employee or volunteer may review his/her file when accompanied by his/her CEO. Each employee or volunteer is responsible to present in writing to the CEO all notices of changes such as address, name marital status, allowances for tax withholding, and emergency contacts.

An important aspect of working at BOH is a clear understanding that all Volunteers/employees are “at the will of the organization” for an indefinite period of time. Volunteers and employees may resign from the organization at any time, for any reason, and may be terminated by the organization at any time, for any reason, with or without notice.

The CEO is not authorized to modify this policy for any employee or to enter into any agreement, oral or written, that is not consistent with this policy. Statements that are included in this or other handbooks, memoranda, employment applications, recruiting materials, policy and procedure summaries or other materials provided to the volunteer or employee in connection with his/her position are for information only and are not to be considered binding contracts.

**B. Attendance**

Regular and prompt attendance is required for satisfactory job performance. Excessive absence or tardiness without good cause places an unfair burden on other Volunteers and employees and cannot be tolerated.

Volunteers and employees are expected to arrive at their workstation by the start time of their shift. If the employee finds he/she is going to be unavoidably late, he/she should make every effort to notify his/her CEO in advance.

Absence due to sickness or other compelling reasons should be reported to the CEO before the workday begins. It will be counted as sick time, vacation time, or without pay.

If due to snow or other inclement weather the office is officially closed for the day or closed early or opened late, the employee will be paid for their normal workday hours. Each employee/volunteer is responsible to obtain information by calling the CEO during office hours. If necessary, the CEO may be contacted at home. When the office is not officially closed, lateness (up to four hours) may be made up within the next five (5) working days. Absence over four (4) hours should be charged as vacation time or time without pay.

**D. Breaks**

A minimum of one 15-minute rest is available for each four (4) hours worked. Rest period times may be specifically assigned by the CEO.

**E. Time Sheets**

Non-salaried employees and volunteers will track hours worked on a daily basis through the use of the online platform Ekyros as designated by the ministry.

**F. Personal Appearance**

All persons who serve at BOH should reflect professionalism. Therefore, all are expected to dress appropriately, with attention to the message their attire communicates. Dress in a manner appropriate for a professional office. The attire should reflect competence, neatness, and a professional demeanor. Revealing attire is not to be worn.

In-Office Attire:

Female staff may wear; skirts, blouses, sweaters, dresses, nice pants/dress capris, or nice jeans *(not torn, faded or tattered, etc.)* Sloppy sweatshirts should not be worn or t-shirts with messages *(unless it is an BOH T-shirt*). Male staff may wear dress shirts, sweaters, slacks, ties (optional), sports shirts, and nice jeans *(not torn, faded, or tattered, etc.)* Sloppy sweatshirts should not be worn or t-shirts with messages (unless it is an BOH t-shirt).

Out of Office Attire: *(for events, meetings or if meeting with the public in the office)*

Female staff may wear skirts, blouses, sweaters, dresses, or nice pants/dress capris. Male staff may wear dress shirts, sweaters, slacks, ties (optional), and sports shirts.

The CEO has the authority and will be responsible to evaluate the propriety of office dress and appearance.

**H. Complaints and Grievances**

The CEO is counted upon to have an “open door” policy with his/her Employees/Volunteers. Open communication and fairness are encouraged and expected of every employee. Although the goal of BOH is to foster amicable working relationships, conflicts will inevitably occur. The Board and senior staff are committed to resolving problems according to Biblical principles.

Volunteers and employees with grievances**/**complaints/unresolved issues are expected to follow the Biblical mandates of Matthew 18 and other Biblical passages that require Christians first to discuss matters privately with the other party. If a private discussion does not resolve an issue between the two, a CEO will meet with them as an intermediary. Resolution of the situation will be the goal of the meeting.

**I. Whistle Blower Policy**

If any person knows of or has a suspicion about misconduct, dishonesty or fraud, the CEO should be contacted. If the alleged wrongdoing concerns the CEO, then the Board President or other officer or director of the organization should be notified instead.

