

House On The Rock The Refuge

Workers Handbook

2015 Revision

Building Lives for Life with the Word of God

Dearly Beloved,

Greetings to you in the matchless name of our LORD Jesus Christ!

I am thrilled that you have chosen to serve as a ministry Worker at **House on the Rock, the Refuge (HOTR Refuge)**. It's my passion to see God use you along with other fellow members to glorify Him as we serve each other in the Spirit of the Ministry.

In applying skill of hand and integrity of heart in all aspects of our ministry, facilities and programs, we ensure that our Church continues making a significant impact in the lives of people for the glory of God. Each opportunity to serve offers you a place to belong to a smaller community of individuals, who share your passion for the Kingdom as you study the Word together, pray for one another and experience the power of building relationships while using your gifts to impact others.

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

Thank you for your spirit of servanthood that has truly made HOTR Refuge a church of which God and our ministry are proud. I look forward to working with you as we *"Build Lives for Life with the Word of God."*

In His Service,

Goodheart Obi C. Ekwueme
Senior Pastor

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SECTION 1: THE REFUGE CULTURE

1.1 FOUNDATION OF THE WORD

2 Timothy 4:2 states, "Preach the Word." The ministry of House on the Rock, the Refuge is built on the proclamation and application of the Word of God. Everything about HOTR Refuge...from its doctrine, philosophy, programs, and decisions has its origin in God's Word.

HOTR Refuge uses biblical principles to cultivate a Kingdom culture within the church so that members are equipped to live life as the Saviour intended and impact the world around them. To this end, HOTR Refuge has instituted a set of guidelines and principles for establishing a Kingdom culture and agenda for members, ministry Workers and staff that include:

- The Spirit of the Ministry
- Core Values of the Ministry

1.2 THE SPIRIT OF THE MINISTRY

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

1. The Spirit of Unity

To work in harmony toward a shared purpose and vision.

Make every effort to keep the unity of the Spirit through the bond of peace. Ephesians 4:3

2. The Spirit of Integrity

To possess a commitment to biblical truth and honesty, refusing to allow our character to be corrupted or compromised.

May integrity and uprightness protect me because my hope is in you. Psalms 25:21

3. The Spirit of Excellence

To work as unto the Lord with the highest degree of professionalism, productivity and skill.

...And every willing man skilled in any craft will help you in all the work. 1 Chronicles 28:21

4. The Spirit of Accountability and Discipline

To love, encourage and correct each other as we do the work of the ministry, each taking Responsibility for decisions and actions that impact the ministry.

So in Christ we who are many form one body and each member belongs to all the others. Romans 12:5

5. The Spirit of Servanthood

To demonstrate true humility by seeking, serving and protecting the wellbeing of others.

Each one should use whatever gift he has received to serve others, faithfully administering God's grace in its various forms. 1 Peter 4:10

6. The Spirit of Communication

To interact with each other on matters of the ministry in a respectful and timely fashion.

Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up according to their needs, that it may benefit those who listen. Eph 4:29

7. The Spirit of Joy

To have a positive, infectious, and cheerful attitude while performing assigned tasks and responsibilities.

Rejoice in the Lord always. I will say it again: Rejoice! Philippians 4:4

1.3 MINISTRY CORE VALUES

The following core values reflect the essential elements and priorities that ought to characterize the members of HOTR Refuge. It is through the practical application of these values that we make known the Spirit of the Ministry where attitudes and behaviour are aligned with the Word of God. The Spirit of the Ministry and its core values illustrate the divine connection between the spiritual and social characteristics of human behaviour. The Core Values (www.nuelife.se) are:

- Word
- Worship
- Warfare
- Network
- Excellence
- User-Friendliness
- Leadership
- Innovation
- Family Values
- Empowerment
- Social Relevance
- Embracing Diversity

1.4 SERVICE TEAMS

The service teams in the Refuge, their roles and functions are briefly highlighted below

LIST OF SERVICE TEAMS

- 1 Ushers Board**
- 2 Protocol**
- 3 General Services**
- 4 Tehillah Company**
- 5 Spiritual Warfare & Tactics (SWAT)**
- 6 Central Follow-up Network)**
- 7 Hospitality**
- 8 Evangelism**
- 9 Peal Gates**

- 10 Information
- 11 The Refuge Academy
- 12 Refuge Foundation Forces (RFF).
- 13 Refuge Media
- 14 Refuge Sound – Technical Department
- 15 Word & Sound Department
- 16 New Media
- 17 Oasis Resource Center.
- 18 Care Ministry.
- 19 Shelter Studios

MINISTRIES IN THE REFUGE

- 1 Kingdom Men’s Network (KMN)
- 2 Womam 2 Woman
- 3 Single & Mighty
- 4 New Life Fellowship
- 5 Couples Fellowship

1.5 SECOND MILE MINISTRY

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

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

Definition

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

Our Guiding Principles

- **Going the second mile** must become a goal, be viewed as an investment and become the responsibility of everyone. We shall instil the value of this with leaders, staff and ministry Workers and recognize commendable behaviour in serving one another.

