

2023 Revision 4

EMPLOYEE HANDBOOK

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Disclaimer

This Employee Handbook is intended to acquaint you with Northwood Church and to provide you with information about the employment policies and practices of Northwood Church in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded. This Handbook is not an employment contract and should not be construed as one.

Northwood Church reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy of at-will employment. Any written changes to this Handbook will be accessible to all employees so that employees will be aware of the new policies or procedures. No oral statements or representations can in any way alter the provisions of this Handbook. Nothing in this Employee Handbook or in any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee.

Employment decisions at Northwood Church are based on qualifications, and abilities without regard to race, color, creed, sex, national origin, age (as protected by the Age Discrimination in Employment Act), physical/mental disabilities (as defined by the Americans with Disabilities Act), veteran status, or any other characteristic protected by state or federal law. This commitment to equal treatment applies to all aspects of employment, including, but not limited to: selection, training, assignment, promotion, compensation, benefits, transfer, performance evaluation, administration of personnel policies, discipline, and discharge. While we do make employment decisions that are aligned to our faith and beliefs, all applicants are extended an equal opportunity to gain employment, and all employees are extended an equal opportunity to progress in their fields of endeavor. This policy does not waive the ministerial exception or any other exceptions to any federal, state, or local legislation, including, but not limited to, Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act, and the Americans with Disabilities Act.

Who We Are

First of all, Thank You for partnering with us on this ministry journey. We are so glad you are joining this team! We believe that there are many parts to one body, and you are a crucial part needed to make this body work at its best. No matter your part, we recognize that God has called you to serve for more than a paycheck and that your calling is unique, needed, and has eternal value in advancing God's Kingdom.

We want you to thrive on our Team here at Northwood Church!

This Handbook is offered to help you navigate all that you might need to know as an employee at Northwood and to learn more about the opportunities for and the expectations of a Northwood team member. Of course, there's always more to learn and know as you grow, so should you have any questions outside of what's covered, please feel free to direct them to your leader and/ or our HR team.

Our Story

Northwood has been established for more than 50 years and has stood the test of time, culture, leadership change, and a worldwide pandemic! We are committed to serving our community, being Jesus' hands and feet extended in every season. We exist to build a growing, deep rooted family.

The following information is to help you understand the foundation we build upon as we continue to live the mission through our ministry call.

Welcome to the Northwood team!

We are excited to have you join us in Engaging, Empowering, and Equipping people to be the church. For over 50 years, Northwood staff have been serving Christ and helping change lives. You are an essential part of carrying that tradition into the future.

The idea of reading the Employee Handbook probably doesn't sound exciting - I get it. But we have crafted our Employee Handbook as a valuable resource and reference guide. In this handbook, you will learn about the Northwood story: where we came from, what matters to us, and to empower you to do your job effectively. It will help you understand what matters most to us, as a staff and as a church. You will learn about our staff culture and what it means to be a part of the Northwood family.

The Employee Handbook will answer a lot of your questions, but it can't cover everything; we trust our people to make good decisions and to act in the interest of the team. What the Employee Handbook can do is be a guide in helping us make those good decisions about how we work and what we do.

We can't wait to see you grow personally and professionally here at Northwood.

God Bless,

A handwritten signature in black ink that reads "Robyn Richel". The signature is written in a cursive style and is positioned above a solid horizontal line.

Statement of Faith

- We believe the Bible is the inspired and only infallible and authoritative Word of God.
- We believe there is one God, eternally existent in three persons; God the Father, God the Son, and God the Holy Spirit.
- We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in the miracles, in His vicarious and atoning death, in His bodily resurrection, in His ascension to the right hand of the Father, in His personal, future return to this earth in power and glory.
- We believe in the blessed hope—the rapture of the church at Christ’s coming.
- We believe the only means of being cleansed from sin is through repentance and faith in the precious blood of Christ.
- We believe regeneration by the Holy Spirit is essential for personal salvation.
- We believe the redemptive work of Christ on the cross provides healing of the human body in answer to believing prayer.
- We believe that the baptism of the Holy Spirit, according to Acts 2:4, is given to believers who ask for it.
- We believe in the sanctifying power of the Holy Spirit by whose indwelling the Christian is enabled to live a holy life.
- We believe in the resurrection of both the saved and the lost, the one to everlasting life and the other to everlasting death.

For other matters, there can be a range of views, but we commit to respecting the beliefs of those around us. Romans 14: 1, 4, and 12 states:

“We have liberty. Accept him whose faith is weak, w/o passing judgement on disputable matters... Who are you to judge someone else’s servant? To his own master, he stands or falls... So then each of us will give an account of ourselves to God.”

“Keep reminding God’s people of these things. Warn them before God against quarreling about words; it is of no value, and only ruins those who listen.” – 2 Timothy 2:14

Our Culture

We are a family of believers who are on mission together! As a family, we do our best to be supportive and flexible and to put each other first. We are committed to each other and to the Mission, Vision, and Values of Northwood. We are committed to investing in our team like family to make a flexible, encouraging, high-grace culture. We want to see you grow and flourish personally and in your calling.

Putting each other first does not mean putting work last. We work hard and place our efforts toward achieving a unified work that demonstrates good attitudes every day because we serve an incredible God! We expect you to do the same.

“Whatever you do, work at it with all your heart, as working for the Lord...”
Colossians 3:23

Our Mission shows us the “what” we do to achieve the Vision set before us.

Our Values show us “how” we go after the Mission! They remind us of what is most important and help us keep the focus!

Our Purpose

Mission:

E³ To Engage, Empower, and Equip you to be the Church.

Vision:

A Growing, Deep-Rooted Family – To create a family atmosphere and environment of spiritually healthy families that reproduce spiritually healthy families.

We will equip families to prepare for and grow through life's phases.

We will be a home for the growing and a place of healing for the hurting.

