



Updated June 2025

This employee handbook supersedes all prior or written policies or guidelines.

This employee handbook does not constitute a contract for employment with North Canton Chapel (throughout this handbook referred to as NCC), either expressed or implied.

The policies and procedures listed herein are intended to be guidelines and merely descriptive of suggested procedures to be followed. NCC reserves the right to revoke, change or supplement guidelines at any time without notice.

GENERAL INFO



Mission:

We exist to be the church who makes much of Jesus everyday to everyone.

Values:

1. **Focus:** *"We keep the Gospel the main thing"*
2. **Belonging:** *"Everyone has a place and a purpose"*
3. **Story:** *"We celebrate God's incredible work"*
4. **Courage:** *"We try to do hard things well"*
5. **Movement:** *"Nothing builds disciples like community on mission"*
6. **Legacy:** *"We give our lives to what outlives us"*

Staff Standards and Membership Expectations

We believe that a genuine relationship with Jesus Christ transforms a person's worldview, shapes their understanding of work and service, and informs the principles and ethics they bring to their daily responsibilities. As such, it is our practice to seek staff members who are aligned with our mission and values. All full-time and part-time ministry staff are expected to be—or to become—members of NCC. While membership is not an immediate requirement for support staff, we strongly encourage all full-time and part-time support staff to pursue church membership as part of their integration into the life and mission of our church.

Equal Employment Opportunity

We are committed to providing equal employment opportunities to all qualified individuals. Employment decisions are made without regard to race, color, sex, age, national origin, veteran status, or disability, and we strive to apply all policies and practices fairly and consistently.

As a church, we do reserve the right to make employment decisions based on religious beliefs, as alignment with our faith and mission is a vital part of our ministry team. (See *Staff Standards* above for more information.)

Accommodations for Individuals with Disabilities

NCC is committed to providing equal employment opportunities to qualified individuals with disabilities. As part of that commitment, we are willing to provide reasonable accommodations when appropriate to support staff in fulfilling their responsibilities.

If you require an accommodation, please inform your supervisor so we can begin a collaborative process to explore possible solutions. You may be asked to share details about the type of accommodation you believe would be helpful or how your disability affects your ability to perform specific job functions. In some cases, we may request your permission to consult with your physician or other medical or rehabilitation professionals to better understand your needs and determine the most appropriate accommodation.

Employment at Will

We're grateful for the opportunity to work together in the mission of North Canton Chapel. While we value each member of our team, it's important to understand that employment at NCC is not based on a contract and does not guarantee continued employment.

All staff are employed on an *at-will* basis, which means that either you or NCC may end the employment relationship at any time, for any reason, and with or without prior notice. This policy allows flexibility for both the employee and the church as we seek to remain faithful to our mission and responsive to changing needs.

Employment decisions are made based on qualifications and the ability to fulfill the responsibilities of the role. While this policy outlines the general nature of the employment relationship, we are committed to treating each individual with respect, clarity, and care.

Open Communication

We value open and honest communication. If you have questions, ideas, or concerns, we want to hear them. Your input helps us grow and serve more effectively, and we're committed to listening with care and responding thoughtfully.

If something comes up that needs to be addressed, we encourage you to start by talking with your supervisor. Most situations can be worked through with a respectful conversation and a clear understanding of the facts.

If you still have questions after that conversation, or if you feel additional clarity is needed, you're welcome to reach out to the Executive Pastor or Lead Pastor. We're here to support you.

Please know that bringing questions or concerns forward will never negatively impact your job. We genuinely want to create a culture where open dialogue is encouraged, and where every team member feels heard and valued.

Categories of Employees

For administrative purposes, NCC recognizes three categories of employees. While roles and responsibilities may differ, all employees are expected to uphold the standards outlined in NCC's Leadership Agreement and this Employee Handbook.

1. Full-Time Employees

Employees classified as full-time are scheduled to work at least 40 hours per week and are listed as full-time on the church payroll. Full-time employees are eligible for the full range of NCC benefits. (Any previously agreed-upon commitments will continue to be honored.)

2. Part-Time Employees

Employees classified as part-time work less than 40 hours per week and are listed as part-time on the church payroll. Part-time employees may be eligible for limited benefits, as defined by NCC's policies.

3. Interns

Interns are seasonal team members who may work part-time or full-time, depending on departmental needs. Their hiring process, responsibilities, and schedules are determined and overseen by the appropriate department supervisor. Interns are not eligible for benefits or vacation days and are brought on as needed to support specific ministry goals.

In addition, all full-time and part-time positions are designated as either *Exempt* (salaried) or *Non-Exempt* (hourly) in accordance with the Fair Labor Standards Act. This classification determines eligibility for overtime pay and is noted in each employee's Salary and Benefit Proposal, which is reviewed annually.

