

St. John Lutheran Church

# Intern & Volunteer Manual

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# Welcome to St. John Lutheran Church

We are excited to have you a part of our St. John Lutheran Church (St. John) intern/volunteer team. We hope you will ask questions, make new connections, and try new things, so we will all reach new heights together.

In order to be an active and successful St. John intern/volunteer, you are required to read and understand this handbook. You may also complete an on-site orientation as directed. Please contact your volunteer or department leader if you have any questions or concerns about any of the information included in this manual.

## St. John at a Glance

### Our Purpose

*"Joyfully taking God's love into the world."*

### Our Mission

#### CONNECTING

*Christ's community by building relationships among all people, fulfilling the call of the Gospel of Jesus Christ through*

#### CARING

*Nurturing and supporting one another according to each one's needs by*

#### SHARING

*God's love and grace through acts of service while*

#### GROWING

*in faith through lifelong learning.*

# Church Organization & Structure

## Definition & Affiliation

### St. John Definition

St. John refers to St. John American Lutheran Church of Cedar Falls, Iowa, a non-profit corporation, whose office is located at 715 College Street, Cedar Falls, Iowa 50613. Please see <https://stjohncf.org> for additional information.

### ELCA Affiliation

St John American Lutheran Church is a member of the ELCA. The Evangelical Lutheran Church in America (ELCA) is one of the largest Christian denominations in the United States, with about four million members in 10,000 congregations across the United States, Puerto Rico, and the U.S. Virgin Islands. Please see <https://www.elca.org/> for additional information.

## Church Organizational Structure & Teams

### Structure

St. John currently operates under a joint council model as a servant congregation. The Church Congregational Council will work jointly with eight teams structured in a congregationally led model that will work jointly with Church council and with church staff participation. The resource teams will report to their church council liaison and the church staff report through supervisory roles up to the Senior Pastor. This model was recommended to become a servant congregation that can survive and thrive.

### Church Council & Executive Committee

Elected parishioners who assist the pastor in spiritual guidance and in practical matters such as the handling of church property, resources and the collection and distribution of money. The Executive Committee refers to the officers of the congregation (President, Vice President, Secretary, and Treasurer) who shall function as the Personnel Committee of the Congregation.

### Human Resources Team

The Human Resource Team exists to “equip the saints for the work of the ministry” (Ephesians 4:12) by overseeing the development and stewardship of the human resources of St. John. The Human Resource Team “equips the saints” in collaboration with the staff, Joint Council, and especially with the Senior Pastor.

## Financial Resources Team

The Financial Resource Team exists to review, audit, and offer support and guidance regarding the financial health of St. John. It refers to the officers of the congregation (President, Vice President, Secretary, and Treasurer) who shall function as the Personnel Committee of the Congregation.

## Property Resource Team

The Property Resource Team exists to help select, guide, and lead vendors and staff to ensure the facility and grounds of St. John are properly maintained. This team will work to support all Resource and Ministry teams at St. John. The Property Resource team takes direction from the Facility Manager.

## Technology & Communication Resource Team

The Technology and Communication Resource Team exists to help staff members build and share messages through multiple media formats to spread pertinent information to the congregation and public.

## Hospitality & Congregational Care Ministry Team

The Hospitality and Congregational Care Ministry Team exists to help the congregation, along with the Senior Pastor, staff, and other Ministry Team members share God's love and joy during structured events at St. John. Members of this team will meet regularly to discuss ideas, build programs and events designed to grow, care, and build connections between the members of St. John.

## Serving & Discipleship Ministry Team

The Serving and Discipleship Ministry Team exists to help the congregation, as well as the Senior Pastor, staff, and other Ministry Team members share God's love and joy within the Cedar Valley. This team will develop opportunities that allow our congregation to serve members of our communities and those in need.

## Organizational Structure & Lines of Authority

It is the responsibility of each volunteer to become aware of the church and department's structure and appropriate lines of authority. If a volunteer has a problem or question concerning a volunteer assignment, the volunteer is encouraged to confer with the immediate supervisor to whom he/she is responsible for the volunteer activity. In the event the volunteer is not able to do this, the volunteer may seek assistance and guidance from the Senior Pastor or a member of the Church Council.