- **The Spirit of the Ministry** sets the biblical foundation for the Second Mile Ministry. Our Ministry shall use every opportunity to infuse these biblical truths in the very fabric of our church environment and individual relationships.
- **The Church's core values and beliefs** shape attitudes and behaviour towards the ministry, fellow workers, ministry Workers, members, visitors and the community. A good public image begins with understanding the Church's values, beliefs and expectations and modelling that to the world around us.
- **Communication** is crucial to our success as a ministry. Developing effective tools to maintain lines of communication with the people we serve will help us do the work of the ministry well. By developing more effective ways to direct information to others and by providing clearer paths to receive feedback, our church will better address the needs and concerns of our fellow man.

1.6 HOTR'S COMMITMENT TO THE MEMBERSHIP AND WORKFORCE:

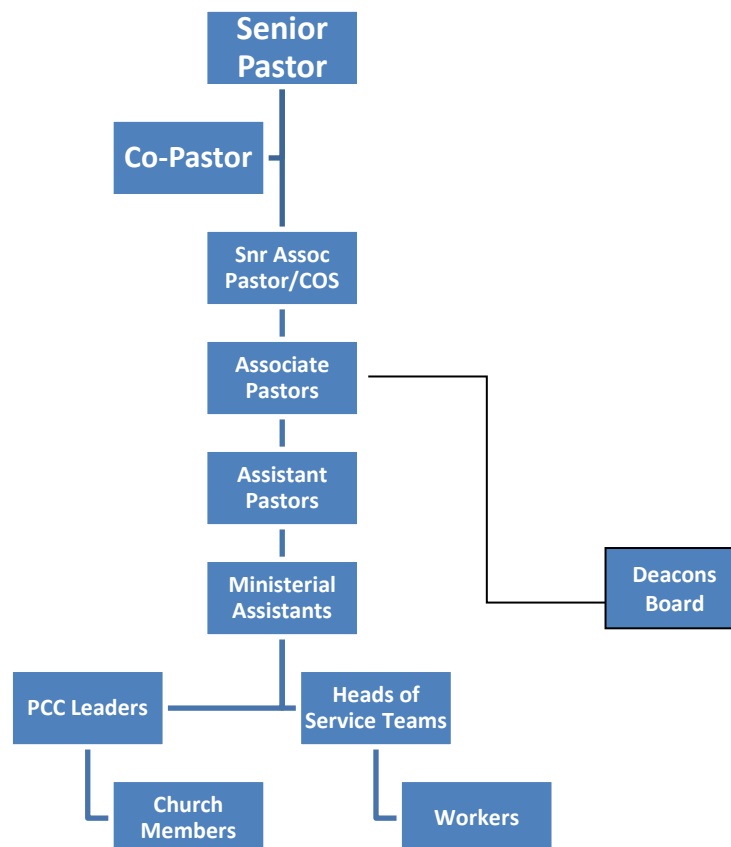
1. Our members need and want programs and ministry resources that have a divine purpose and impact, producing life-changing results. Consequently, HOTR Refuge will strive to provide the people we serve with spiritually impactful programs in a friendly, professional service oriented fashion.
2. HOTR Refuge understands that people need and want programs and ministry resources that are readily available or easily attainable. Therefore, we will maximize technology, streamline processes, and make use of directional signage, building amenities, transportation, and other means for the convenience of others to take advantage of ministry offerings.
3. HOTR Refuge will commit to only recruiting ministry Workers that profess faith in Jesus Christ and are called and equipped to do the work of the ministry. We realize the effectiveness of our programs is largely attributable to committed, talented and skilled persons and ministry Workers that are passionate about their work and the people they serve.
4. HOTR Refuge is committed to the continual spiritual, professional and relational development of our employees and ministry Workers. The level of investment we make in our human resources determines the level of quality service our employees and ministry Workers provide in meeting the needs, wants and interests of the people we serve.
5. Every person, irrespective of their role or position at HOTR Refuge, will be treated with dignity and respect. HOTR Refuge endeavours to serve and protect the wellbeing of all individuals that come in contact with us and interact with them in a courteous, professional manner.
6. HOTR Refuge understands that people may have questions related to the church's services, resources, and/or the ministry in general. We will to the best of our ability provide them with complete, accurate and timely answers to their questions.
7. HOTR Refuge will create a responsive environment in which we assist others with their needs in a timely fashion. We will establish operational standards for providing timely assistance, which includes reasonable timeframes for appropriate actions to specific requests. Staff and ministry Workers will regularly communicate with the people we serve when assistance can't be provided in the anticipated timeframe.
8. HOTR Refuge will protect the confidentiality of general and sensitive information related to the people we serve. The church will not share information about individuals served by the ministry to third parties without appropriate authorization and disclosure. Additionally, appropriate precautions will be taken to ensure the safety of our members and visitors during their time on HOTR Refuge's Facilities and/or while participating in church-related activities.
9. HOTR Refuge will make every effort to keep our members informed on the matters of the ministry and allow them the opportunity to convey feedback. We will use technology and

other modes of communication to accommodate two-way conversations with our members and visitors.

10. HOTR Refuge will reinforce regularly the Commission's core values with staff and ministry Workers.
11. HOTR Refuge will make use of reporting systems, Standard Operating Procedures, Biometric Attendance and Online Systems project Plans and event schedules as well as surveys, evaluations and the collection of data (letters, notes, and documented phone calls) to evaluate the level at which the spirit of servanthood operates in the life of our ministry.

