



POLICY MANUAL 2020

Approved by Church Council January 27, 2020

Facility Use Policy Fee Structure Reviewed and Approved by Board of Trustees December 10, 2019

Mission Statement

Helping People Know the Love of Jesus

Vision Statement

One community sharing God's Love to make followers of Jesus to serve all people.

Slogan

Know Jesus ~ Love All

Values

Worship ... Connect ... Serve

Centering Scripture

Matthew 28:19-20

This policy manual has been compiled to aid Staff and all committees to work more efficiently within the guidelines of the church, its policies and its programs. If you have questions, contact the staff member responsible for your area.

1/28/2020



Office Open: Monday - Thursday 9 a.m. - 4:30 p.m.; Friday 9 a.m. - noon

STAFF

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Rev. Jack Gibson	Associate Minister-Congregational Care	ext. 240
Rev. Tim Morrison	Music Minister	ext. 229
Rev. Sharon O'Connor	Senior Associate Minister- Congregational Care	ext. 227
Rev. David Rangel	Associate Minister-Community Engagement	ext. 249
Rev. John Richardson	Associate Minister- Congregational Care	ext. 250
Carol Brady	Director of Friday NITE Friends/Special Needs	ext. 247
Chris Brunt	Organist	ext. 233
Dave Bryan	Executive Administrator	ext. 286
Jim Carter	Director of A/V & Computer Services	ext. 246
Elise Castellanos	Asst. Director-Christian Day School	ext. 264
Gary Center	Facilities Staff	ext. 237
Virginia Compton	Database Services	ext. 265
John Cravens	Director of Youth Ministry	ext. 223
Eric Czechowski	Director of Youth Worship	
Kathy Egan	Connectional Ministries Assistant	ext. 230
Veronica Felts	Coordinator of Children's Ministry-Elem.	ext. 281
Joy Ferguson	Music Ministry Assistant	ext. 266
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Colleen Gardner	Communications Assistant	ext. 278
Kelly Graeber	Executive Director of Connectional Ministries and Evangelism	ext. 261
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Tiffany Hosey	Director of Care & Prayer Ministries	ext. 265
Wendy Hunte	Coordinator of Children's Ministry-Preschool	ext. 273
Barbara Hutson	Director of Treasured Times	n/a
Carol Johnson	Front Office Coordinator	ext. 221
Corey Krick	Social Media Specialist	ext. 234
Clay Liebrum	Graphic Designer	ext. 259
Stephanie Mills	Director of Missions	ext. 239



Lynda Morrison	Children's Music Ministry Coordinator	ext. 272
Anne Neeley	Business Admin./Asst. to Senior Minister	ext. 236
Kelly Rose	Associate Director Youth Ministry	ext. 252
Lisa Schafer	Director – Christian Day School	ext. 256
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Programs

All programs, fundraisers, functions or activities of the church must have a staff sponsor and be ministry approved (eg: Children's Ministry programs must have a staff sponsor and be approved by the Director of Children's Ministry). Email ideas for all new programs and/or fundraisers to the Business Administrator. Fundraisers will be taken by the Business Administrator to the Finance Committee for approval.

Scheduling an Event

1. The church building is available for meetings only to groups that are programs of the church, are church-sponsored and/or have been approved through the Business Administrator. (See attached Facility Use Policy to be used by outside organizations.)
2. All events, whether a meeting, an all-church event, worship service, wedding, funeral, or an off-site event, must be added to the church calendar by your staff sponsor using the EventU Reservations System.
3. By using EventU, we will be able to insure the availability of a room and ensure appropriate HVAC, room setup, etc. is in place. All areas of the church are considered a room (Kitchen, Narthex, etc.). Only church-sponsored events will be publicized in church communications.
4. Information must be submitted to your staff sponsor 10 days prior to an event but can be made for any **future** event if date, time and location are correct and firm. Your staff sponsor will double-check dates in EventU, then direct the request to the Director of Facilities, Director of Children's Ministry and/or Director of A/V if those services are being requested.
5. If there is a conflict with your event reservation, your staff sponsor will try to find another room for you to use.