# Policies and Procedures

## Code of Conduct

### Conduct/Ethics

Compliance is a mindset and attitude that guides our behavior and leads us to do the right thing. It is a commitment to obey the law and follow policies and procedures. It includes legal compliance and business ethics. It encourages open communication. Compliance concerns may be brought to the attention of the Senior Pastor, or if necessary, a member of the Congregation Council.

Interns/Volunteers are subject to the same code of ethics as church and childcare staff, council members, and other church and preschool/childcare volunteers. You must hold in strict confidence information of a professional nature acquired in the course of your duty as a church/preschool/childcare volunteer. Interns/Volunteers must conduct themselves with courtesy and dignity at all times. In the process of performing service, you may overhear conversations among other employees and/or volunteers that must be considered confidential. You are directed not to discuss outside the church or preschool/childcare, or even with other employees or interns/volunteers, this kind of information unless required as part of your intern/volunteer duties. Even casual conversation with others may be overheard and violate the right of privacy.

Interns/Volunteers of St. John are expected to maintain a high standard of conduct. Respect, courtesy, cheerfulness, tact, kindness, and consideration should, at all times, govern an intern/volunteer's dealing with congregational members, visitors, and staff.

Just as rules of conduct or behavior are established and necessary within any community of people, so it is within the St. John community. We feel most people know the common rules of good conduct. To abide by them is simply good manners and is beneficial both individually and collectively.

Following are some general expectations with regard to work conduct:

- Any damage to St. John property must be reported immediately to the appropriate supervisor.
- All personal injuries while volunteering, however slight, must be reported immediately to the appropriate supervisor.
- Interns/Volunteers must comply with applicable safety rules.
- Personal tasks are not to be performed during volunteer hours.

There are also certain behaviors, which are considered especially serious, and may result in immediate suspension or termination of volunteer activities. Regardless of the examples provided in the list, all interns/volunteers volunteer their time at will and may be subject to termination of volunteer activities at any time with or without notice or cause.

Examples are: *(This is not an all-inclusive list)*

- Insubordination
- Fighting or threatening violence
- Stealing, either from volunteers, staff, or from St. John
- Willful damage to the property of other volunteers or employees at St. John
- Use of abusive language
- Misuse or tampering with fire protection or safety equipment
- Falsification of records
- Possession of explosives, firearms, or other harmful weapons on St. John property
- Intoxication, possession, sale or use of intoxicants or controlled substances on St. John property or at St. John sponsored events
- Use of alcohol or illegal drugs while volunteering
- Reporting to volunteer under the influence of alcohol or illegal drugs
- Deliberate or repeated negligence or misrepresentation in reporting volunteer hours worked, production quantities and other reports
- Sexual or other harassment
- Unauthorized duplication of PC software
- Abridgement of copyright standards, including music, books, etc.
- Unwillingness to accept volunteer assignments
- Refusal to comply with instructions from immediate supervisor
- Abusive or inconsiderate treatment of church members, staff, other volunteers, or any member of the public

While St. John is proud of the quality of work and dedication of our interns/volunteers, St. John also recognizes there are times when an intern/volunteer's performance or behavior is not up to our standards. Appropriate conversation about this sub-standard behavior or performance will be included in regular coaching. Decisions as to whether and to what extent an intern/volunteer may continue volunteer activities for unacceptable performance, violations of rules or other inappropriate conduct will be administered by the Senior Pastor, the Church Council, and a member of the Human Resource Team. However, St. John reserves the full right and discretion to terminate a volunteer's activities without any written or verbal warnings as St. John may, in its sole discretion, determine.

## Legal & Ethical Behavior

It is imperative that St. John interns/volunteers conform to high standards of legal, ethical and safety- conscious behavior.

It is the policy of St. John to maintain a work environment that is free from drug and alcohol abuse. The unlawful manufacture, distribution, dispensing, possession, or use of alcohol and illegal drugs by volunteers is prohibited.



A volunteer may not engage in the use of alcohol or illegal drugs while on duty or may not report to duty under the influence of alcohol or illegal drugs.