1.7 HIERACHY OF REFUGE WORKFORCE

In the House of the Rock, the Refuge Structure, authority lines commence from the Mother Church, through the Senior Pastor of the Refuge, the Pastoral Team, the Ministerial Cadre, the Deaconate, the Service Team Leads and the Service Teams.

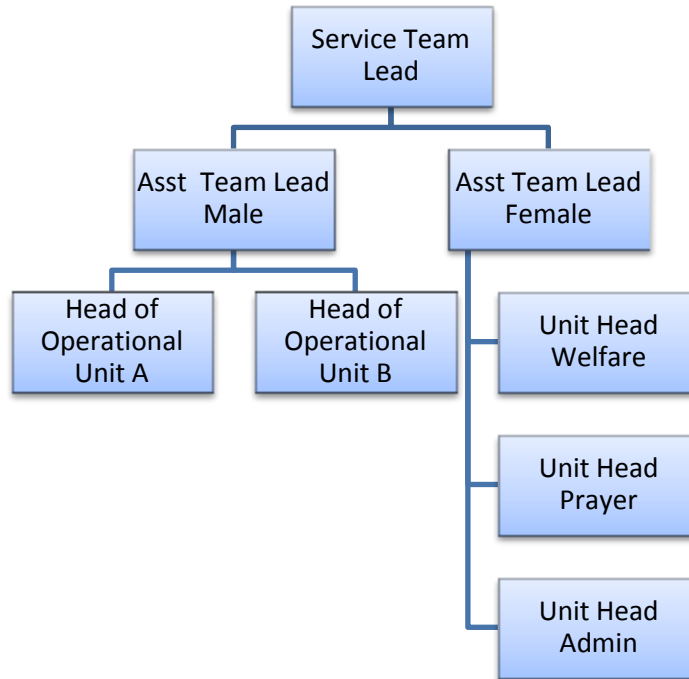


1.8 STANDARD HIERACHY OF A REFUGE SERVICE TEAM

The typical Refuge hierarchy revolves around a Leadership team comprising service team lead and two assistants, one male and one female. The male assistant will primarily manage the operational units of the service team, whilst the female assistant will provide management for the welfare and prayer and administrative units of the service team. The

actual number of operational units will depend on the size and complexity of the team operations and charter. The chart is basically a guide for standardization across Service teams

A unit head who reports to the appropriate asst. team Lead will head each unit. In the temporal absence of the team lead, one of the asst. team leads will automatically be expected to deputize. This sample org chart template for a service team is outlined below:



SECTION 2: WORKER IN CHURCH

2.1 DEFINITION OF A MINISTRY WORKER

An HOTR Refuge ministry Worker is defined as an individual who freely SUBMITS of their heart, time, finances and talents to assist HOTR Refuge in the accomplishment of its Vision and mission without expectation or receipt of financial compensation.

2.2 TEN REASONS TO SERVE

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

2.3 IMPORTANT QUALITIES AND COMMITMENT OF MINISTRY WORKERS

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

2.4 RECRUITMENT, SELECTION, ORIENTATION, AND TRAINING

Workers for HOTR Refuge Service Teams are primarily members of House on the Rock, the Refuge. Upon completion of the third level of HOTR Refuge's Academy (Finding the Rock 2) class, each person is captured in the church Biometric system as a worker-in-training and posted to a Service Team in which to serve as a Worker-in-Training. Members are expected to fulfil a commitment to serving in this Service Team Posting till the completion of the fourth and final level of the Academy, the Spiritual Authority class. After completing this Training Commitment, the worker is then given the opportunity to enlist for the Service Team of his/her choice following the process hereafter described.

There are special situations where members will be allowed to serve by approval of the The Senior Pastor, before commencing the Finding The Rock 2 Class. In those situations, members will be required, at a later date, to formally complete these required training steps for serving under the same guidelines set forth.

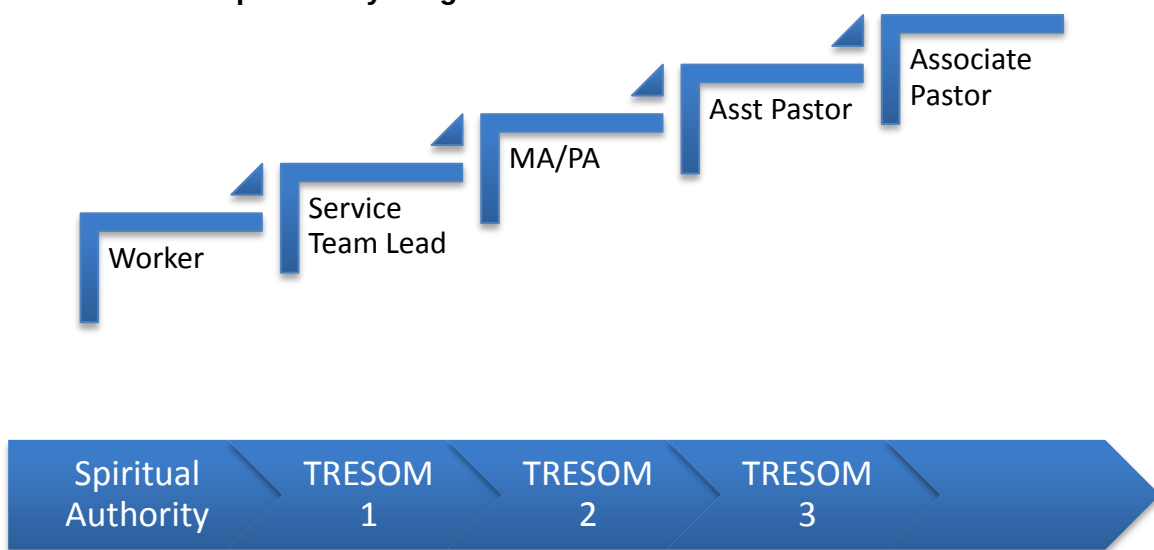
Our Worker enlistment process is as follows:

Workers-in-Training who have completed the Spiritual Authority Class:

- Completes a Worker application form picked up from the Refuge Academy;
- Completes a 3-Step interview process with the Refuge Academy Administrator, a Service Team leader in the Service Team in which the workers wishes to serve and the Ministerial Assistant/Assistant Pastor over the Service Team.
- Provides appropriate references and signs a release for a background check, if appropriate to the Worker position (such as the Pearl Gates Service Team);
- Once the selection process has been completed, the ministry Worker receives a follow-up letter/email from the Service team asking them to attend a one-day mandatory Service Team orientation. Some Service Teams will provide a special orientation beyond one day, based on specific job duties.
- Completes a mandatory orientation with the Service Team; and Reviews and signs the Worker Acknowledgment form.
- At the orientation, a formal appointment letter, a position description and a Worker Handbook will be provided for each ministry Worker. At the time of orientation, the following items are covered—in particular, the guidelines and the overall operations of the Church and the specific operations of the Service Team for which the worker is seeking to enrol.
- The service team then notifies the Church Office of the engagement and arrangements are made for the worker to be formally captured as a full worker in the Church's Biometric System and database. (Prior to this capture, the worker will be identified as a worker in training within the Church's Database)

- PCC leaders have a separate recruitment track outlined in the PCC manual
- A worker must have successfully completed Spiritual Authority and School Ministry Level One before he/she is qualified to be appointed as Service Team Lead or assistant.
- An Assistant Service Team Lead or Service Team Lead must have successfully completed Spiritual Authority and School Ministry Levels One and Two before he/she is qualified to be appointed as a Ministerial Assistant.
- A Ministerial Assistant must have successfully completed Spiritual Authority, School Ministry Levels One, Two and Three before he/she is qualified to be appointed as an Assistant Pastor

The Workers Responsibility Progression Track is outlined below:



2.5 QUALIFICATIONS OF MINISTRY WORKERS

In addition to the fulfillment of the Training and recruitment process highlighted in section 2.4 of this Handbook, it is expected that workers must satisfy the following general conditions. Every worker must be:

- Born again - John 3:3- 5.
- Sanctified - John 17:17, 1 Thess. 5:23.
- Filled with the Holy Spirit - Acts 1:8; 6:3.
- Baptized by immersion in water, - Matt. 28:19, Acts 16:15-16.
- A tithe-payer - Malachi 3:10.
- A cheerful giver - II Cor. 9:7.
- A proven soul-winner, - Mark - 16:15-16.
- Blameless and without blemish in the congregation - Phil. 2: 14-16.

2.6 GUIDELINES AND EXPECTATIONS

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

- Workers must of essence understand the structure in the department, in the church and obey all delegated authorities.
- Ministry Workers must perform assigned duties based on their Worker descriptions.
- If a Ministry Worker is unable to show up for a program, they should notify their Service leader at least 24 Hours in advance before the start of programs.
- Ministry Workers should always comply to the Dress Code stipulated by their Service teams on an event by event basis (That is Service Teams may stipulate different dress codes for different events)
- Ministry Workers must conform to the decent standards of dressing as stipulated by the Church and Service teams at all Church Programs. Lewd, indecent, tight, overtly form-fitting, skimpy, revealing and suggestive clothing should not be associated with ministry Workers for any reason and at any time during a church program or event.
- Ministry Workers must use proper language and exhibit a professional demeanour at all times.
- Ministry Workers may be asked to park in the area designated for them at specific events.
- Upon arrival at every Weekly or monthly Church Event, ministry Workers must clock in on the Church Biometric Attendance system.
- Ministry Workers may be required to vacate their seats during Service Times for guests and visitors in the course of special programs or outreach events.

In addition to the specific duties of a worker within a Service Team, general Ministry responsibilities are expected of every Worker outlined below:

- Offer Intensive prayers for:
 - The progress of the church: spiritual, numerical, financial etc.
 - The Ministry efforts of the Church.
 - The Pastors, Assistant Pastors, leaders and all their families.
 - All the members of the Mission as a whole, both old and new.
 - The restoration of all backsliders into the fold.
 - The Nation, Its Government, It leaders and its overall peace and advancement
 - The rapid expansion of the House on the Rock Mission as a whole and the particular local church of the workers.
 - All pregnant women for safe and easy delivery.
 - All barren women for quick answers to their prayers.