Hiring of Relatives

We value both family and a healthy work environment. Immediate family members—such as a spouse, parent, child, or sibling—are welcome to apply for employment if they meet the qualifications for the position.

To help maintain clarity in roles, fairness in supervision, and a positive team dynamic, there are a few situations where we generally do not hire or place immediate family members:

- If they would work within the same ministry department as an existing family member
- If one would be supervising the other
- If one would be in a direct reporting relationship as a subordinate to the other

These guidelines also apply when considering internal transfers or promotions. Our goal is to make wise staffing decisions that support both our mission and the health of our team.

Hiring of Employees Under Age 18

NCC is glad to provide meaningful work opportunities for individuals under the age of 18, when appropriate. When hiring minors (those who are not emancipated or do not have a high school equivalency degree), we follow all applicable laws related to youth employment.

All minor employees must have a valid work permit on file, and NCC will maintain records to ensure full compliance. In accordance with legal guidelines, minor employees are only permitted to work during non-school hours.

Human Resources Records

We maintain a personnel file for each staff member to ensure that important employment information is properly recorded and managed. These files are the property of NCC, and access is generally limited to supervisors and management staff who have a legitimate need to review the information.

If you would like to review the contents of your personnel file, please let us know in advance. You are welcome to do so in the presence of the Executive Pastor.

Social Security Number Distribution

To ensure proper employee benefits and comply with government regulations, NCC is required to keep a record of employees' Social Security numbers. This information is shared only with necessary agencies or vendors and is handled with the utmost care and confidentiality.

Examples of organizations to which an employee's Social Security number may be provided include, but are not limited to:

- Payroll agencies
- Federal, state, and local tax authorities
- Health and life insurance providers (for current plans or bid submissions)
- Administrators of 403(b) retirement plans
- Long-term/short-term disability insurance providers

Updating HR Records

Employees are responsible for notifying the Financial Manager of any changes to the following information:

- Name
- Address
- Phone number
- Marital status
- Number of dependents or changes in dependent status
- Beneficiary designations for employee benefit plans
- Emergency contact information

Probationary Period

The first 90 days of employment are considered a probationary period. During this time, both you and NCC have the opportunity to assess whether the position is a good fit. At the end of this period, a performance evaluation may be conducted to discuss your progress and the future of the employment relationship.

While the probationary period allows for both learning and adjustment, it's important to note that employees are considered at-will at all times, meaning employment can be ended by either party, with or without notice or cause, during this period. All other policies outlined in this handbook apply during the probationary period as well.

Position Descriptions

At NCC, job descriptions play an important role in helping us meet staffing needs, manage compensation, and support training. They also help ensure clear communication between employees and supervisors about expectations and responsibilities. Here's how we manage job descriptions:

- Before starting, prospective employees will be provided with a job description to review, so everyone is on the same page from the start.
- Job descriptions serve as helpful guidelines and may be updated from time to time to reflect changing needs.
- Occasionally, employees may be asked to take on additional tasks that aren't part of their current job description. If these tasks become a regular part of the role, we will review the job description to make necessary adjustments.
- Any changes to the job description will be discussed openly with the employee.

Performance Evaluations / Annual Reviews

We value continuous growth and development, which is why we conduct annual performance evaluations for all employees. This process gives us the opportunity to provide meaningful feedback and support your personal and professional growth. The specific steps and procedures for the performance

review process will be documented separately and shared with each employee.

Throughout the year and during the annual evaluation, we use the 5 C's as a framework to assess your overall contribution and growth. This helps guide our support for both you and the organization moving forward.

- **Character** – The integrity and commitment to living for and walking with Jesus.
- **Calling** – The sense of purpose and direction that guides you in your work.
- **Competency** – The skills and knowledge you bring to your role.
- **Chemistry** – Your ability to work effectively with others and contribute to a positive team environment.
- **Culture** – Your connection
- and contribution to the values, mission and life of NCC.

Resignations

If you decide to step away from your role at NCC, we kindly ask that you give at least two weeks' notice. This allows us to plan for a smooth transition. Please submit your notice in writing to your supervisor, with a copy to the Financial Manager. Before your last day, we'll coordinate the return of church items like keys, credit cards, or equipment. We'll also schedule an exit interview to hear about your experience and gather any feedback you'd like to share. We ask that your two weeks include regular working time—not vacation days. Unused vacation or sick time can not be accrued and has no cash value and therefore will not be paid upon resignation. Employee benefits end on your final day of work, unless otherwise required by law.