Adherence to legal, ethical, and safety-conscious behavior involves the following:

- Volunteers are responsible for conducting ministry in the forefront of ethical business practices.
- Volunteers are expected to conduct St. John activities in accordance with all applicable laws and regulations consistent with ethical and legal standards.
- Volunteers who operate vehicles owned, leased, or rented by St. John will do so safely and in accordance with applicable state and federal laws.
- Volunteers who know of a violation or potential violation of this policy are required to report it to their supervisor or the Office Coordinator.

Our guidelines for legal and ethical behavior are applicable wherever a person volunteers in St. John ministry. Violation of this policy may result in termination of a person's volunteer status with St. John.

If an intern/volunteer witnesses any unethical behavior by other volunteers or employees, it is the intern/volunteer's responsibility to report this finding to their immediate supervisor or the Office Director. If they do not feel comfortable talking with him/her, they should reach out to the Senior Pastor or a member of the Church Council.

## DEFINING ABUSE

Abuse exists when there is endangerment of an individual's physical or mental health due to injury by act or omission. Abuse and neglect include the following:

(a) "Neglect" includes failure, refusal, or inability on the part of a caregiver, for reasons other than poverty, to provide necessary care, food, water, clothing, medical or dental care or shelter to seriously endanger the physical health of the consumer.

(b) "Physical Abuse" includes physical injury inflicted on a consumer by other than accidental means. Physical injury includes, but is not limited to, lacerations, fractured bones, burns, internal injuries, severe or frequent bruising, or great bodily harm. Conduct qualifying as Physical Abuse may include, but is not limited to, hitting, spanking, shaking, slapping, unnecessary restraints, pushing, or other forceful physical contact.

(c) "Verbal Abuse" includes language that is degrading or threatening, and includes verbal interactions such as name calling, insults, cursing, derogatory remarks, belittling, and shaming.

(d) "Sexual Abuse" includes a wide spectrum of interactions with consumers including rape, certain physical assault, sexual battery, physical sexual contact, sexually explicit or offensive verbal communication, verbal sexual harassment, voyeurism, sexually oriented conversations, sexual intercourse or sexual touching of a consumer, sexual exploitation, exposing of genitalia, viewing of sexual activity, or permitting, allowing or encouraging a consumer to engage in prostitution.

There are a number of "red flags" that suggest someone of being sexually abused. They take the form of physical or behavioral evidence.

Physical evidence of sexual abuse includes, but is not limited to:

- Sexually transmitted diseases;
- Difficulty walking or ambulating normally;
- Stained, bloody, or torn undergarments;
- Genital pain or itching or physical injuries involving the external genitalia

Behavioral signals suggestive of sexual abuse include but are not limited to:

- Fear or reluctance about being left in the care of a particular person;
- Recoiling from being touched;
- Bundling oneself in excessive clothing, especially night clothes;
- Discomfort or apprehension when sex is referred to or discussed; and
- Nightmares or fear of night and/or darkness.

(e) "Emotional Abuse" includes conduct that reasonably causes harm to a consumer's psychological or intellectual functioning, which is exhibited by emotional damage such as severe anxiety, depression, withdrawal, or aggression. Emotional damage may be demonstrated by substantial and observable changes in behavior, emotional response, or learning, which are incompatible with the consumer's age or stage of development. Emotional Abuse includes the following conduct: shaming, humiliation, and cruelty.

## SEXUAL ABUSE or MOLESTATION POLICY

St. John Lutheran Church does not permit or allow sexual abuse or molestation to occur in the workplace or at any activity sponsored by or related to it. In order to make this “zero-tolerance” policy clear to all employees and volunteers, we have adopted mandatory procedures that employees, volunteers, and Church Council members must follow when they learn of or witness sexual abuse or molestation. Zero tolerance means that no employee, volunteer, congregation member or Church Council member will be allowed to continue with employment or volunteering and termination of the relationship the individual has, which may include church membership, with St. John Lutheran Church will be reviewed by Church Council.

Sexual abuse takes the form of inappropriate contact or interaction for the gratification of the individual who is functioning as a caregiver, provider, or leader and is responsible for the adult’s or child’s care. Sexual abuse includes sexual assault, exploitation, molestation or injury. It does not include sexual harassment, which is another form of behavior, and also prohibited by St. John Lutheran Church.