- All children in the Refuge for divine protection, wisdom from above, good health and spiritual development.
 - All Singles for wisdom and divine appointment as far as marriage and divine purpose is concerned
 - All Married Couples for the fulfillment of God's Kingdom agenda in every marriage
 - The workers themselves for steady spiritual progress and all-round prosperity.
 - All the sick, jobless and needy for recovery of health, job and prosperity.
-
- Contributing actively to the maintenance of the church buildings and its surroundings to maintain an atmosphere congenial to worship.
 - Contributing actively toward Missions and Church planting exercises.
 - Every worker is expected to be an active soul-winner and an incurable witness for Christ.
 - Every worker is also expected to be very active in the Church's door-to-door evangelism, missions, and outreach programs.
 - HOTR-Refuge takes its intercessory prayer responsibility as a Gate Church very seriously; therefore all Workers are expected to be actively involved in the Church's Prayer and Fasting Programs.

2.7 RECOGNITION AND APPRECIATION

Our ministry Workers are important to us! Without the support of dedicated, hardworking Workers, ministry work would not be possible. At the discretion of the ministry, there will be times when HOTR Refuge collectively expresses its appreciation for the ministry Workers. Amongst other incentives and In the course of every year, HOTR Refuge will endeavour to:

- Host an Annual Dinner party in honour of the Workers
- Organise special workers-only Personal Development/Skills acquisition and Entrepreneurial training events
- Offer special workers only discounts on all Ministry Resources, Books and Tapes sold in the Church's Bookstore.
- Provide occasional snacks and refreshments for Workers during special Meetings or programs
- Provide packed meals and Fruits to break fasts during communal Prayer Meetings held in the course of the Church's annual Fasting seasons of the Church.
- Provide Workers only discounts for use of the Church Event facilities for personal wedding receptions and personal Launch Events hosted by a Worker.

2.8 RECORD KEEPING

The Church will require ministry Workers to provide some basic personal information for our records. Information gathered about ministry Workers is useful in identifying Worker opportunities that will be both satisfying to the ministry Worker and helpful to the ministry

programs. Ministry Workers may be asked to provide the following personal information: emergency contact notification, home address, telephone number(s), email address, and acquired education and skills training.

A ministry Worker must inform their service Team of any change of address, email and/or telephone numbers. Failure to do so will prevent the ministry from keeping you informed of upcoming events, new Worker opportunities and other important information that may affect your involvement. Service Team must update Team members' information with the Church office at least twice a year.

2.9 MINISTRY WORKER ASSESSMENT

Ministry Workers and their Service Team leaders are encouraged to have on-going open and honest discussions about the ministry Workers' performance and goals. Ministry Workers may receive a formal assessment at any time at the discretion of the ministry leader. This allows for an opportunity for the ministry leaders to measure the service of the ministry Worker against the requirements of their position.

2.10 SERVICE RELEASE or TRANSITION OF WORKERS

HOTR Refuge acknowledges the service of all ministry Workers with the understanding that a ministry Worker may be reviewed and released or transitioned, based on the recommendation of the Service Team Leader and at the discretion of the Senior Associate Pastor, acting under the aegis of the Senior Pastor of the Refuge.

In general, workers seeking to transition from one team to another must obtain a signed letter of release from their current Service Team Leader.

A worker seeking to be released back to the Membership either as a result of extenuating circumstances or for reason of spiritual burn-out may write formally through their service Team Lead to the Chief of Staff, to express their desire for release following which their request will be considered in close consultation with the Pastoral Team. The final decision for release rests with the Senior Pastor.

Deacons and Deaconesses may also at any time be released, transition or have their appointments reviewed at the Discretion of the Senior Pastor as may be required or expedient. It is not a given that Deacons will remain in the position of a Deacon in perpetuity.

2.11 SERVICE RELEASE or TRANSITION OF SERVICE TEAM LEADS

Service Team Leads, appointed after the Official Publication date of this Handbook are appointed for a renewable tenure of Two (2) years.

Upon completion of this tenure, the appointment of the Service Team Lead may be renewed for another Two Year tenure at the discretion of the Leadership, otherwise he/she will return to the department to continue to serve as a worker. However, the leadership also reserves the right to elevate at its discretion after necessary trainings to the rank of Ministerial Assistant cadre or even transitioned to the Deaconate to serve on an "as-required" basis in perpetuity.

Service Team Leads, appointed before the Official Release Date of this Handbook will be deemed to have completed their Two year tenure exactly **One (1) year from the official**

release date of this handbook, which is one year from the date this Policy is signed into effect and released for distribution.

2.12 SERVICE RELEASE or TRANSITION OF MINISTERIAL ASSISTANTS

Ministerial Assistants, appointed after the Official Publication date of this Handbook are appointed for a renewable tenure of Two (2) years.

Upon completion of this tenure, the appointment of the Ministerial Assistant may be renewed for **another Two Year tenure** at the discretion of the Leadership, otherwise the Ministerial Assistant will be transitioned to the Deaconate to serve on an “as-required” basis in perpetuity. However, the leadership also reserve the right to elevate at its discretion after necessary trainings to the rank of Assistant Pastor Cadre.