General Payroll Information

At NCC, we aim to offer competitive wages that reflect the effort and contributions of each employee to the ministry. We value confidentiality when it comes to salary and wage details. We ask that employees respect this confidentiality, discussing compensation only with their supervisor, the Financial Manager, or the Executive Pastor.

Your salary or wage is established when you join NCC and is based on your role, skills, experience, and performance. Salary increases are considered based on merit or additional responsibilities and are not automatic with every review.

Paydays occur every two weeks for both salaried and hourly employees. Salaried employees do not need to submit time sheets. Hourly employees, however, may be asked to submit a timesheet every two weeks, detailing the days and hours worked, vacation days taken, and signed by both the employee and their supervisor. If a timesheet is missing, pay will be processed with the next cycle once the timesheet is submitted.

Payroll deductions are made in accordance with federal, state, and local laws, and for services such as health insurance and retirement contributions. These may include:

- Federal, State, and Local income tax withholding
- Social Security/Medicare
- Employee health/dental insurance
- Employee 403b retirement contributions

All employees are required to set up direct deposit for their paychecks. Pay stubs are available online.

By January 31 each year, NCC will provide a W-2 statement with the prior year's earnings and deductions, delivered to employee mailboxes unless otherwise requested. Please note, NCC does not offer pay advances on unearned wages.

BENEFITS



Employee Benefits Program

NCC offers a range of employee benefits to support our staff and the mission of our organization. These benefits are subject to change or discontinuation at the discretion of NCC and may also be adjusted in line with federal and state laws. If you have any questions about your benefits, feel free to reach out to the Financial Manager.

Eligibility for Benefits

Eligibility for benefits is based on employment status:

- **Full-time employees** are eligible for all benefits.
- **Part-time employees** (working less than 40 hours per week) are eligible for building use and wedding fee waivers, can opt to purchase Vision and/or Dental Insurance at their own expense, and may also qualify for a retirement contribution (*see the 403b Retirement Plan on page 14-15*).

Health Insurance & Health Savings Account (HSA) Plan

NCC offers a Health Savings Account (HSA) health insurance plan to full-time employees, effective on the first day of the month following your hire date. NCC covers 100% of the health insurance premium, and deductible amounts may vary each year. Additionally, NCC contributes to your HSA on a quarterly basis throughout the year. The deposit amount may vary annually. If you have any questions about your insurance coverage or HSA, feel free to reach out to the Financial Manager for assistance.

Short-Term Disability Insurance

NCC provides short-term disability coverage through MetLife to all full-time employees, effective on the date of hire. NCC covers 100% of the cost of this coverage. There is a 14-day elimination period during which the employee continues to receive full pay. After this period, the employee will receive 60% of their salary, with a weekly benefit maximum of \$500, for up to 90 days. If you have any questions about short-term disability coverage, please contact the Financial Manager.

Long-Term Disability Insurance

NCC provides long-term disability coverage through MetLife for all full-time employees, with the cost fully covered by NCC. There is a 90-day elimination period during which employees may receive short-term disability benefits (see above). Once this period ends, long-term disability coverage pays 60% of the employee's earnings, up to a maximum monthly benefit of \$6,000. If you have any questions about long-term disability coverage, please contact the Financial Manager.

Life Insurance and AD&D

NCC provides life insurance coverage to all full-time employees, which includes an accidental death and dismemberment (AD&D) benefit of \$15,000 for the employee.

Social Security

All non-pastoral employees are covered by the Federal Social Security Act. A percentage of your salary is deducted from your paycheck to cover your portion of Social Security, and NCC matches that deduction dollar-for-dollar. Pastoral staff are responsible for paying Social Security contributions privately, unless other arrangements have been made. In some cases, pastoral staff may be exempt from Social Security.

For more detailed information, please consult your tax advisor or contact the IRS directly.

403b Retirement Plan

NCC offers a 403b retirement plan that allows all staff employees to contribute tax-deferred dollars toward retirement through payroll deductions, up to the limits allowed by law. After six months of employment, eligible employees may also receive a monthly matching contribution from NCC each month.

The process of establishing a 403b retirement account and receiving financial investment advice is coordinated by an outside agency selected by NCC. For information on NCC's 403b plan, please see the Financial Manager.

Part-time employees may also contribute to a 403b retirement plan through payroll deductions. However, NCC matching begins only when the employee meets all of the following criteria:

- At least 18 years of age
- Employed at NCC for a minimum of six months
- Works and maintains at least 1,000 hours per year

For more details about the plan, contributions, or eligibility, please contact the Financial Manager.

Vacation Policy

At NCC, we believe time away from work is essential for rest, renewal, and recreation. Paid vacation is provided to give employees the opportunity to recharge and stay refreshed for the work of ministry.