## REQUIRED PROCEDURES FOR PREVENTION

1. All known or suspected abuse incidents should be reported to law enforcement and/or appropriate authorities.
2. Written procedures are available and provided to every employee, volunteer, and Church Council member.
3. Every volunteer, employee and Church Council member should adhere to the “three-person rule”. *Three Person Rule* – The “rule of three” is a safety measure designed to minimize the risk of child abuse or neglect by having multiple people present during activities involving children/youth. Whenever possible, activities involving minors should involve at least three people. This can be achieved by having two adults or two youth in a group at all times. If a one-on-one situation is unavoidable, the adult and youth should stay in an open, public area where they can be seen by others and/or utilize the “Managing One-to-One Interactions” guidelines.
4. This organization recognizes the importance of providing training and professional development activities that relate to our employee and volunteer roles and responsibilities. Examples of training and professional opportunities offered by the organization include but are not limited to eLearning, workshops, courses, classes, and professional conferences. Expectations of the level of abuse prevention training may vary according to the employee or volunteer's role within the organization. For staff working in the St. John Preschool & Childcare Center, St. John will follow the training requirements & expectations of the Iowa Department of Health & Human Services as St. John Preschool & Childcare Center is a licensed preschool & childcare facility. The Care Centers and Preschools Licensing Standards and Procedures for the state of Iowa is available to be viewed online: (<https://hhs.iowa.gov/programs/programs-and-services/child-care>) and a HHS representative reviews the employee files of PCC staff as part of the licensing review. The organization does keep documentation of training records for all employees and high-access volunteers. Failure to complete required training will result in disciplinary actions up to and including termination or removal from the organization.

## REPORTING PROCEDURE

All staff members and volunteers who learn of sexual abuse being committed must immediately report it to their supervisor or the Senior Pastor. If the person committing the abuse is their supervisor, the staff member must report it to the Senior Pastor or a member of the Church Council (whichever is deemed appropriate).

If the victim is a dependent adult, the abuse will be reported to the Department of Health and Human Services (1-800-362-2178).

If a child is the victim, the abuse will be reported to the Department of Health and Human Services (Child Abuse Hotline: 1-800-362-2178). If the person making the report has reason to believe that immediate protection for the child is advisable, that person shall also make an oral report to an appropriate law enforcement agency. Appropriate family members of the victim must be notified immediately of suspected child abuse.

## INVESTIGATION & FOLLOW UP

We take allegations of sexual abuse seriously. Once an allegation is reported, we will promptly, thoroughly, and impartially initiate an investigation to determine whether there is a reasonable basis to believe that sexual abuse has been committed. Our investigation may be undertaken by either an internal team or we may hire an independent third party. We will cooperate fully with any investigation conducted by law enforcement or regulatory agencies and we may refer the complaint and the result of our investigation to those agencies. We reserve the right to place the subject of the investigation on an involuntary leave of absence or reassigning that person to responsibilities that do not involve personal contact with individuals or students. To the fullest extent possible, but consistent with our legal obligations to report suspected abuse to appropriate authorities, we will endeavor to keep the identities of the alleged victims and investigation subject confidential.

An employee or volunteer's failure to cooperate with an investigation will result in disciplinary action up to and including termination of employment or dismissal from the organization. If the investigation substantiates the allegation, our policy provides for disciplinary penalties, including but not limited to termination of an employee's or volunteer's relationship with the organization.

## RETALIATION PROHIBITED

We prohibit any retaliation against anyone, including an employee, volunteer, Church Council member, or individual, who in good faith reports sexual abuse, alleges that it is being committed or participates in the investigation. Intentionally false or malicious accusations of sexual abuse are prohibited.

Anyone who improperly retaliates against someone who has made a good faith allegation of sexual abuse, or intentionally provides false information to that effect, will be subject to discipline, up to and including termination.

*(After reviewing the Sexual Abuse & Molestation Policy and its accompanying training/educational materials, Volunteers, Interns & Staff are asked to sign a paper copy of this acknowledgment form to be placed into their file)*

## ACKNOWLEDGEMENT OF RECEIPT OF SEXUAL ABUSE AND MOLESTATION POLICY

I, (print name) \_\_\_\_\_, acknowledge that I have received and read the sexual abuse and molestation policy. I understand that I am bound to follow the policy and understand the consequences in the event that I fail to do so.