Our Values

Core Values:

Organizational and Ministry - Acts 2:42-47

We believe in the Power of:

- **The Word of God** – We will instruct believers on how to build their lives on the truth of God's Word. We will only do the things that give glory to God and build His church on Biblical principles.
- **Prayer** – We will be characterized by prayer in the inception, planning, and execution of all ministries and activities.
- **The Holy Spirit** – We will teach believers how to understand, acknowledge and follow the Holy Spirit's guidance in their lives.
- **Seedtime & Harvest** – We will generously steward and invest every seed the Lord entrusts to us: every soul, every second, every cent, and every square foot.
- **Circles** – We will build relationships, make disciples, stimulate spiritual growth, and develop leaders through intentional circles of people.

Team Values:

This is how we work together as a team....

- **Live The Mission** - We choose to embody the mission of Christ as part of His church. I commit to continuing the legacy of Christ.
 - Matthew 28:18-20
- **Pursue Development** - We want to be our best to bring our best. I commit to being a lifelong learner growing spiritually, emotionally, physically, and relationally.
 - Proverbs 19:20
- **Fight For Unity** - We are better when we work together using our unique giftings, abilities, roles, and personalities as one body. I commit to figuring out ways to work together and find solutions.
 - John 17:23 / Romans 12:4-5
- **Communicate Candidly**- We choose to communicate with truth and grace. I commit to being honest, loving, and direct.
 - Ephesians 4:15
- **Display Honor** - We choose to honor God by honoring those who lead us, those we serve, and those we serve with. I commit to celebrating publicly and addressing things privately to call out the best in others.
 - Romans 12



Working Here

General Information

Working Hours: Our work week at Northwood Church runs from Sunday morning service to Thursday.

Our office hours for visitors are:

- Monday - Wednesday, 9:00 am-4:30 pm.
- Thursday, 9:00 am - 3:30 pm.
- Friday - the office is closed.

| Northwood Church Details | |
|---------------------------------|--|
| Northwood Assembly, Inc | dba Northwood Church |
| Street Address | 4020 2nd Ave. Summerville, SC 29486 |
| Mailing Address | 4020 2nd Ave. Summerville, SC 29486 |
| Telephone | 843 797-2885 |
| Fax | 843 764-2275 |

| | |
|---|---|
| Email | info@wearenorthwood.com |
| Website | www.wearenorthwood.com |
| Instagram | https://www.instagram.com/wearenorthwood |
| Facebook | https://www.facebook.com/WeAreNorthwood |
| Events, registrations, giving, sermon notes | www.todayatchurch.com |
| Upper School Phone | 843 764-2285 |
| Lower School Phone | 843 572-0940 |
| Preschool Phone | 843 764-2271 |
| Business Office | 843 764-2278 |

See "Church Staff" under Planning Center Groups for all Staff contact info.

We love having you here! As we commit to your spiritual and professional growth, we expect you to commit to helping us reach the unchurched and to serve those coming to our campus who are growing in their walk with Christ.

It is vital to us that you maintain a healthy work-life balance, especially after a busy season. We believe frequent communication and check-ins on how you are doing personally and professionally are crucial to keeping that balance.

Drug-Free & Smoke-Free Workplace: We maintain a drug-free workplace. While you are on the clock, we expect you to show up and be in an appropriate state of mind and fitness for work. Illegal substances used or in possession while at work or which affect your work in any way aren't tolerated. We have the right to request a drug test at any time.

Parking: Please be considerate of first-time guests as well as our regular guests and respectfully save the best parking spots available for them.

Background Checks: When joining the Northwood Church team on staff or volunteer, our administration will routinely conduct a background check. This is to ensure that we are clear and transparent regarding your eligibility for employment and show regard for the safety and security of those around us.

Onboarding: We are an At-Will employer, which means if at any time you determine God calling you elsewhere or for any other reason, you are not bound to continue to work for Northwood, nor at any time, for any reason, Northwood Church has determined that our partnership with you on this team does not work toward our mission, vision, and values, Northwood is able to end the employment.

As required by law, each position at Northwood Church is classified as either exempt or non-exempt based on the Department of Labor's definition of which positions are eligible for overtime pay. If your position is classified as exempt, you are not eligible to be paid for overtime. If your position is classified as non-exempt, you are eligible for overtime pay.

The administration will advise you which classification your position falls into when you are hired. Employees are also classified as full-time, part-time, or temporary for pay and benefits purposes. Employees who are approved to work 30 or more hours per work week are full-time. Employees who are approved to work less than 30 hours per week are part-time. Temporary workers may be employed to work either full-time or part-time hours but for a limited duration of time, usually not more than six weeks at one time.

When You Work - Keeping Hours: If you have worked in ministry before, you know having a “normal” schedule is rare. At Northwood Church, hours vary based on your area of ministry, and how you log those hours varies by employee classification. Some work weekends or nights, and some on holidays. We all work Easter and Christmas services. We rely on our Area Leaders to identify team expectations.

We expect you to communicate regularly with your supervisor when you are running late, feeling ill, or otherwise unable to work.

Where You Work - Remote Work: The nature of what we do and how we serve our communities means that we often need to be physically present and available for events during the work week. However, there are times when your supervisor will approve you to work from somewhere other than the office. Your supervisor may approve remote work once they know where you are, what you are doing, and when you will return. If your request is approved, let your coworkers know when you are out via the “Remote Work” Space in Google Chat.

Employee Files: We want to ensure you have easy access to all your information. While your employee file is owned by Northwood Church and will be kept confidential, all the information is available for you to view. To help us keep all your information up to date, we ask that you update changes to your personal status promptly to the administration.

Harassment

We believe that our differences allow for a holistic approach to ministry representing God's creation and look for diverse opportunities to express God's love, based on Scripture, to the Church. We offer employment and advancement opportunities based on qualification, gifting, and, most of all, calling.

Northwood Church is committed to providing all its employees with a work environment free from any form of harassment. Accordingly, Northwood Church strongly disapproves of and will not tolerate, condone or allow any form of harassment by or of its employees.

For purposes of this policy, sexual harassment is defined as unwelcome or unwanted advances, requests for sexual favors, and any other verbal, visual, or physical conduct of a sexual nature, regardless of gender. This includes basing any employment decision or threatening to base an employment decision on the submission to or rejection of a request of a sexual nature: creating an intimidating, hostile, or offensive workplace by making unwelcome sexual advances or by making comments, jokes, inquiries, or threats concerning gender-specific topics or engaging in unwelcome physical contact.