Ministerial Assistants, appointed before the Official Release Date of this Handbook will be deemed to have completed their Two year Tenure exactly One (1) Year from the official release date of this handbook, that is one year from the date this Policy is signed into effect and released for distribution.

SECTION 3: GUIDELINES (Church-wide)

3.1 CHRISTIAN CONDUCT

As a part of the church membership process, each prospective HOTR Refuge member and/or ministry Worker affirms a personal relationship with Jesus Christ. At HOTR Refuge, we teach our members the principles of the Kingdom of God so they can learn to function under the authority of the Kingdom in every dimension of life. One of the greatest evidences of strong Christian character is self-control. Good Christian conduct should be exhibited by ministry Workers at all times whether during in direct ministry service or not. The conduct of members reflects directly upon Christ and the Church.

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

3.2 MINISTRY WORKER SCREENING

All ministry Workers may be subject to background checks and sex-offense related review, if appropriate to the position. Ministry Workers working in sensitive ministries will be asked to complete a consent form before a security check is run. Background checks may also include Worker history, education verification and licensure, and motor vehicle records, if appropriate for the Worker position.

Procedures:

1. All prospective ministry Workers who will be serving at HOTR Refuge are notified of these requirements when they apply for Worker positions.
2. Potential and current ministry Workers are expected to cooperate fully with the Worker screening process.
3. The Worker screening process may be conducted by an independent agency.
4. All offenses will be reviewed on an individual basis. Depending on the nature of the offense, individuals may or may not be able to Work in specific ministry areas.
5. In the event of an administrative error and/or a duplication of data, i.e., same name, all individuals have the right and opportunity to appeal any Worker association decision.
6. Individuals will have the opportunity to clarify or correct records by producing copies of final adjudication of procedures.

3.3 SAFE ENVIRONMENT

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

Procedures:

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

3.4 INJURIES WHILE WORKING

All ministry Workers are expected to follow appropriate safety guidelines while serving. If a ministry Worker is injured, he or she must immediately stop the activity resulting in the injury and seek first aid if necessary. Ministry Workers who become unable to serve because of an injury must inform the ministry leader as soon as possible for immediate action and reporting to Church appointed Facilities Manager.

3.5 USE OF HOTR REFUGE VEHICLES

Ministry Workers operating HOTR Refuge vehicles are responsible for the safe operation of the vehicle. At no time are drivers permitted to subject an HOTR Refuge vehicle to abuse through careless or reckless operation. Ministry Workers will be required to sign out and in vehicle keys. Drivers are required to notify their ministry leader of license suspensions or

revocations, and to report accidents or damage to organization vehicles within 24 hours. Failure to comply with vehicle safety standards may result in corrective action.

3.6 ATTENDANCE

HOTR Refuge expects all ministry Workers to be responsible for their attendance and promptness. Ministry Workers who are unable to report to shifts should notify their ministry leader at least two hours prior to their scheduled shift assignment. Any ministry Worker that incurs frequent absenteeism or excessive tardiness may be subject to corrective action.

3.6.1 ATTENDANCE AT SUNDAY SERVICES

- Arrival time for Sunday service is 6.30am prompt. Workers are to clock in on arrival. A **Grace** period of 30 minutes is extended to Nursing fathers and others with genuine excuses, which should have been communicated to the Service Team Lead prior to this time.
- Any worker that comes **late on a given Sunday service**, without prior notification of his or her Service Team Lead would be required to meet with His Service Lead to resolve the reason for his absence or face corrective Action.
- Any worker that is **absent on a given Sunday service**, without prior notification of his or her Service Team Lead would be required to meet with his Service Lead to resolve the reason for his absence or face corrective Action.
- When a worker **is absent on two consecutive Sundays** without permission or absents himself from two Sunday services without genuine excuse, a letter of warning from the Service Team would be issued to such a Worker,
- If the **absence of such a worker persists beyond two Sundays and/or is deemed chronic**, without genuine excuses and without permission, the worker will be summoned by the Ministerial Assistant overseeing such department. If this measure fails to address the issue then, such worker will receive a letter from the office of the Senior Pastor that refers he/she to face the Workers Disciplinary Board and automatically puts him/her on probationary suspension pending his/her appearance before the Board.
- Chronic Cases deemed exceptional will be referred by the Disciplinary Board to the Office of the Senior Pastor
- Service team heads will be required to escalate cases of chronic attendance by defaulting members as a complement to the Church's own biometric based attendance monitoring system.
- Attendance of Sunday workers pre-service prayer is compulsory.
- Workers-in-Training must attend their Refuge Academy classes before any commitment to any Service Duty, without exceptions.

3.6.2 ATTENDANCE AT THURSDAY SERVICES

HOTR Refuge expects all ministry Workers to record at least 80% attendance of Midweek Teaching Services held over the period of one month. Service Team Heads will be contacted to explain attendance records below this benchmark, to avoid corrective action from being meted out to the concerned members of that leader's Service Team in accordance with steps outlined in sub-section 3.6.1. Resumption Time for Thursday service is 5.30pm. Report of absenteeism in service by service team member is to be part of the standard service team report sent to the office of the Chief of Staff by close of business every Friday.