Signature of employee: \_\_\_\_\_

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

## APPROPRIATE AND INAPPROPRIATE PHYSICAL CONTACT

St. John Lutheran Church provides these guidelines to promote a positive, nurturing environment while protecting individuals, employees, and volunteers. Our organization encourages appropriate physical contact with individuals and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by employees or volunteers towards individuals will result in disciplinary action, up to and including termination.

Examples of appropriate and inappropriate physical interactions include but are not limited to:

Appropriate Physical Interactions Contact initiated by the individual such as: • Side hugs • Shoulder-to-shoulder or “temple” hugs • Pats on the shoulder or back • Handshakes • High-fives and fist bumps • Touching hands, shoulders, and arms • Arms around shoulders • Holding hands (with young children in escorting situations) • Asking for permission before touching or guiding in how to do an activity

Inappropriate Physical Interactions: Full-frontal/full-body hugs • Kisses • Showing affection in isolated areas or while one-on-one • Wrestling • Piggyback rides • Tickling • Grooming through giving gifts or money • Allowing an individual to cling to an employee’s or volunteer’s leg • Allowing children, older than kindergarten, to sit on an employee or volunteer’s lap • Any form of affection that is unwanted by the individual or the employee or volunteer • Touching bottom, chest, or genital areas that is outside authorized and documented personal care assistance

## APPROPRIATE AND INAPPROPRIATE VERBAL INTERACTIONS

Employees and volunteers are prohibited from speaking to consumers in a way that is or could be construed by any observer as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. Employees and volunteers must not initiate sexually oriented conversations with consumers. Employees and volunteers are not permitted to discuss their own sexual activities with consumers.

## MANAGING ONE-ON-ONE INTERACTIONS BETWEEN EMPLOYEES, VOLUNTEERS, AND INDIVIDUALS

In situations where one-on-one interactions are needed, employees and volunteers should observe the following guidelines to limit the risk of abuse or false allegations of abuse:

- Meet individuals in a public place where you are in full view of others.
- Avoid physical interactions and/or affection during one-on-one interactions. If physical interactions occur, ensure appropriate physical and verbal interactions align with this organization's established policies and are limited to the task at hand. Immediately share the nature and extent of physical interactions that occurred during the one-on-one interaction with your supervisor after the interaction has ended.
- If meeting in a room or office, leave the door open or move to an area that can be easily observed by others passing by or is in a room with windows or glass in the door.
- Inform other employees, volunteers, and/or parents/guardians that you are alone with an individual and encourage them to randomly drop in or pass by the interaction.
- Ensure one-on-one interactions are documented, especially if behind closed doors. Keep documentation of these meetings and share with your supervisor.
- Document and immediately report any unusual incidents, including physical interactions, disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted or that made you uncomfortable.

## BULLYING

St. John Lutheran Church will not tolerate the mistreatment or abuse of one individual by another individual. In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and we will take steps needed to eliminate such behavior. Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying.

Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:

- a. Physical bullying: when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
- b. Verbal bullying: when someone uses their words to hurt another, such as by belittling or calling another hurtful names.
- c. Nonverbal or relational bullying: when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.
- d. Cyberbullying: the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website or social media postings (including blogs). Cyberbullying can involve:
  - 1. Sending mean, vulgar, or threatening messages or images;
  - 2. Posting sensitive, private information about another person;
  - 3. Pretending to be someone else in order to make that person look bad, or creation or use of AI generated images or content;
  - 4. Intentionally excluding someone from an online group.
- e. Hazing: an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.
- f. Sexualized bullying: when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.

Employees and volunteers will report concerns or complaints about other employees and volunteers, or other individuals to their supervisor or the Senior Pastor. Employees and volunteers will report allegations or incidents of abuse to the Department of Health and Human Services.



## RETREATS / OUTINGS / EXCURSIONS for YOUTH

The underlying purpose of every St. John Lutheran Church youth retreat, outing, and overnight excursion is to contribute to the spiritual foundation of young people. Because the safety and well-being of children and youth is a key priority of our organization, there are certain guidelines for such events that must be followed.