If you believe you have been sexually harassed by a co-worker, supervisor, church member, or a third party, you should report the incident to the HR Administrator and fill out the incident form on the [Employee Help Page](#). If the conduct involves a clergy person, you should also report it to the Lead Pastor.

Upon a complaint being made, Northwood Church will investigate the complaint. Upon conclusion of the investigation, Northwood Church will impose such discipline as warranted by the findings of the investigation. Northwood Church will not retaliate in any way against anyone who makes a good-faith complaint. Likewise, we will not permit any employee to engage in retaliatory conduct. Retaliation is a serious violation of this anti-harassment policy and should also be reported immediately.

If you see something, say something to the appropriate authority. There may be situations where you become concerned with a team member's actions. Sometimes situations call for clarity, confrontation, and tough love, and sometimes should be escalated to a leader or the HR Department. When you disclose a situation that you consider illegal, dishonest, or immoral to your leader or the HR department, they will guide you, and you will not face retaliation.

Expectations for Our Team

This Handbook will guide you through many of our policies and procedures, but there are also expectations that we have for you and our team. We believe that high standards and commitment to them are essential to our success as a local church.

We will provide you with a job description that will articulate clear duties within your specific area of responsibility; however, we collaborate to think beyond that description, dream together, debrief together, and make progress.

Work as a team: Our job titles may all be different, but we are all on the same mission to engage, empower and equip others to be the church. We work together to accomplish our mission and vision, and then we celebrate the numbers because they represent people, changed lives, and decisions that have an eternal impact. There is nothing better! Fulfilling the vision of our Lead Pastor and Executive Leadership team requires all of us to dream big, work hard, and understand that we can't do it alone.

At Northwood, we have a collaborative culture. A culture that accepts your input as consideration for decision-making and planning as we serve together. We believe this is a "we" effort to accomplish the mission and vision set before us and requires an "all hands on deck" mentality.

As part of your job responsibilities, you are committing to "shoulder tap" others, engage with them, empower them to step into a serving role using their God-given gifts, and equip them as best we can within the resources available to us.

Heart Work: At Northwood, the "heart" of the matter is paramount! Luke 6:45, Proverbs 4:23, Matthew 12:34, and Philippians 4:6-7 all speak about the importance of the heart! A right heart posture, coupled with the gifting and calling you bring to the table, can allow us to advance the Kingdom of God!

We also believe that “whatever you do, work at it with all your heart, as working for the Lord...” Colossians 3:23.

This work of the heart is a non-negotiable part of being on this team. If you can keep your heart posture right before God and man, we can weather any storm that comes our way!

We like to engage you in opportunities to gather together to challenge each other to find the best path forward. Sometimes we carefully plan our attack. Other times we are building the bridge as we walk across it but we are always walking by faith! Team meetings are highly valued by our Lead Pastor! This is where these opportunities are found, and progress is made. To thrive here, we expect a high level of participation with the right attitude when you are invited to attend team meetings such as weekly staff, special team huddles, post-event debriefs, planning for future events, and “all hands on deck” moments. This also means being prepared if asked to read, answer questions, or do any pre-work before a gathering.

Handling Conflict: As a “work family,” your family is important to us. We desire to support one another in prayer, gathering for celebrations, and/or in moments of mourning. To maintain healthy working relationships, we encourage our teams to resolve conflicts quickly while maintaining the dignity of everyone involved. All workplaces experience conflict, but we believe unity is worth the fight to accomplish the mission.

Matthew 18:15-17 is our model for how team members can embody Christ and confront each other in love and truth regarding personal offenses. Also, Matt 5:23-24 “This is how I want you to conduct yourself in these matters. If you enter your place of worship and, about to make an offering, you suddenly remember a grudge a friend has against you, abandon your offering, leave immediately, go to this friend and make things right. Then and only then, come back and work things out with God.”

In these passages, Jesus gives us a template for dealing with someone who has wronged us or believes we have wronged before engaging in the

remembrance of what He did. This is the expectation on how to approach any situation. When necessary, a leader or HR involvement may help.

Above all, it is our relationship with God and the active leading and guiding of the Holy Spirit that shows our ability to navigate being on a team of diverse thinkers and leaders! Your ultimate commitment to God will drive your actions and grow you.

Expectations for Our Leaders

In every position, we have an opportunity to lead in some way. Many of us will do this through influence, in action or deed. Others will do this through the position of authority ascribed to them through their job description. However, the expectation of each leader is to model the servant leadership of Jesus Christ. See what Paul writes:

Philippians 5:1-3 I have a special concern for you church leaders. I know what it's like to be a leader, in on Christ's sufferings as well as the coming glory. Here's my concern: that you care for God's flock with all the diligence of a shepherd. Not because you have to, but because you want to please God. Not calculating what you can get out of it, but acting spontaneously. Not bossily telling others what to do, but tenderly showing them the way.

4-5 When God, who is the best shepherd of all, comes out in the open with his rule, he'll see that you've done it right and commend you lavishly. And you who are younger must follow your leaders. But all of you, leaders and followers alike, are to be down to earth with each other, for—

God has had it with the proud,
But takes delight in just plain people.

6-7 So be content with who you are, and don't put on airs. God's strong hand is on you; he'll promote you at the right time. Live carefree before God; he is most careful with you.

Psalms describes that King David led according to the integrity of his heart and guided them with his skillful hands. Again, the posture of the heart is paramount to being on a team and leading. The skills you bring to the table can be grown, and we commit to supporting that development, but the posture of your heart comes from within.

Our Core Beliefs are intended to be the basis of fellowship. There will always be peripheral doctrines upon which committed Christians disagree, but the core beliefs are non-negotiable.

For purposes of the following agreement, the term "staff" is defined as employees, pastors, and ministry leaders. Northwood staff are blessed to be visible members of a Christian community and are in the humble position of being role models and ambassadors of Jesus Christ. Discretion in our personal and professional lives is fundamental to our spiritual integrity and the opportunity for spiritual ministry.

(Ephesians 5:1-2; 15-16). Northwood expects staff to maintain a lifestyle based upon Biblical standards of moral conduct. A Christian lifestyle reflects the Biblical perspective of integrity, appropriate personal/family relationships, above-board business conduct, and moral behavior.