If the CEO, Board President, or another officer of the organization receives information about misconduct, dishonesty, or fraud, they shall inform the Board (or, alternately, the Executive Committee, if such a committee exists), which shall determine the procedure for investigating all credible allegations.

At all times, the privacy and reputation of the individuals involved will be respected. There will be no punishment or other retaliation for the reporting of conduct under this policy. If the person providing the information requests anonymity, this request will be respected to the extent that doing so does not impede any investigation\

**C. Corrective Action**

Corrective action is a positive tool for the correction of work performance deficiencies, negligence, or conduct. BOH reserves the right of immediate termination based upon insubordination, negligence, or misconduct.

The CEO will request the person being discharged to return any company property including, but not limited to, keys, documents, lists, and records. A notice of termination may be specified on the individual record.

When a volunteer/employee violates organizational policies, has substandard performance, or behavior/actions of any type are deemed inappropriate and/or contrary to the organization’s expectations (as described in this handbook and established by supervision), corrective action will be instituted. At BOH, corrective action will entail the following:

1.      First Warning – The CEO will discuss the infraction and note the discussion on the BOH Warning Notice form as a First Warning.

2.      Second Warning – If the offense continues or the plan for improvement has not been successful, such will be noted by the CEO as a Second Warning.

3.      Final Warning – If the offense continues, new problems arise directly or indirectly related to the behavior or action that caused the original problem, a Final Warning will be issued and documented. After issuance of a Final Warning, improvement must be immediate and sustained or termination will likely result.

BOH recognizes that poor performance may indicate other problems, such as inadequate training or personal problem.  BOH may, at its sole discretion, use a system of progressive disciplinary action to address performance problems. The use of such a system does not waive the organizations or the right to terminate employment at any time with or without cause.

Certain types of conduct or misconduct warrant immediate discharge. Following is a list (although not inclusive) of activities that are grounds for immediate dismissal:

* Possession, use, or being under the influence of alcohol or any controlled substance while on BOH premises or while on duty and/or conducting BOH business at any other location.
* Fighting or the use of abusive or objectionable language toward staff, or the general public.
* Altering, falsifying, or manipulating BOH documents.
* Destruction or misappropriation of property.
* Theft, dishonesty, or deviant behavior of any kind.
* Unauthorized possession of dangerous weapons or substances while on BOH premises or while on duty and/or conducting BOH business at any other location.
* Divulging confidential information to unauthorized parties.
* Solicitation or receiving tips or gratuities.

**J. Sexual Harassment**

BOH prohibits sexual harassment in any form. Such conduct may result in disciplinary action up to and including dismissal. Volunteers and employees need to make it known if they believe they are being sexually harassed. Those who have complaints of sexual harassment should report such conduct to their CEO. If this is not appropriate, they may seek the assistance of the CEO or Board President. Where an investigation confirms the allegations, prompt corrective action will be taken.

**L. Internet Use**

The Internet is intended for business use. Anyone found to access pornographic or other inappropriate websites will be subject to disciplinary action and immediate termination.

**M. Social Media Conduct by BOH**

BOH has set forth the following policies related to the use of personal blogs and social media websites in order to protect the rights and interests of the ministry while still allowing for personal expression.

Social media – *Facebook, Twitter*, blogs, and other sites – is an easy way to communicate and inform individuals. It is also a place to share viewpoints and network with people about issues and causes. BOH may also use social media outlets to promote its mission. BOH holds proprietary rights in all works produced for BOH by BOH Volunteers and employees. Accordingly, BOH may at any time publish, on behalf of BOH, the works of current and former and staff on social media sites. BOH may also publish pictures of current staff and for promotion and identification purposes. If a staff member or volunteer is uncomfortable with having a picture on BOH social media sites, please let that be known to the CEO.

All comments, postings, and other material placed on BOH social media sites remain the exclusive property of BOH. BOH has the right to delete, edit, amend, change or in any way modify such postings.

**BOH Guidelines for Personal use of Social Media Sites**

The lines between public and private, personal and professional are often blurred in online social media networks. Our expectations for all personal behavior in online social media is this – keep in mind there is a big difference in speaking “on behalf of the ministry” and speaking “about” the ministry. The following 5 principles refer to those personal or unofficial online activities where you might refer to BOH. In addition, Social Media should not be accessed while you are officially on duty at BOH unless you are accessing social media for BOH business purposes.