Informing Parents/Guardians: Parents/guardians and participating youth must be given full information ahead of time regarding a proposed activity, including the leaders, dates, time, cost, method of transportation, purpose of the scheduled trip or activity, and other details.

Administration: A St. John staff member or member(s) of the Faith Formation & Lifelong Learning Team is typically responsible for the implementation of youth retreats, outings and excursions. Any adults who assist at events of this nature in a leadership role must complete the Employee, Volunteer, Substitute Statement form (available from the church office) so a background check can be done prior to the event.

Record Keeping: An Activity Permission Form must be filled out for every attendee at a St. John Lutheran Church youth event. Whether in paper or electronic format, a copy should be provided to event leadership and (if the event is off-site), also kept at church while the activity is in session. At the conclusion of the event, these records will be retained in the church office.

Transportation: All drivers providing transportation to and from church-sponsored events are expected to adhere to the following general guidelines:

- Drivers must comply with all traffic laws and regulations.
- Drivers and attendants are prohibited from the use, possession, or being under the influence of alcohol or illegal drugs.
- The number of passengers must not exceed that approved for the vehicle, and a functional seat belt must be available for each passenger.
- Seat belts are to be used by all occupants of a vehicle at any time the vehicle is moving. It is the responsibility of the driver to ensure that all occupants are securely belted before starting the vehicle.
- Circumstances which leave one child and one adult (non-familial) alone in a vehicle must be avoided and/or parental approval must be given.
- Vehicle accidents which occur while transporting young people to or from an event must be reported immediately to the pastor and/or delegate.

Safety Precautions: It is the responsibility of the youth event leadership staff and volunteers to ensure that all safety precautions are observed. They should be careful to give complete instructions regarding safe use of recreational and other equipment, and maintain proper water safety procedures if water-related activities are part of the event.

Allergies, Medications, and Medical Conditions: The activity leader should carefully review all Activity Permission Forms to determine if any of the children/youth involved in the activity have allergies or medical conditions that could put them at risk. In such cases, the event leadership staff & volunteers must all be informed.

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Supervision: Youth event adult leaders are required to follow the “Three Person Rule.” The “rule of three” is a safety measure designed to minimize the risk of child abuse or neglect by having multiple people present during activities involving children/youth. Whenever possible, activities involving minors should involve at least three people. This can be achieved by having two adults or two youth in a group at all times. If a one-on-one situation is unavoidable, the adult and youth should stay in an open, public area where they can be seen by others and/or utilize the “Managing One-to-One Interaction” guidelines. One adult is allowed to supervise a group of young people (similar to the public school setting).

Communication and Group Discussion Guidelines: All communication between representatives of St. John Lutheran Church (both staff and volunteers) and minors must be appropriate.

Guidance and Discipline: Disruptive, disrespectful, or dangerous behavior should be addressed by the activity leadership in charge. The leader has the right to contact the parent/guardian and send home at the parent/guardians’ expense any young person who refuses to modify problematic behavior.

Physical Contact Policy: St. John Lutheran Church has a physical contact policy which promotes positive, nurturing relationships with the young people in our care while offering protection as well. The guidelines established must be followed by anyone serving in church-sponsored activities for children and youth.

Abuse Prevention and Reporting Policy: We have a zero tolerance for abuse in St. John Lutheran Church programs and activities. Staff members or volunteers who observe any policy violations or suspected abuse, or receive an allegation of abuse must immediately report the matter to their ministry supervisor, the pastor and/or the Department of Health Services. It is the responsibility of every staff member and volunteer in the St. John Lutheran Church organization to act in the best interest of children.

Emergency Procedures: All retreat leaders and adult workers who supervise youth outings and/or overnight excursions should be completely familiar with the Emergency Procedures Handbook, and be prepared to implement the proper response in the event of an emergency situation. They will be responsible for the safety of children entrusted to their care.

## Intern/Volunteer Guidelines and Expectations

Interns/Volunteers are expected to greet all church congregation members, employees, preschool/childcare families, and visitors promptly and courteously using eye contact and a pleasant expression. Please always be cooperative, responsible, and courteous. Follow dress code guidelines. Do not use your cell phone or other electronic device while on duty.