It includes the understanding that Paul tells us in 1 Corinthians 10:23 ' "I have the right to do anything," you say—but not everything is beneficial. "I have the right to do anything"—but not everything is constructive.' In other words, just because you can doesn't mean you should. We must live the balance of considering others as we live at the same time, not being controlled by what others say about us. It's a living by the Spirit way. (Also refer to Romans 12 - 15:2)

It is Northwood's expectation that each staff member can demonstrate their walk with Christ in their daily living, relationships, attitudes, and values. Failure to do so will be grounds for discipline, dismissal, or removal from a ministry position.

Lifestyle Agreement

As staff members, you are expected to live your life in a way that honors and glorifies Christ. Staff members who do not adhere to the lifestyle standards as outlined may be separated from employment.

As a staff member of Northwood Church, I commit to playing an active role in the church community and vision of this organization as exemplified below:

- I will demonstrate a growing spiritual relationship w/Christ, continually seeking God, faithfully attend the weekend service, study the Bible and daily prayer, and to grow in my faith through developing community in the church family by engaging w/ a small group.
- I will affirm & embrace Northwood's Statement of Faith and will represent Northwood and its core values.
- I will maintain the confidentiality of information pertaining to Northwood staff, members, and the church. This includes information observed, read in files, in Planning Center, or other written documents; or shared by a staff member, pastor, elder, volunteer worker, or another person. Refer to the confidentiality section below for further detail.
- I will demonstrate a teachable spirit, an ability to share love for others, a willingness to live contentedly under authority, and a commitment to follow the Matthew 18 principle when an issue of offence arises with colleagues or management.
- I will live a life of personal and spiritual integrity in my personal, family, and business conduct. I understand that my actions impact others and will avoid patterns of behavior that may cause another to stumble, are morally questionable according to God's word, or violate the bona fide qualification for employees to be Christian role models. This includes, but is not limited to, dishonesty, stealing, drunkenness, use of illegal drugs, vulgar or coarse speech, promiscuity, pornography, premarital sex, adultery, homosexual practice, or any other inappropriate behavior as defined by scripture.
- I will recognize the need for the Savior, repent in moments of failure, and commit to restoration and the process it may require.

- I will refrain from sharing or posting content to my or someone else's website, blog, Facebook, Instagram, or other social media account that could damage the reputation of my calling, the church, or the ministry.
- I will trust 10% of my income to the Lord through tithe and give offerings as the Holy Spirit leads.
- I will communicate with people in a courteous and respectful manner making every effort to participate in the team values.
- I will commit to the Mission, Vision, and Values established by the Lead Pastor and Executive Team.
- I will serve to the best of my ability as unto the Lord.

As a prospective or current staff member of Northwood Church, It's imperative that you agree with and purpose to live out the calling and commitments of this Lifestyle Agreement as conditions of employment.

Confidentiality Agreement

Being in the Know: While you are on staff, you may have information that is highly sensitive and confidential. We want to keep it that way. If it isn't announced from the stage, we ask that you don't break the news either! When you spill the beans on private info, you compromise and damage the credibility of both yourself and the church.

Employees may not disclose any confidential information to anyone outside Northwood Church without the appropriate authorization. Confidential information may include internal reports, financials, congregation lists, and other internal business-related communications.

Confidential communication may include information regarding the development of systems, processes, products, design, and technology. Confidential information may only be disclosed or discussed with those who need the information.

Conversation of a confidential nature should not be held within earshot of the public or congregation members including meetings conducted off campus.

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications. In addition, nothing in this policy is intended to infringe upon employee rights under Section 7 of the National Labor Relations Act.

What You Get

How You're Paid

Payday is processed by every Wednesday, and we pay through direct deposit.

You will be compensated based on your salary or hourly rate. If you are hourly, it is your job to track your hours by clocking in and out on the Connecteam App.

Overtime: At Northwood, we promote a healthy work-life balance and want to limit overtime hours; however, at times it may be necessary to get the job done! Our exempt employees are paid their normal salary even in the event of overtime. Our nonexempt hourly employees are paid at a rate of time and one-half for all hours above 40 in one week as defined by our normal 40-hour workweek period. To steward our budget, make sure your overtime hours are pre-approved by your leader and/or the HR department.

Deductions: We follow the legal guidelines that require us to deduct federal and state income taxes and Social Security taxes when applicable. If we are issued a garnishment or assignment of wages for you, we will, by law, deduct that from your paycheck and forward directly to any legal creditor(s) on your behalf.

Something you will not see deducted from your paycheck is taxes for federal and state unemployment. As a tax-exempt 501(c)(3) organization, we do not participate in unemployment programs.

Increases and Bonuses: When we are able, we will give increases and/or bonuses. They will depend on the financial status of the church and where you stand within your pay band.

Christmas Bonus: A Christmas bonus will be given to each employee. The bonus is given in an amount commensurate with seniority, pastoral positions, and wages. Employees must be part of the staff prior to October 1st of the year the bonus is given.

1. Christmas bonuses are calculated on seniority and wages. Seniority is calculated in months from the date of hire until October 31st of the bonus year. Time must be continuous. If an individual leaves the employment of the corporation and is rehired at a later date, the calculation of seniority relating to the Christmas bonus will be from the rehire date to 31 October of the bonus year.
2. The amount of the bonus will be calculated on the employee's wage/salary as of October 31st. Any increase occurring after 31 October will not be used in calculating the bonus received. If employment ends prior to November 15th, the employee will not receive a bonus.

Honorariums: It is normal and encouraged for the pastoral staff and some leaders to perform services for others like weddings, funerals, outside speaking and such. We approve pastoral staff to receive an offering when offered from outside sources for these types of customary events.

Gift or Benevolence for Employees: We like to celebrate and bless our employees when possible. If there are monetary rewards or gifts given by Northwood Church (ie: gift cards or money) they must be reported to the payroll manager to be documented as taxable income. Non-monetary gifts are at the discretion of our leaders.