Eligibility

Paid vacation is offered to full-time employees only. Part-time employees are not eligible for paid vacation.

Vacation Accrual

Vacation days reset each year on your date of hire and increase with tenure:

- After 6 months – 1 week per year
- After 1 year – 2 weeks per year
- After 5 years – 3 weeks per year
- After 10 years – 4 weeks per year

Vacation Guidelines:

- Vacation days must be used within the calendar year. Unused time does not roll over and has no cash value.
- When possible, we ask that vacations be planned to avoid missing three consecutive Sundays.
- To request vacation time, please follow these steps:
 1. Discuss your plans with your immediate supervisor.
 2. Submit a request using the vacation form on the NCC staff portal.
 3. Verify availability: The Financial Manager and/or Executive Pastor will confirm if the requested time is available.
 4. Approval: Once approved, both you and your supervisor will be notified.

Personal Retreat Days

NCC provides two personal retreat days per calendar year for all staff as a way to encourage spiritual health, renewal, and connection with God. These days are set aside for individual prayer, reflection, and personal spiritual growth.

Retreat Day Guidelines:

- Please discuss your plans with your immediate supervisor before scheduling a personal retreat day.
- It is preferred that these days are not taken consecutively or scheduled on or over a Sunday.
- Retreat days are tracked on an honor system in coordination with the Executive Pastor.

Comp Time

Comp time is intended to recognize and provide rest for employees who invest significant emotional, physical, or spiritual energy beyond their regular work hours—such as during camps, retreats, mission trips, or unforeseen ministry responsibilities.

- Comp time is not guaranteed in all circumstances and must be approved by both your immediate supervisor and the Executive Pastor.
- Whenever possible, employees are encouraged to adjust their schedules in advance if they anticipate working outside normal hours (e.g., a Friday evening event).
- Approved comp time should be used within two weeks of the extra hours worked.

Holidays at NCC

The following dates or revisions to these dates can be amended by the Lead Pastor each year as appropriate:

- *New Year's Day – *offices closed*
- MLK Day – *offices closed*
- Good Friday – *offices closed*
- Day after Easter – *offices closed*
- Memorial Day – *offices closed*
- *Independence Day - *offices closed*
- Labor Day – *offices closed*
- Thanksgiving Eve – *offices closed ½ day*
- Thanksgiving Day – *offices closed*
- Day after Thanksgiving- *offices closed*
- *Christmas Eve – *offices closed*
- *Christmas Day- *offices closed*
- *New Year's Eve – *offices closed*

*On years when these days fall on a weekend, holidays will be on either the preceding Thursday or following Monday as determined by the Executive Pastor.

Minimal Work Days

Depending on how Christmas and New Year's fall within the calendar week, the Executive Pastor or Lead Pastor may designate certain days during the holiday season as minimal work days.

These days are intended to provide the staff team with a slower pace and a chance to rest, while still ensuring that essential ministry needs are met. On minimal work days, employees are not required to be in the office but are expected to remain available to their team and supervisor —via phone or email—and to support Sunday gatherings or other critical responsibilities. If an employee plans to travel or be otherwise unavailable during a minimal work day, they should use official vacation time and coordinate plans in advance with their supervisor.

Sabbatical

At NCC, we believe in the biblical principle of sabbatical as a vital opportunity for spiritual, emotional, and physical renewal. Full-time Pastors and Ministry Leaders are eligible to request a sabbatical after completing a minimum of six years of service at NCC, unless an exception is granted by the Elder Board. For details on eligibility, criteria, and the approval process, please contact the Executive Pastor.

Paid Personal Time

At NCC, we understand that life includes moments that occasionally require time away from work. While we don't offer a set number of paid personal days each year, full-time employees may receive paid time off for the following circumstances:

1. **Personal Business:** From time to time, you may need to step away during work hours to take care of a personal matter. These occasions should be kept to a minimum, but we trust you to use this time wisely. Please let your supervisor know ahead of time when possible. If a full day off is needed, it should be taken as vacation time.
2. **Maternity / Paternity Leave:** Mothers are eligible for up to two weeks of paid leave following the birth or adoption of a child, based on their regular work schedule. With supervisor approval, any unused vacation time may be added to this leave. Fathers (or spouses) are eligible for one week of paid leave, also based on their regular work schedule.

3. **Bereavement:** In the event of a death in your immediate family, you may receive up to three paid days off to attend services and handle family matters. Immediate family includes a spouse, child, parent (including in-laws), sibling, or grandparent.
4. **Jury Duty:** If you're called to serve on a jury, we support you in fulfilling that civic responsibility. Please let your supervisor know as soon as you receive a summons so we can plan accordingly. You'll continue to receive your normal pay, in addition to any compensation provided by the court.