**REMEMBER** – Anytime you are asked to perform a task you feel unsure of, you should politely decline and seek a church or preschool/childcare staff member for assistance.

### Schedules and Absences

Your presence during your scheduled intern/volunteer time is important. We realize there are situations where it is necessary to be absent. Be sure to call ahead as soon as possible. We will secure a substitute when possible and alert staff as needed. Always call your St. John contact when you need to be gone. When necessary, please notify us in advance of vacations or medical leave.

### Safety Standards & Training

Every intern/volunteer is expected to be safety conscious and to assist in finding conditions in the church that may cause an accident. Any unsafe condition should be reported to the Operations Director or the Senior Pastor and should be promptly corrected.

All accidents or injuries, of any nature, occurring during the course of employment, should be reported immediately to the intern/volunteer's immediate supervisor and to the Senior Pastor. The Operations Director, in consultation with the Senior Pastor, will provide the intern/volunteer with the appropriate forms to be completed and returned to the Operations Director.

The safety of our children, employees, and interns/volunteers is held in high regard. As such all employees, and all volunteers who work directly with youth are required to undergo a background check upon hire/volunteer assignment. In cases where individuals supervise interns/volunteers that work with our youth, additional safe gatherings training will be required for more in depth training.

### Hazardous Materials/Right to Know

We strive to provide an experience that is free from recognizable hazards that could endanger an intern/volunteer's health or well-being. Each intern/volunteer has the right to know of the existence of any hazardous material in the area in which he/she works, and you may contact the Operations Director for information concerning the existence of hazardous material on church property. Always be safety conscious and report any hazardous condition to your St. John supervisor or the Operations Director.

Chemical spills will only be managed by the assigned staff using described procedures.

## Illness

Interns/Volunteers are not allowed to perform their duties while not feeling well and are strongly encouraged to stay home when they are ill.

## Computer, Internet, E-mail, and Social Media Usage

Computers, computer files, Internet access, the e-mail system, access to St John social media sites, and software furnished to employees and/or interns/volunteers are St. John property and are to be used for St. John business. Their availability for personal use with appropriate discretion must be kept to a minimum. This privilege may be limited or revoked.

St. John specifically prohibits the use of computers, including Internet access and the e-mail system, in ways that are disruptive, offensive to others and/or harmful to morale. This includes sexually explicit messages, images and cartoons, ethnic slurs, racial comments, off-color jokes and/or anything that could be construed as harassment, shows disrespect for others, defames or slanders others, and/or otherwise harms another person.

Employees and/or interns/volunteers may not access the Internet or log on to any websites that contain any material including pornography, or any website that contains discriminatory messages, or disparages any group. Employees and/or interns/volunteers may not use computers or the e-mail system for commercial messages of any kind or for messages of a political nature, chain letters, solicitations, gambling, or other inappropriate usage. Internet and e-mail access should be used in such a way that all transmissions, whether internal or external, are accurate, appropriate, ethical, and lawful.

Illegal duplication of software in violation of copyright laws or the distribution of copyrighted material without obtaining permission and crediting the source is forbidden. Also, an intern/volunteer should not use a password, access a file, or retrieve a stored communication that is not normally accessible to that intern/volunteer.

In order to protect the integrity and security of the computers, all software program downloads must be approved in advance by the Operations Director.

In order to enforce these policies, computer, Internet, e-mail usage and St. John shared Google drives may be monitored by St. John, including retrieving and reading e-mail messages and other computer files, and monitoring Internet traffic. Therefore, e-mail messages and other use of St. John computers and St. John Google drives are not confidential, and even though a private password or restricted access code may have been issued to log onto the computer or Google drive, there should be no expectation of privacy with regard to the use of the system.

Violation of this policy by St. John volunteers may result in actions, up to and including termination of volunteer privileges.

## Solicitation

Solicitation by non-church related outside vendors, salespeople, individuals, groups, etc., is not permitted at the church without prior approval of the Congregation Council.

Fundraising is often needed to support church events. The Congregation Council must approve

all church-related fundraising events.

## Money/Valuables

St. John is not responsible for lost or stolen valuables. Leave all valuables at home (expensive coats, jewelry, leather items). Purses or backpacks should be placed in designated areas or left in the trunk of your vehicle.