We know life can be hard sometimes. If you find yourself in need of short-term financial help, talk with your leader and schedule a time with the Lead Pastor and/or Administrator to discuss. Requests are handled on a case-by-case basis dependent on need, our current budget, and your agreement to attend financial counseling. Benevolence is also considered taxable income.

When You Need a Break

While we love what we do, we know that we all need to take time to divert daily, withdraw weekly and abandon annually!

If you are a part-time employee, please let your leader know if your normal availability is disrupted by an event or vacation. Leaders will try to accommodate and schedule accordingly.

Full-time employees are eligible for Paid Leave which will accrue as stated below under Accrual.

Paid Leave Policy: The following applies to all full-time employees.

Paid Holidays: Employees are eligible for paid holidays according to the holiday schedule established by Northwood Church.

Paid holidays are as follows:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day + Friday
- Christmas Day

Vacation Leave Policy: Vacation days are accrued on a prorated, weekly basis, and awarded as follows:

- Year 0-4 (0-48 months) – 80 hours per year
- Year 4+ (49+ months) –120 hours per year

If a part-time employee becomes a full-time employee, the time he/she worked as part-time counts towards their service months, related to the annual vacation days awarded.

All employees will make best efforts to complete job tasks or transition incomplete tasks to another employee prior to taking vacation leave.

Vacation must be used if missing a Sunday Service, but may not be approved for the following services:

- Christmas Eve Service
- Easter Service

All employees are expected to work Easter and Christmas services. Attendance at these events is mandatory. These holidays are two of our biggest moments to reach lives who normally do not attend, and we get to be a part of sharing the good news with them as a team!

Sick Leave Policy: Sick leave days are accrued on a prorated, weekly basis, and awarded as follows:

- 80 hours per year

These days may be used for personal illness, medical appointments or dental appointments of the employee or immediate family members. For this policy, an "immediate family member" is defined as a spouse, child, parent, sibling, grandparent, or grandchild. "Step-" and "-in-law" versions of these relationships are also included.

Bereavement Leave: Employees are eligible for three (3) days away from work to arrange for and/or attend the funeral of an immediate family member. For this policy, an "immediate family member" is defined as a spouse, child, parent, sibling, grandparent, or grandchild. "Step-" and "-in-law" versions of these relationships are also included.

Two (2) additional days are available for a total of five (5) days.

Marriage and Honeymoon Leave: Employees are eligible for five (5) days of additional paid time off for their marriage ceremony and honeymoon travel.

Maternity and Paternity Leave: Employees are eligible for additional paid time off for the birth of, care of, or bonding with a child as outlined below:

- Maternity Leave: Mothers are eligible for thirty (30) days of paid leave.
- Paternity Leave: Fathers are eligible for five (5) days of paid leave.
- Maternity or Paternity leave can be used in conjunction with vacation and/or sick leave.
- Paid Leave request forms must be completed in advance indicating the expected dates of leave, as well as the expected usage of any Sick Leave or Vacation Leave.

Circumstantial Leave: We have a very generous administration that understands when unforeseen circumstances arise in life. It is impossible to articulate and list every potential situation that may come your way, however, we are committed to partnering with you to determine the best way to handle when these situations arise regarding your employment at Northwood and the time required to do your job.

In rare, extenuating circumstances an employee may be eligible for circumstantial leave outside of the categories listed above. These requests should be submitted through the online form on the [Employee Help page](#) after all other vacation/sick leave has been exhausted. The Lead Pastor and/or Executive Team reserve the right to approve or deny any request.

Accrual: Each employee is allowed to carry a maximum of 160 hours of Leave and unlimited Sick Leave into the new calendar year. Any Vacation Leave hours accrued in excess of 160 hours will be removed on December 31st each year.

Upon employment termination, a full-time employee may cash out a maximum of 240 hours of accrued Vacation Leave. Any accrued Sick Leave may not be cashed out and will be lost.

Every full-time employee may sell back up to 40 hours of unused Vacation Leave every twelve months.

Employee Responsibilities and Procedures: All Paid Leave Requests should be submitted electronically through the [Employee Help Page](#). Employees must obtain approval for desired time off from their leader prior to submitting online through HR/ Administration.

Employees should submit:

- Vacation Leave and Marriage/Honeymoon Leave no later than two weeks before the first requested leave day.
- Maternity/Paternity Leave Requests no later than the first day back at work or two weeks earlier if delivery is scheduled.
- Sick Leave Requests on the first day back at work.
- Bereavement leave requests as soon as possible.

All employees will make their best effort to complete job tasks or transition incomplete job tasks to another employee before taking leave.

Benefits at a Glance

Insurance: Full-time employees (30 or more hours per week) are eligible for the full benefits package. All insurance package details are given at onboarding or yearly according to the insurance renewal date.

Each employee is able to consult with the administrator upon hiring or as needed with any questions regarding their benefits package.

Health Coverage Declination: If health insurance is not needed, a declination form must be signed by the employee and submitted to the administration.

Northwood Academy Discount Benefit: Northwood Church employees may be eligible for a Northwood Academy discount based on hours worked. Refer to your benefits package when onboarding to obtain the current discount percentage.

Northwood Church Employee Tuition Reimbursement: Employees are encouraged to take educational and training courses to improve their skills. To be eligible for education reimbursement, an employee must be full-time, have completed a year of service, and be on the payroll when the course is completed.

Northwood Church will reimburse 50% of each course cost from an accredited educational institution. Reimbursements are made on a first come first serve basis and will be given until budgeted funds are no longer available per year. No reimbursements for courses taken will be made for grades lower than a C. All courses must be complementary to the position held for current employment.

Employees may not take courses pass/fail, unless no other grading option is available; in that case, the employee must pass in order to be reimbursed.

To receive education reimbursement, employees must follow these steps:

- Provide Administration or Administrative Assistant with information about the course for which they would like to receive reimbursement.
- Complete a Tuition Reimbursement Pre-Approval form found on the [Employee Help Page](#) and provide all necessary signatures prior to enrolling.
- If approved, bring the form to Admin. A copy will be put in the employee's file and the employee will maintain the original until they have completed the course.
- Enroll in and attend the course. Upon completion of the course, submit the Check Request form with:
 - Paid receipt(s) and

- Evidence of a grade of C or above or certification.