3.6.3 ATTENDANCE AT SPECIAL SERVICES

HOTR Refuge expects all ministry Workers to be in attendance at all special services, Conferences, outreaches and mission programs. As a rule of thumb, workers are expected to be at these events at least 30 minutes before the advertised start time, except otherwise specified by the Pastoral Team. Church reserves the right to query attendance at these events.

3.6.4 ATTENDANCE AT PCC MEETINGS

HOTR Refuge expects all ministry Workers to record at least 80% attendance of Pastoral Care Centre Meetings held over the period of one month. Service Team Heads will be contacted to explain attendance records below this benchmark, to avoid corrective action from being meted out to the concerned members of that leader's Service Team in accordance with steps outlined in sub-section 3.6.1.

3.6.5 ATTENDANCE AT MORNING GLORY MEETINGS

HOTR Refuge expects all ministry Workers to attend Morning Glory Meetings held monthly. Service Team Heads will be contacted to explain attendance records below this benchmark, to avoid corrective action from being meted out to the concerned members of that leader's Service Team in accordance with steps outlined in sub-section 3.6.1. Resumption time to Morning Glory for workers is 6.55am.

3.7 LEAVES AND OTHER ABSENCES

Workers may request for permission to be absent for an extended period of time in cases of maternity, childcare or work/business purposes, health, personal rest and spiritual rejuvenation. This request must be communicated in writing to the Service Team Leader and have the Senior Associate Pastor in Copy. The Leadership on a case-by-case basis will

consider each request. The approved duration for each situation is as listed below in the table below:

SN	Circumstances	Duration	Remarks
1	Maternity Leave	3 months	Where extended leave beyond the stated duration is required, each request will be considered on its own merit
2	Professional/Work related Reasons	4 weeks	
3	Rejuvenation	2 weeks	
4	National Youth Service	1 year	

The resumption of the worker upon the expiry of the long leave should also be communicated in writing by the worker to the same Church leaders no later than one week after the resumption. Extensions to any long leave should be duly communicated by email/letter at least a week before the expiration of the original leave time.

3.8 CONFIDENTIALITY

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

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

3.9 COMPUTER, EMAIL AND INTERNET USAGE

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

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

Procedures:

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

- Sending anonymous email messages
- Engaging in any other illegal activities

3.10 CORRECTIVE ACTION

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

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

- Follow-up Verbal or written warnings regarding an indiscipline or contravention of the Church's Guidelines
- Matters leading to Excommunication or Release from Worker service
- Transition to a different Worker position

Any ministry Worker that refuses to operate in accordance with HOTR Refuge's guidelines may result in corrective action up to release of Worker service.

3.11 DISCIPLINARY BOARD

To administer corrective Actions and undertake administration of disciplinary matters brought to it in respect of members and ordained workers in the church, a Church Workers Disciplinary Board shall be set up to:

- Receive evidence or proof of committals offence either verbally or in writing.
- Issue a written query to the indicated members.
- Give the indicated member fair hearing and allow him/her to defend the allegation.
- Hear witnesses where available.
- Act or recommend actions on its findings to the appropriate authorities.
- Invite the law enforcement agency (the Police), after due clearance from the appropriate authority, in the case of recovery of church's property or the need to effect an arrest.

3.11.1 MEMBERSHIP OF DISCIPLINARY BOARD

- The members of the Board shall be drawn from the Pastoral Team, the Ministerial Cadre and the Service Team Leadership

- The Board shall be made up of 5 persons, at least one of who must be a woman.
- The board shall be Chaired by the Senior Associate Pastor or in his stead or absence, an Associate Pastor
- The Board shall report to the Senior Pastor directly.
- The Senior Pastor reserves a right to veto the Recommendation or Administration of the Board.

3.11.2 TASKS OF THE DISCIPLINARY BOARD

The Disciplinary Board shall have the following responsibilities:

- a. Investigating disciplinary matters that may be brought against all levels of Church workers.
- b. Authorised to receive from petitions against any principal officer of HOTR.
- c. It is also authorised to take appeal cases on disciplinary matters refereed to it from the Service Team.
- d. It shall be responsible for conducting exhaustive and conclusive investigation on disciplinary cases brought before it.
- e. It shall recommend and administer appropriate sanction as provided in this mandate following the approval of the senior pastor.

3.11.3 ADMINISTRATION OF DISCIPLINARY SANCTIONS.

Appropriate penalties shall be meted to indicted officers in their various categories as specified bellow e.g. cessation of appointments, suspension, warning etc. for any level of officer including associate pastors, ministers and leaders. Where any of the key officers of the church is convicted of the under listed offence the following sanctions shall apply in their listed groups.

CATEGORY A (Relief of Appointment or Excommunication).