## Insurance

Interns/Volunteers are covered by St. John's liability policy while performing assigned duties. If injured while under the direction of St. John, interns/volunteers are provided liability protection. An Accident Report form is located at the Welcome Center and should be completed as quickly as possible following the accident (by either the individual or their designee) and given to the church office to be shared with the Insurance company.

## Safety

St. John is committed to providing a safe, secure environment for all. Church employees, volunteers and visitors are to report all criminal actions and other emergencies occurring on church property by dialing 9-911 from a church phone, or 911 from a cell phone. In non-emergency situations, you may call the CF Public Safety dept. at (319) 273-8612

## Smoking

Smoking is not allowed within the facilities or property of St. John. Smoking, chewing tobacco and the use of any other tobacco products is prohibited in all church owned and leased offices, in church vehicles, and on all church grounds including public sidewalks and parking lots.

## Dress Standards

All interns/volunteers are expected to dress in a manner in keeping with his or her volunteer position and that reflects well on St. John. Apparel and grooming should be neat and appropriate for the ministry setting. If an intern/volunteer has a question about appropriate dress, he/she should confer with his/her volunteer supervisor.

## Parking

In order to live out our commitment to be a welcoming congregation, when possible and when necessary, interns/volunteers shall park their vehicles on the outer edge of the parking lot, away from the sidewalks, or on the street during programming, worship, and other events. This will be done to allow the most convenient parking places to be used by visitors, the elderly, and anyone needing close proximity to the facility.

First Aid Supply Kit  
Location(s):

Workroom (Main Level):

- First aid – kit inside first drawer of cupboards (under phone)

Welcome Center (Main Level):

- First aid kit – left opening slot
- Blood pressure cuffs are located in tote on floor

Coffeemaker/Sink area (Main Level):

- First aid kit – top left drawer

Room 319/Angel Rm (Upper Level):

- First aid kit – wooden cupboard

Room 321/Youth Room (Upper Level):

- First aid kit – wooden cupboard

Room 310A/B / Blue Room (Upper Level):

- First aid kit – wooden cupboard

Room 312/Music Rm (Upper Level):

- First aid kit – on top of file cabinets

Room 306 (Upper Level):

- First aid kit – no (go to closest room)

Room 305 (Upper Level):

- First aid kit – no (go to closest room)

Fellowship Hall Kitchen (Lower Level):

- First aid kit – dish storage cabinet on the south wall by the doors leaving FH

*This information is provided for information purposes:*

## VOMIT CLEAN-UP

1. Put gloves on.
2. Obtain a packet of VOMIT POWDER. Vomit powder may be found in the  

Kitchen	main level
childcare restrooms	restrooms in basket under sink
every PCC cupboard	main level ushers closet
stairwell closet	
3. Sprinkle powder liberally onto vomit (about 1/2" thick).
4. Let sit 5 mins
5. Using the labeled broom/dustpan/ bucket located in the laundry room, **sweep up dry material first**. Put that into an empty small garbage bag & take it out to the dumpster.
6. Using the carpet cleaner (located in the laundry room), **clean the carpet** in that area (*or place a chair over the area with a note for custodian*).
7. \*Replace vomit bag in location you got it from with one from extras stored in lower level stairway closet.

### IF OUTSIDE:

1. Liberally pour powder onto vomit.
2. Scoop up.
3. Wash off sidewalk/grass.

## PEE CLEAN-UP

1. Put gloves on.
2. From stairway closet, mix 3oz of Pinesol or similar product and water into green labeled Swiffer mop. Mop is found in laundry room.
3. Clean area.
4. Remove Swiffer pad and put into red bin labeled "soiled" sitting by dryer.,
5. No rinse needed.

## Toilet Overflow

1. Put gloves on.
2. Use rag-style mop to "suck up" liquid and wring it out into yellow mop bucket (found in laundry room).
3. From stairway closet, mix 3 oz Pine sol or similar product and water in green labeled Swiffer mop. Mop is found in laundry room.
4. Clean area.
5. Remove Swiffer pad and put into red bin labeled "soiled" sitting by dryer.
6. No rinse needed.