Additional questions should be directed to HR/Administration.

Counseling: We believe that wise and professional counseling is a good thing, and we've seen it play a role in beating addictions, saving marriages, effective parenting, and personal growth. And because we care deeply about the emotional, spiritual, and family needs of our staff, Northwood Church provides a Staff Counseling Benefit program. All active, regular, full, and part-time employees are eligible for this benefit. Temporary or contract employees, including interns, are not eligible for the plans outlined below.

When an eligible employee uses the benefit, Northwood Church will pay the cost uncovered by insurance minus copay for each counseling session for a staff member, their spouse, or other dependent up to a maximum benefit of 12 visits per staff member or eligible family member per fiscal year.

This benefit is available only when an employee or their dependent sees a therapist from Life Resources's referral list or another pastoral-approved counselor who has agreed to participate in our reduced-rate program.

When counseling sessions are covered by insurance, either through the Northwood Church sponsored plan or through a spouse's plan, Northwood Church will pay the out-of-pocket expense minus copay after insurance has been filed (either by counselor or self-filed).

Counseling Reimbursement procedure: Visit [Employee Help Page](#) for full explanation of the process.

Late Cancellation/No-Show: Clients will keep a credit card on file with Life Resources and be billed for appointments that are late cancellations (less than 24 hours) and no-shows, per Life Resources' practice policy.

It is our desire that you maintain your health spiritually, emotionally, and mentally. We want you to be well equipped to do the job you are called to and that we are asking of you here at Northwood.

What You Need to Know

“Whatever happens, conduct yourselves in a worthy manner of the gospel of Christ...” - Philippians 1:27

We know every organization has a set of rules and guidelines you are expected to follow. Northwood is no exception. Most of us don't like to use the word 'rules' because we would rather say "Make good choices" and move on! To ensure you are clear on how to make good choices for the purposes of stewardship on the team, you need to know our standards and expectations. The following will be a guide but may not be comprehensive.

Stewardship of Resources

Everything we do at Northwood is funded by the obedience of tithe and generosity of offerings from the members of the church. For every event we host, every purchase we make, for every staff position we add, someone tithed to make it happen. It is critical to remember that we are entrusted to manage this money responsibly.

Each year, we'll set an annual budget and we're counting on you to operate within that budget; making wise decisions that will help us reach our mission and goals for the year. There are some guidelines to help you in stewarding

resources. You can find them in the Spending Guidelines on the accounting section of the [Employee Help Page](#).

We enjoy a flexible work schedule and are generous with giving autonomy in how you accomplish your job. Some days you will find us eating together as a team, playing ping pong or other team game and others dispersed on or off campus.

Technology: While you are here, we'll lend you a Northwood-owned computer and access to printing as well as other instruments and/or machines to help you in your job. We trust that you will appropriately use this equipment for God's glory and with utmost care. All emails, voicemails, computer files, and other info may be monitored and/or deleted at the discretion of the administration.

It is our goal to provide you with equipment that is proficient and sufficient for you to complete your job tasks, therefore, there may be times when changes, modifications, or installments may be necessary. Passwords must be kept confidential in order to protect the integrity of our data.

Social Media: We believe that social media is an incredible tool that we can use for communication and promotion regarding all things happening at Northwood Church to the world, however, it is also an area used with a significant amount of autonomy. We expect you to use good judgment when posting to the public whether on your designated Northwood ministry account or on your personal account. You are a representative of Northwood and we expect that all posts promote love, honor, and respect for others. See below for a full description of the guidelines.

The Guiding Rule: Conduct that negatively affects an employee's job performance, the job performance of fellow employees, or Northwood Church's legitimate business interests, including its reputation, may result in disciplinary action up to and including termination.

Below are some guidelines for the use of social media. These guidelines are not intended to infringe on an employee's Section 7 rights and any adverse action taken in accordance with this policy will evaluate whether employees were engaged in protected concerted activity.

- **Avoiding Harassment:**
 - Employees must not use statements, photographs, video, or audio that could reasonably be viewed as malicious, obscene, threatening, or intimidating toward congregation members, employees, or other people or organizations affiliated with Northwood Church. This includes, but is not limited to, posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, national origin, or any other status protected by state or federal law.
- **Avoiding Defamation:**
 - Employees must not post anything they know or suspect to be false about Northwood Church or anyone associated with it, including fellow employees and congregation members. Writing something that is untrue and ultimately harmful to any person or organization is defamation and can lead to significant financial liability for the person who makes the statement.
- **Confidentiality**
 - Employees must maintain the confidentiality of Northwood Church's confidential information. Confidential and private information includes, but is not limited to, information regarding the development of systems, products, technology, congregation lists, financial data, and private personal information about other employees or congregation members that the employee does not have permission to share.
- **Representation**
 - Employees must not represent themselves as a spokesperson for Northwood Church unless requested to do so by management. If Northwood Church is a subject of the content being created—whether by an employee or third party—employees

should be clear and open about the fact that they are employed with Northwood Church but that their views do not necessarily represent those of Northwood Church.

- Accounts
 - Employees must not use Northwood Church email addresses to register for social media accounts unless doing so at the request of management. Employees who manage social media accounts on behalf of Northwood Church should ensure that at least one member of management has the login information needed to access the account in their absence.

***All Policies and Procedures for the following as well as all forms for accounting purposes are located on the [Employee Help page](#).

- Church Accounting and Spending.
- Operating Expense Purchasing.
- Meals, Travel, & Personal Expense Purchasing.

Other Policies

Other policies including Intellectual and Real Property management are to be found in detail on the [Employee Help Page](#).

We want you to be creative and so we feel it's appropriate to implement a generous intellectual property policy. For all creative works, the designer, author, and dreamer assumes all liability for what they develop. Ensure authentic works by sticking to not only copyright, trademark, and plagiarism laws, but also Biblical and moral obligations.

Volunteer Service: Throughout the year, Northwood will have events that we will ask you to volunteer your time. On occasion we may decide that certain unique events require an “all hands-on deck” approach to ensure success.