Paid Sick Time

At NCC, we understand that illness or injury can occasionally prevent you from being able to work. Rather than allocating a specific number of sick days each year, paid sick time is offered to full-time employees on an as-needed basis, allowing for a reasonable amount of time to recover and return to health.

Guidelines:

- Sick time is offered as a supportive benefit for times of genuine need, rather than as a guaranteed entitlement.
- Sick time is available as needed each year but does not carry over or accumulate over time.
- Because it is not accrued, unused sick time has no cash value and is not paid out at the end of employment.

If you are away from work for more than one week due to illness or a medical condition, you will need to submit a request for a leave of absence and provide documentation from your physician supporting the need for extended time away. In cases where a physician has documented a condition that renders you temporarily unable to work for an uncertain period, a request for short-term disability should be filed.

Leave of Absence

NCC recognizes that life circumstances sometimes require extended time away from work, and we are committed to supporting our staff through such seasons. A leave of absence may be granted under certain conditions, typically for employees who have completed at least one year of employment.

General Guidelines:

- Requests for leave should be submitted in writing to your immediate supervisor, explaining the reason for the leave. Whenever possible, please submit requests at least 30 days in advance.
- Approval, length, and any compensation related to the leave will be determined in accordance with applicable federal and state laws, and at the discretion of your immediate supervisor and the Executive Pastor.
- During a leave of absence, employees are expected to communicate any changes in their situation, including updates on their expected return date.
- Employees on leave of absence will be required to utilize all accrued vacation time at the beginning of the leave.
- Employees receiving compensation through temporary disability or a worker's compensation claim are not eligible for additional paid leave during that period.
- Upon return, employees will be reinstated to their previous position or to a comparable role with equivalent status and pay whenever possible.
- If an employee does not return to work at the end of the approved leave (including any extensions), it may be treated as a voluntary resignation.

Sick Leave of Absence

Employees who are unable to work due to a serious health condition—but who are not classified as disabled—may request a sick leave of absence. This type of leave may include medical situations such as pregnancy, childbirth, recovery from surgery, chemotherapy, or other similar conditions requiring extended care or treatment.

Personal Leave of Absence

A personal leave of absence may be granted when an extended time away from work is deemed by NCC to be in the best interest of both the employee and NCC. This type of leave may include caring for a seriously ill immediate family member, navigating a season of significant emotional stress, or other similar personal circumstances.

Building Use Waivers

As an NCC employee, you are eligible for a waiver of building use fees for private events hosted on church property. These events must be requested through the standard building request procedures and are subject to approval based on space availability. The waived fees cover building use and maintenance costs. However, employees are still responsible for providing honorariums or gifts for pastoral staff involved in ceremonies, as well as any additional honorariums or gifts for others assisting with the event. Employees are also responsible for any fees related to media support, food preparation, or catering services.

Continuing Education Assistance

NCC encourages full-time employees to continue their education and pursue training opportunities that will enhance their job performance and help them grow in their roles. Any requests for continuing education assistance must be submitted in writing to the Elders and Executive Team for review and approval, based on available resources. Please note that approval for continuing education assistance each year does not guarantee approval for the following year.

Continuing Education Provisions:

- NCC may contribute up to 75% of the cost, not exceeding \$4,000 per year.
- Eligible after 24 months of full-time employment.
- The employee's progress will be assessed through regular performance reviews with their supervisor. It's important to maintain a commitment to high standards of learning and growth.
- The maximum duration for assistance is 5 years.

- If an employee leaves Christian ministry before completing their education program, they would be expected to repay 50% of the amount contributed up to that point.
- Institutional approval from the Lead Pastor and supervisor is required.
- Incidentals such as travel, books, and materials may be reimbursed from the hospitality account of the ministry department.
- If travel is required for the program, the employee should plan and request additional vacation days as needed.

Conferences and Leader Development

NCC values the ongoing growth and development of its staff. To support this, NCC will sponsor one approved conference per year with an allowance of up to \$1000 for each staff member, provided it aligns with their role and supports the mission and vision of the church.

Staff who wish to attend additional conferences may do so under the following conditions:

1. **Approval:** Attendance must be approved by the staff member's direct supervisor and the Executive Pastor.
2. **Expenses:** All costs for additional conferences will be the responsibility of the staff member.
3. **Time Away:** If conference attendance requires time off, vacation time must be used.

Missions Trips Participation

NCC values and encourages staff participation in both local and global mission opportunities. Staff members who wish to participate but are not serving in a leadership role on a mission team, are permitted based upon approval by their immediate supervisor and Lead Pastor. In this instance, the staff person will assume responsibility for all missions' trip expenses just as any other participant not serving in a leadership role. Employees will receive normal wages for the time spent away without any impact to vacation benefits. If the staff member is approved to participate in more than one trip a year, vacation time should be used.