- Heresy/Apostasy - unrepentant departure from bible standard and preaching it
- Open confrontation with church authority and leadership.
- Established Outright stealing from church including embezzlement and duping of church
- Rape

CATEGORY B - Suspension from Duty for a very extended period of time

- Use of Hard Drugs
- Sexual Promiscuity
- Sale of Alcohol
- Promotion of Gambling
- Robbing members of their financial substance (including illegal solicitations of funds)
- Marital unrest such as physical abuse and domestic violence and absconding from home.
- Adulterous relationship
- Fraudulent business deals
- Proven Violent conduct within and outside church premises

Category C - Suspension from Duty for a period of time

- Gambling
- Attempted fraud
- Sexual harassment
- Chronic Absenteeism over a six month period

Category D - Written Warning

- Consistent lateness to church meetings and related activities without due permission (for church worker/service team members)
- Monthly Quarterly review of promptness will qualify for a written warning
- Indecent dressing
- Use of Tobacco and related substances

3.11.3 GENERAL POLICY

- 2 written warnings will lead to higher sanctions including suspension.
- Every business deal between brethren must be legally contracted and the church will never take responsibility for any business fall out.
- In case of proven wrong accusation, the offender is to tender a written apology to the offended

3.11.4 PROCEDURES FOR RESTORATION

- Show of Remorsefulness of the offender
- Completion of Professional Therapy/Counselling Sessions where applicable

- Letter of apology
- Restitution where applicable
- Recommended books and tapes with summary of lesson learnt/book review
- Extended time of prayer with Prayer Teams
- Completion of dictated time in Refuge Academy
- Mandatory Church Attendance during the period

3.11.5 RIGHT TO APPEAL AND RESPECT FOR DISCIPLINARY AUTHORITIES

These two levels of administering disciplinary measures shall permit desiring members to appeal decisions of The Disciplinary Board to the Office of the Senior Pastor. This can be expressed if a worker is dissatisfied with the decision of the Board.

Where a worker disregards or dishonours this extensive internal opportunity to resolve or correct wrongs done either against self, other members or against the Church, such a worker shall be excommunicated from the church as provided.

3.12 DRESS CODE

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

3.13 DRUG AND ALCOHOL USE

HOTR Refuge shall maintain an environment that is free of drugs and alcohol. The use of drugs or alcohol endangers the health and safety of the user and others, and can cause a loss of efficiency and productivity or a disruptive environment. Ministry Workers are prohibited from the use of illegal drugs and alcohol at all times and places. A violation of this drug, alcohol and tobacco free environment/policy will result in corrective action.

Definitions

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

includes, but is not limited to, marijuana, cocaine, opiates, amphetamines, and phencyclidine.

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

Prohibited Behaviour

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

3.12 EMAIL DISTRIBUTION LISTS

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

Procedures:

- 1. All e-mail distribution lists are generated through Church Office. Ministry Workers are not allowed to create their own email distribution lists from the ministry's customers.
- 2. All group email correspondence to distribution lists must have the prior approval of the Ministry Head before dissemination.
- 3. Email distribution lists must not be shared with persons, organizations or companies outside of HOTR Refuge without the approval of the Senior Pastor. If such an approval is ever granted, only authorized staff will be permitted to share email.
- 4. Ministry Workers shall not have access to e-mail distribution lists without prior approval from the Ministry Head. Ministry Workers (directors and leaders of small groups) that have authorized access to email distribution lists, should be oriented in the Church's guidelines with a signed statement to that effect.

5. No Email or SMS blasts may be initiated without the due authorisation of the Church leadership
6. Ministry Workers should notify a ministry leader upon learning of violations of this guideline.

3.14 GRIEVANCE

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

Procedures:

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

3.15 HARASSMENT FREE ENVIRONMENT

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

3.16 WORKPLACE VIOLENCE

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

Procedures:

- All ministry Workers should be treated with courtesy and respect at all times.
- Ministry Workers are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.
- Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of HOTR Refuge without proper authorization.

- Conduct that threatens, intimidates, or coerces another ministry Worker, employee, customer, or a member of the public at any time, including off-duty periods, will not be tolerated.
- This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.
- All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your Service Team leader. This includes threats by ministry Workers and employees, as well as threats by visitors, clients, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.
- All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near where you are serving, do not try to intercede or see what is happening.
- HOTR Refuge will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.
- In order to maintain workplace safety and the integrity of its investigation, HOTR Refuge may suspend ministry Workers pending investigation.
- Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt termination of Worker service.

3.17 SMOKING

HOTR Refuge provides a safe and healthy environment. Smoking is prohibited at or on any of the church's facilities or properties or in any church-owned vehicle. It is understood that Ministry Workers are prohibited from smoking and the use of tobacco resources at all times and places.

Procedures:

- Ministry Workers will not provide, distribute, or facilitate any access to tobacco resources.
- Ministry Workers will not use tobacco resources on church campus and/or during program activities at any location.
- Ministry Workers will prohibit individuals from using tobacco resources on church

Facilities, the program site or during structured program activities at any location.

- Non-compliance with this guideline by ministry Workers should be reported to a Service team Leader or his/her designee for appropriate action, including notifying the ministry leader of the infraction.

3.18 SOLICITATION AND DISTRIBUTION

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

3.19 SERVICE DAY CLOSURES

The Senior Pastor or his designee may close the church for programs due to inclement weather, security disturbances or due to an emergency on days other than regularly scheduled holidays. Should this occur, every attempt is made to notify ministry Workers using SMS, a telephone message center and/or announcements on the HOTR Refuge website.