If you do choose to volunteer, the law requires our hourly, nonexempt staff to volunteer only in departments or ministries that are unrelated to the jobs you are paid for. For example, if you were hired to work in Kids, you cannot volunteer in the nursery or in any kids’ classroom, but you can volunteer to greet guests in the lobby.

Outside Leadership Opportunities: One of our Values is Live the Mission, so we encourage our leaders to accomplish that by serving in our communities. If you are interested in serving in another organization as a board member, committee chair, etc., talk with your director. It is important that our outside leadership opportunities are complementary to Northwood Church and will not interfere with your regular work hours. You will not be required to submit PTO hours for approved events.

Outside Employment: We expect our team to devote their spiritual gifts and talent to their role at Northwood. This does not mean that you cannot explore outside opportunities but it does mean that all outside employment should be reported to your leader, and your outside employment should not interfere with the role you were hired to do at Northwood. Under no circumstances

should a staff member benefit financially from outside opportunities by using Northwood resources, equipment, data, or other contacts or connections from information drafted from Planning Center. Conflicts of interests or misuse of Northwood resources will result in disciplinary action that could include a request to terminate outside employment agreements or termination of their Northwood role.

Conflict of Interest: When you are on staff, we hope you will always act in the best interest of the church. A conflict of interest would exist if you or an extended family member receive a personal benefit or gain from any activity or transaction the church engages in. We believe in appropriate checks and balances when multiple family members are working together in the same ministry and will implement them to avoid a conflict of interest.

If you are offered a personal gift, cash, or any material item from any member, person, or related organization, simply report it to the Administration to find out if you or we need to take any further action.

Working Relationships: As part of being on staff for a church we live and work above reproach. Maintaining professional working relationships is vital. Staff should take extra precautions, especially in situations with the opposite sex. Married staff members should not work behind closed doors (unless there is an inside window), travel in the same car, go out to a meal, etc. alone with a member of the opposite sex. Single staff members should exercise the same restraint if the member of the opposite sex is married.

Communication for married staff via text, email, and/or inter-office communication should be done with a third party attached to it.

When it comes to dating, Northwood promotes behavior consistent with the Bible. We want to lead by example, living a dating life that is pleasing to Christ while also continuing to honor our personal walk with the Lord. Refer back to our Lifestyle Agreement.

Use of Facilities: We have been blessed with an amazing facility to steward. Our building is available to the staff and to others when conducting ministry. In addition to reserving the space that you need through the appropriate channels, we also ask that you assist our facilities team by leaving rooms in good condition, picking up trash, straightening the furniture, and turning off lights.

The use of facilities must be funneled through the Admin Assistant who manages the calendar as well as gain approval from the appropriate directors.

Safety Guidelines: No one task is so important that it is worth risking another's health or safety. We want you to approach your work in a way that reflects respect for your own health and safety and that of your team.

To help ensure your safety, we have trained officers on campus as well as a Safety Team Leader during regularly scheduled events including Sunday morning and Wednesday night. Should an incident or accident occur any other time, please take action to inform the appropriate personnel who would be the 'need to know' person, ie: the director or staff person in charge on campus at that time.

To obtain security support for any event, you may access that support through the calendar request process.

The safety and well-being of everyone including the children and students in our care is a top priority.

In the event that a credible incident or any other significant matter happens or is alleged to have happened on the church campus during one of our sponsored programs and activities, the team member should adhere to the following procedures:

1. First ensure the immediate safety of everyone involved,

2. Call 911 if an emergency and/or
3. notify the staff director/leader on campus immediately,
4. then the administration and/or lead pastor should be notified immediately if an emergency and within 24 hours if not an emergency.
5. For purposes of reporting any incident related to child abuse or neglect and who is mandated to report, see the DSS document giving detail on [Employee Help page](#).
6. If a person is a minor who was involved in an accident or incident, contact the parents of said minor immediately.
7. For any incidents or accidents, an incident report should be filled out and submitted to the HR/Administration team within 24 hours. The incident report can be found on the [Employee Help page](#).
8. In some cases, the HR department will become a part of the resolution process.
9. A Northwood pastor will follow up as needed based on the situation.
10. A course of action will be determined by the administration and pastoral team based on each incident to reach total resolve and restoration as much as is in our power to do so while conferring with legal advice when necessary.

If an incident report is not obtainable at that moment, document the initial incident, people involved, supporting conversations, and all actions including date and timing on paper.

In the event of severe weather that occurs during normal working hours, like a hurricane, tornado, ice storm, etc., we will let you know if a decision has been made to close the campus. We encourage you to follow city and state mandatory evacuation procedures when announced.

Travel: There are times when travel may be required by your job. The trip approval process, gas mileage reimbursement as well as spending guide while traveling is covered in detail on the [Employee Help Page](#). Just a reminder that travel between work and home is not an allowable expense according to federal guidelines.

Appreciation Gifts for Volunteers: Volunteers are vital to our mission to engage, empower and equip the saints to do the work of the ministry. It is important and appropriate to encourage and recognize their dedication. Due to the nature of a volunteer, we can not give cash or other cash equivalents unless \$25.00 or less. In special circumstances, a gift card may be appropriate, but you should seek prior approval from the administration. Preferred show of appreciation is by caring for volunteers over coffee, special recognition awards, events, cards, and other non-monetary rewards - perhaps a book or Northwood branded merchandise.

How You Grow

One of our Team Values is Pursue Development. We believe in the importance of growth where our spirit, soul, and body are involved.

Spiritual development can be accomplished through so many avenues today and we encourage mentoring relationships with someone ahead of you to glean wisdom and understanding regarding God's word. Sometimes this is in person and sometimes it is via podcast or reading books, but more than anything we encourage and expect the Holy Spirit to be your utmost guide for growth in this area!

Skill development is also vital to what we do. We believe that we don't know what we don't know - no matter what level of leadership you are responsible for. In the same way, we want to foster a team that is in constant pursuit of growth in this area finding ways to add tools in your toolbox for leadership as well as the practical skills needed for your specific ministry area.

Dreaming Big: Every year we set goals in the fall for the following year. Whether they are aspirations to accomplish new things or plans to carry on with what is currently working, we want you to make the big asks, to get in front of others for coaching and training.