EXPECTATIONS



Hours of Work

At NCC, work schedules are determined by workload, ministry needs, and resource management. As a result, work hours may vary for each employee based on the specific demands of their role and how best they can serve the congregation. It's important to remain responsible, visible, and accountable for your work hours at NCC.

- Open office hours: Monday - Thursday: 8am - 4pm
- Core hours: Employees are expected to be in the office / reachable during these hours: Monday - Thursday: 9am - 3pm
- Sunday is considered a full workday for Ministry Directors and Pastors. They should plan to be onsite from at least 8am- 12pm.
- Time-off on Sundays must be handled as approved vacation time.
- Specific office hours may flex depending on weekly functions.
- Salaried employees are responsible for 40 hours / week.
- When outside the office during core work hours (ministry or personal time related) an employee shall notify (call or text) these people: (Receptionist, Immediate supervisor)
- If an employee chooses to work remotely during normal office hours, they should inform and obtain approval from their supervisor in advance of remote work needs.
- Additional times may be required as needed for ministry meetings and special events.

Attendance

Regular attendance and punctuality are important for the smooth operation of our team at NCC. Unless other arrangements have been made with your supervisor, it's expected that you will arrive on time each day and stay through the full workday. If an employee is absent for two consecutive workdays without notifying their supervisor, we may assume the position is no longer active, and the employment relationship could be ended. We encourage you to communicate with your supervisor if you need to be absent, so we can make any necessary arrangements.

Appointments

We understand that medical and personal care appointments are sometimes necessary during business hours. We encourage you to be thoughtful in scheduling these appointments to minimize any impact on your work and your team. To support your health and well-being, time taken for medical appointments will not count against vacation or sick leave, unless the appointment would keep you away from the office for an extended period of time. We trust you to use good judgment and keep open communication with your supervisor when scheduling appointments during work hours.

Meetings

All-staff meetings are scheduled to keep employees informed about policy updates, upcoming events, changes in systems or procedures, and staff developments. Attendance at these meetings is required for all employees. If part-time employees are unable to attend due to personal schedule conflicts, they may request an exemption. Additionally, part-time employees may adjust their work hours to make up for time spent in these monthly meetings, with coordination and approval from their supervisor.

Emergencies

In the event of an emergency involving family, friends, or the community, we encourage you to use discernment when balancing your responsibilities during work hours. Please communicate with your supervisor as soon as possible if such a situation impacts your ability to work.

Office Closings / Severe Weather

If North Canton City Schools are closed due to snow or hazardous road conditions, NCC offices will also be closed and all events (both on-site and off-site) will be canceled for the day. In cases where schools are closed due to extreme cold, the Executive Team will determine whether NCC offices and activities will be affected. If you believe that travel conditions are unsafe, we encourage you to stay home until conditions improve. Your safety and well-being are always a priority.

Dress and Personal Appearance

In general, our dress can be quite flexible as long as good judgment is applied. Keep in mind that the way an employee dresses as they engage with others communicates consideration and respect. NCC team members are encouraged to dress as appropriate to the role and the situation of the day. Also dress in a manner that upholds the integrity and image of NCC. Cleanliness, good personal hygiene and grooming are just great habits for everyone!

Hospitality

At NCC, we strive to create a welcoming environment that reflects the hospitality of the gospel. Our facilities are used by both internal and external groups, and it's important that we all contribute to maintaining a clean and organized space. Employees are encouraged to leave shared spaces, such as classrooms, better than they found them by cleaning up after themselves, returning furniture to its proper place, and ensuring all trash is removed. We all share responsibility for keeping our work areas and the facilities in a condition that supports both productivity and hospitality.

Confidentiality & Communication

As a part of the NCC team, you'll often be trusted with information that's personal or private—things like prayer requests, counseling conversations, health updates, financial matters, or other life situations shared in confidence. These are not just “details,” they represent real people who have entrusted us with their stories.

Please handle all such information with care, respect, and discretion. A simple rule: if it's not your story to share, don't share it—especially outside the staff team or without the person's permission. This includes conversations, emails, and anything posted online.

Keep in mind that digital communication—email, text, or social media—is never fully private. If you wouldn't say it in a staff meeting, it's probably best not to put it in writing. What we communicate online reflects not only on us personally, but also on our church. Let's commit to using digital tools in ways that are wise, respectful, and aligned with our mission and values.

Using Church Technology / Equipment

NCC provides tools like computers, phones, and internet access to help you serve effectively. These are meant for ministry-related work, though occasional personal use is understandable. We simply ask that you use good judgment and keep personal use minimal.