1. **Adhere to the Confidentiality Statement and all applicable policies.** These policies are also applicable to your personal activities online.
2. Y**ou are responsible for your actions.** Anything you post that can potentially tarnish the name of BOH will ultimately be your responsibility. We recognize your right to participate in social media but urge you to do so properly, exercising sound judgment and common sense.
3. **Be a “scout” for compliments and criticism**. Even if you are not an official online spokesperson for the ministry, you are one of the most vital assets for monitoring the social media landscape. If you come across positive or negative remarks about BOH that you believe are important, consider sharing them by forwarding them to the CEO.
4. **Rather than responding to negative posts about BOH, let the CEO respond.** You may come across negative or disparaging posts about BOH trying to spark negative conversations. Please, pass such posts along to the CEO.
5. **Be mindful when mixing your business and personal lives.** Online, your personal and business personas are likely to intersect. The ministry respects the free speech rights of those who work and volunteer at BOH, but you must remember that affiliates, colleagues, and management often have access to the online content you post. Keep this in mind when publishing information online that can be seen by more than friends and family, and know that information originally intended just for friends and family can be forwarded. Remember NEVER to disclose confidential information and be aware that taking public positions online that are counter to BOH interests will cause conflict that will need to be addressed by the CEO.

**N. Confidential Information**

BOH considers all salary information (pay scales, benefits, increases, and related matters) to be personal and confidential. In addition, some may have access to confidential information regarding BOH, fellow Volunteers and employees, cooperating churches, partner agencies, and donors.

All such matters should be discussed only with one’s CEO and other authorized personnel. Staff should not divulge confidential information to anyone without “the need to know.” Violation of the spirit of confidentiality will result in immediate disciplinary action and may be cause for dismissal.

All materials, donor names, and financial information is proprietary to BOH and shall not be taken by anyone during employment or upon separation from BOH.

**N. Emergencies**

In the event of an emergency within the workplace, one should telephone “911,” explain the situation and then render the appropriate assistance measures. Because of insurance and police reports, which may be required, one’s supervisor and CEO should be informed. In any case of personal injury, the volunteer/employee must fill out an accident report within two (2) days of the occurrence of the injury.

**O**. **Personal Cell Phone Usage**

Personal cell phone calls are made during breaks or lunchtime to the maximum extent possible.

Frequent or lengthy phone calls are not acceptable as they may adversely affect productivity and disturb others.

Use common sense when making or receiving personal cell phone calls or texting at work. For example**,** speak quietly and reserve personal or intimate details for non-work hours.

Personal cell phones generally should not be used for business-related purposes unless a business-provided phone is not available.

Turn off ringers or change ringers to "mute" or "vibrate" during training, conferences, and the like; and when sharing a workspace with others.

**VIII. Termination of Employment**

**A. Resignation**

An employee who finds it necessary to leave BOH should notify the CEO in writing as soon as possible, including the date of termination. Minimum advance notice of two (2) weeks is requested.

BOH reserves the right to terminate for any reason.

**B. References**

Company verbal and written references to prospective employers will be given only after the departing employee/volunteer has signed an Employer Reference Release Form. The signed release form will be kept in the personnel file.

**C. Final Check**

If employed, a final payroll check, including unused vacation, will be issued as defined by the Missouri labor laws. On the final day of employment and prior to receipt of the final check, all BOH items such as keys, equipment, credit cards, etc., must be returned to the CEO.

**Signature Page**

I have read and understand the BOH Volunteer/Employee Handbook. I acknowledge and agree that:

* It is for the purpose of information and assistance to me in doing my job;
* It does not constitute an employment contract;
* It does not confer rights on any employee;
* It is subject to change at any time;
* It is the property of BOH and must be kept confidential.

I also agree that, as stated in the BOH Volunteer Employee Handbook, my position at BOH is “at-will” and may be terminated at any time, with or without cause.

In addition, I affirm my agreement with the BOH Statement of Faith and Statement of Principle.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_