We encourage you to include your hopes and dreams for your area of ministry as well as your personal growth goals in what you submit to your leader for the planning session each year. One guideline for crafting these goals is using the GROW acronym. Refer to the Plan for Next Steps guide used during employee reviews.

We look forward to helping you achieve your goals and it is mostly possible when they fall within the policies, procedures, and budgets we are bound and committed to.

Development Opportunities: Internal and external resources are highly valued whether through a staff devotion, a shared teaching video, a shared book, outside conferences, seminars, workshops, webinars, or ministry trips which are all great tools for us all to gain helpful insight.

We are open to hearing from you as you learn and grow through what the Lord is teaching you. Take time to share these resources with your director and/or get permission from them to share them on our Employee Help Page under Development for everyone's benefit. To take advantage of these external opportunities, follow the guidelines found on the [Employee Help page](#) regarding travel and expense approval.

Educational Assistance: There may be times when formal education will enhance your ability to contribute to your position and the mission of Northwood Church. In these cases, you can request assistance with tuition costs. Visit the Employee Benefits section of this handbook for details on how this works.

How We Stay Accountable

When we choose to work at Northwood, we are choosing to meet the standards we have talked about in this handbook. We are choosing to show love and grace to others, to put forth our best effort and attitudes in humility. We are choosing to use our resources wisely, and we are choosing to live lives that reflect our Christian beliefs with an eternal perspective submitted to the authority of the Word of God. As humans, we are perfectly imperfect and mess up sometimes, so we need accountability.

Being a church, we have the unique opportunity to approach conflict and shortcomings healthily. We know God's word instructs us on how to do this. As Christians, we commit to demonstrating the love of Jesus. We commit to tackling problems and not attacking people. We will provide you with the feedback, tools, and support you need to choose a path that meets expectations.

Annual Reviews and Plan for Progress

Employee Review: It is important for us all to know how we are doing compared to what is expected. Our directors will aim to provide ongoing feedback all year-round with frequent check-ins, but there will be a more formal review each summer (August/September) and winter (February/March) for an opportunity to discuss our hearts and abilities in relation to our goals.

Within 90 days of onboarding, you and your director should meet to discuss your goals for the upcoming year.

Next Steps Plan: One of our team values is Candid Communication. Working in an environment where trust is built within departments, and ultimately in the overall organization, is vital. Feedback on areas where improvement is needed can be helpful from your director. This can be done either through semi-annual reviews and/or with frequent check-ins. This is also a time when your constructive feedback is requested and heard.

A next steps plan can be discussed if necessary to help struggling team members better align with Northwood employee and leader expectations. This can help bring clarity to expectations, give timelines for follow up and provide frequent, scheduled check-ins giving both you and your director an opportunity to document areas of improvement and see progress made.

Course Correction Process

Sometimes course correction is needed. In most cases, we try to follow a progressive process to improve performance and /or behavior that reflects desired attitudes, actions, and abilities. However, because the employment relationship is at-will, Northwood, in its sole discretion, retains the right to determine the level of action, up to and including termination, for any reason.

- Frequent check-ins will be a part of communication with clarity for any discussion on course correction.
- You will always have the opportunity to give your comments, in writing, in response to any discussion. Any written communication becomes a part of your employee file.

As much as we consider it a privilege to work with each other in ministry and never want to say goodbye to a team member, some expectations must be met for employment to continue.

We do not want a termination discussion to be confused with how we feel about you as a person. You are deeply cared for. We know that God uses all of us as parts of one body, yet he sometimes moves us around to serve in others places to accomplish His plan.

For Northwood Church, we know what He has called us to, and with full responsibility, we take it very seriously.

Termination: In some cases, termination of employment may be the most appropriate action. Written approval from HR/administration and an Executive Leader must be obtained prior to suspension or termination.

When You Leave

“For everything there is a season” Ecclesiastes 3:1

Some of us may stay here for the long haul, and some may be for a season. You can choose to leave at any time for any reason just as Northwood can terminate your employment at any time for any reason. That is the principle of at-will employment, and all employment at Northwood is at-will.

Leaving Northwood

Should you decide voluntarily to leave, we would hope you provide at least a two-week notice in writing to your leader. Let us know the reason you are deciding to leave and the planned last day of work.

Exit Interview: When you decide to leave, we want to take time to hear about your experience working with Northwood. This includes what you think we have done well and where you think we can improve. Responses will be used to understand and analyze trends in our working environment and will be treated with sensitivity.

Termination of Benefits

Insurance: All insurance benefits terminate at the end of the month in which your last day occurs. This will result in you becoming eligible to participate in benefits continuation under the State Continuation Plan. Our administrator can give some guidance as to how this works.

Vacation: Upon employment termination, a full-time employee may cash out a maximum of 240 hours of accrued Vacation Leave. Any accrued Sick Leave may not be cashed out and will be lost.

All other Employee Benefits will end on the last day of employment.

Return of Property

There will be an Off-boarding process followed by our administration that will include retrieving any Northwood-owned equipment, keys, fobs, credit cards, office supplies, and all other property purchased with church funds. Access to your Northwood email and all other employee systems will be terminated on your last day. We do not want to withhold a paycheck, so make sure these are turned in to your director or administrator before you leave.

Final Words

Last but not least, This Handbook is meant to provide clarity and understanding of expectations while working here, however, it is only meant to enhance the opportunity to serve in your calling. We recognize we are ambassadors for Christ and operate by non-worldly standards in a nonprofit ministry. With Jesus as our leader, we place a high emphasis on grace and truth, and we make every effort to walk by the power of the Holy Spirit to live the mission!

Handbook Acknowledgment

Employee Signature

I, _____ acknowledge that I have received the Employee Handbook, and I have read the Handbook and know its provisions including the Lifestyle Agreement and Confidentiality agreement.

I understand that this Handbook is not a contract for employment and that its provisions are subject to change at any time. Should those provisions change, I understand that I will be notified via the inter-office communication channel and will be given the opportunity to ask questions for clarification.

At-will Statement

I also understand and acknowledge that my employment at Northwood Church is "at will" and that, just as I may terminate my employment at any time with or without notice or cause, Northwood Church may do the same.

Employee's Signature: _____

Date: _____