A few basic principles:

- All devices and accounts provided by NCC belong to the church.
- Anything you create, send, or store on them may be accessed or monitored at any time, if needed.
- Avoid installing outside software or hardware without approval.
- Never use church tech for anything inappropriate, disruptive, or disrespectful.
- All staff are expected to help keep church systems secure, avoid viruses, and report anything suspicious.

Use of Copyrighted and Licensed Materials

As part of our commitment to integrity and respect for the work of others, NCC staff are expected to honor all copyright and licensing laws. This includes avoiding unauthorized copying or use of printed materials, software, audio, video, or other media—such as photocopying books, duplicating CDs or DVDs, or using media without proper permission or licensing. Violating copyright laws not only puts the church at legal risk, but also compromises our witness and values. Because of the seriousness of this issue, knowingly disregarding copyright or licensing restrictions may result in immediate dismissal. If you're ever unsure whether something is permitted under copyright or licensing agreements, please check with your supervisor before proceeding. We're here to help you navigate it.

Expense Report Process

All expense reports must be submitted using the form available in the office. Please be sure to include all receipts for expenses, along with a brief description for each charge. These reports should be submitted by the end of each month to ensure timely processing. If reports are not submitted on time, credit card access may be temporarily suspended.

Church Credit Card Use

Church credit cards are provided to help staff manage ministry-related expenses. Please use them only for approved church purposes and not for personal purchases. All expense reports, including receipts and brief descriptions of charges, must be turned in by the end of each month. If an expense report isn't submitted on time, the card will be temporarily turned off until the report is received. Consistent misuse or failure to provide documentation may result in losing card privileges.

Personal Card Reimbursement

We understand there may be times when staff need to use personal credit cards for ministry-related expenses. In these cases, reimbursement is available for amounts up to \$500 without prior approval. If an expense exceeds \$500, please get approval from the Executive Pastor or Financial Manager before making the purchase. All reimbursement requests should include original receipts and a brief description of the expense.

Injury at Work

NCC provides Workers Compensation coverage for non-pastoral staff in accordance with state and federal laws. If a work-related injury or illness occurs, we'll work with our insurance provider to ensure claims are processed and any eligible benefits are provided.

If an injury appears life-threatening, call 911 immediately and follow any emergency instructions. For all other job-related injuries or illnesses, please report the incident right away to the Financial Manager so we can help guide you through the proper claims process. Waiting to report an accident could result in a denied claim.

Helpful Reminders:

- Report any work-related injury or illness as soon as it happens.
- Work-related incidents include anything that happens while performing your job duties for NCC, whether at the church or while traveling.

- If you're traveling for work and need medical attention, go to the nearest medical facility and contact the Financial Manager as soon as you're able.
- Return to work as soon as your doctor clears you—it's part of helping you and the team move forward well.

Responding to Outside Inquiries

From time to time, people outside the church may reach out with questions about our ministry, events, staff, or finances. When that happens, please follow these simple guidelines:

- If the request comes from a current or former employee, forward it to the Executive Pastor.
- If it's from the media (newspaper, TV, radio) about an event or interview, pass it along to the Executive Pastor or Lead Pastor.
- If the question involves church finances, send it to the Executive Pastor.
- If you're not sure who should handle it, connect them with the appropriate ministry leader or supervisor.

To help maintain clarity and consistency, please don't speak on behalf of the church regarding policies, beliefs, or finances—especially with media—unless it's been reviewed and approved by the Executive Pastor.

Ownership of Work Created at NCC

As part of your role at NCC, you may develop a wide range of materials—such as music, artwork, writing, training resources, designs, videos, or other ministry tools. If these are created during your working hours or as part of your job responsibilities, they are considered the property of NCC. This ensures consistent use and stewardship of resources that serve our mission.

By being part of the NCC team, you agree to assign to NCC any rights, including copyrights or related protections, to such work created in the course of employment. We also ask that team members refrain from working on outside projects for personal gain during scheduled work hours.

If you are developing something outside of your job role that you intend to retain personal ownership of, please submit a written exemption request to the Church Administrator and Lead Pastor before beginning the project. Without a written and approved exemption, the ownership of work created during your time at NCC remains with the church.

We're thankful for the creativity you bring to your role, and we want to steward it wisely for the good of our church family and community.

CONDUCT



Personal Conduct

We're more than just a workplace—we're a community of believers committed to following Jesus and serving others. As a staff team, we seek to reflect Christ in both our words and actions, living in a way that honors biblical values and strengthens our witness to those around us.

By joining the NCC staff, you are voluntarily agreeing to live by a standard of conduct that reflects the character of Christ. These expectations aren't exhaustive, but they serve as a guide for how we strive to treat one another and live with integrity.

As Scripture reminds us, we are called to cultivate the fruit of the Spirit: *love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control* (Galatians 5:22–24). These qualities should shape how we work together and relate to others in every setting.

At the same time, we are called to avoid behaviors that harm our witness or damage relationships. This includes things like:

- Dishonesty, gossip, or slander
- Profanity or vulgarity
- Sexual immorality, including adultery, pre-marital sex, or homosexual behavior
- Drunkenness or substance abuse (including hallucinogens or narcotics not prescribed by a doctor)
- Immodesty or inappropriate entertainment choices
- Possession or distribution of pornographic material
- Threats, violence, or demeaning behavior toward others

We ask employees to use wisdom and discretion in one-on-one interactions with members of the opposite sex—especially outside of normal work hours or in settings that could lead to misunderstanding or appear inappropriate. If a meeting is necessary for ministry purposes, we recommend choosing a public location and informing a supervisor ahead of time.

As a team, we're committed to growing in grace, guarding our integrity, and helping one another reflect Jesus in all we do. When these standards are not upheld, it may result in corrective action, including potential dismissal if necessary.

If you ever have questions about expectations or need support in a specific area, please don't hesitate to reach out. We're in this together.

Respect in the Workplace

At NCC, we're committed to creating a work environment where everyone is treated with dignity, respect, and care. Harassment of any kind—especially involving race, gender, age, disability, or sexuality—goes against our values and will not be tolerated. This includes unwelcome verbal, visual, or physical behavior that makes someone feel unsafe, threatened, or uncomfortable.

Harassment may include:

- Inappropriate jokes or comments
- Unwanted advances or physical contact
- Offensive images or messages
- Behavior that creates a hostile or intimidating work environment

If you experience or witness harassment, please report it promptly to the Executive Pastor or the Elder Board Chair. Every report will be taken seriously and handled with care and discretion. We're committed to investigating each report thoroughly and taking appropriate steps to resolve the situation.

We care deeply about creating a safe and respectful environment for everyone. If a concern arises, we're committed to addressing it with fairness and integrity. If someone's actions violate this policy, appropriate steps will be taken—up to and including dismissal—based on the nature of the situation.

Social Media Guidelines

NCC recognizes the value of social networking tools such as Facebook, blogs, Twitter, message boards, etc. as useful ministry and outreach tools. It is important to remember though the broad visibility of information communicated using these tools and the potential impact an employee's communication could have on their role as part of the Ministry Team of NCC.

Many people will associate any comments and views with a ministry role. Therefore we ask that employees observe the following guidelines.

Disclaimer

In some cases, it might be wise to include the following statement (or a similar one) on a blog home page or in a prominent location on a site: “The posts on this site are my own personal opinions. They are not read or approved by the leadership of NCC before posting and do not necessarily represent the views and opinions of NCC.”

Confidentiality

Always ask permission before reporting on conversations or meetings that are meant to be private or for internal use only. Do not disclose any information, pictures or videos that are confidential in nature. This includes information that will become public, but has not yet been announced or posted.

Good judgment

Remember that written content is public. Employees should always assume that their content can be read by co-workers, NCC volunteers and attendees, other NCC leaders, parents, children, spouse, and the attorney for the person who doesn't like you. Ask yourself if you are comfortable with all of these people reading what you plan to post. What employees write is their responsibility and they are legally responsible for their comments. If an employee chooses to identify themselves as an employee of NCC or to discuss anything related to the ministry, they should be clear about their role.

Employees should be careful that what they write would not impair their ability to work with a staff team, lead volunteer teams, speak with credibility to other churches, or represent NCC in the community. Remember that frustrations are best expressed in person. Sarcasm does not usually translate well, so NCC employees should use care.

We encourage NCC employees to respect their audience. Be thoughtful. Don't refer to volunteers, attendees, or vendors by name without permission. Don't post pictures of others without permission. Don't engage in any conversation that would not be acceptable in our workplace.

Choose topics wisely. There are some ideas that are best discussed in a personal conversation rather than a public forum. These might include political views and the church's stance or policy on certain topics. Don't allow posts to hinder someone's spiritual growth. Remember that most written content, even if retracted, is archived.

Discipline

Use of poor judgment in utilizing social media tools or abuse of confidentiality may lead to disciplinary action or possible termination.

AFFIRMATION



Acknowledgement

Every employee at NCC is asked to affirm the Employee Handbook upon their annual review with their supervisor. By signing, each employee understands that their affirmation is their commitment to the above mentioned criteria for employment at NCC for the upcoming year.