Modifying/Canceling an Event

Let your staff sponsor know of any cancellations/changes as soon as possible. Child care must also be cancelled/changed (if previously requested) by emailing the staff sponsor, who will communicate all changes as appropriate.

Room Set-up

1. If you need the room you have reserved set up in a particular layout, let your staff sponsor know as soon as possible. Your staff sponsor will see that the layout is requested through the EventU system, or by leaving a drawing that you provide (with name and phone number legibly printed on it) with them.
2. Only church-sponsored activities will be facilitated.
3. Rooms may be set up for you Sunday afternoon through noon Friday.
4. A 10-day lead-time is required; less than 10-day lead time may result in room set-up being done by the person(s) using the room.



Room Clean-up

All areas are set up with Sunday morning in mind. Do not use a room that you have not requested and change the room set-up; this will cause a problem for the people scheduled to use the room on Sunday morning.

Communications and Publicity Statement of Philosophy

Custer Road United Methodist Church is a thriving, active community of believers in Jesus, passionate about their faith and ways to involve others. We have many events, causes and opportunities, and we desire to be wise and good stewards of our various publicity outlets. All of our ministries are important. However, there are some that are what could be called signature ministries of our church, things for which we are known in the community, are unique to Custer Road UMC, or are tightly integrated with our five pillars – being Disciple Makers, Family Builders, Missionaries, Evangelists and Worshipers. As such, our commitment for communications and publicity is not fairness but appropriateness.

Publicity Outlets

There are various outlets to publicize events at Custer Road UMC. The best publicity is always a personal invitation. Other outlets include our website, social media, hallway monitors, video announcements, bulletin announcements, email lists, ministry blogs, outdoor banners, bulletin boards, advertising, brochures/printed material, mailers and/or slides that run prior to worship services.

Publicity Procedures and Policies

1. All publicity requests must come through the staff sponsor responsible for that ministry area. Lay leaders are encouraged to publicize events and ministries, but should do so through the appropriate staff sponsor. Requests should ideally be submitted electronically as this improves clarity, follow-up and dissemination to staff responsible for executing the publicity. (Requests by staff to the Communications Team must always be submitted electronically.)
2. Requests should be clear, succinct and compelling. When possible, a story or testimony component is recommended. Publicity should also have a clear action point, whether that be a sign-up, encouragement to attend, give or volunteer. A good announcement has a clear next-step. Anticipate questions, such as child care availability, how a payment or donation can be made, what web page can provide more information, who to contact or how to sign up. Our goal is to have our website be our communications hub, so if there is an opportunity to create or use an existing web page, we should seek to direct people there.
3. **Deadlines:** For publicity that needs to happen on a Sunday morning, the deadline is 13 days earlier (on Monday morning, by 9 a.m.). This 13-day lead time should be understood to apply to all other publicity requests as well (not just those with a Sunday



- morning deadline), provided they do not involve extensive creative work, such as a logo design or video being shot.
4. The Director of Communications has discretion to edit or modify publicity requests and determine what the most appropriate media are.
 5. Bulletin inserts (separate sheets) will not be allowed unless approved by the Worship Committee.
 6. Only events that are directly run by or closely affiliated with our church will be publicized. Any exceptions to this must come from the Senior Minister or the Director of Communications.
 7. Outside events that are hosted at the church are not publicized. It is the responsibility of the outside organizations to do their own promotions.
 8. Fundraising events or campaigns must have *prior* approval of the Business Administrator and the Finance Committee.
 9. All publicity must point to Sunday morning tables for complete information, sign-ups and money collections, if needed.
 10. Any once-a-month ongoing event may be publicized the week prior as space allows.
 11. Weekly and ongoing events may be publicized through the ministry's webpage and the calendar system on our website.
 12. Requests need not be only for an event. At times it may be fitting to simply build awareness about a cause or ministry.
 13. Hiring or job position announcements may only be made for church positions, and must go through the Business Administrator. Any and all publicity for staffing needs must go through the Business Administrator and the Communications Team.
 14. Social events for small groups or Sunday school classes will not be publicized by the Communications Team. Classes and small groups should promote such events internally.
 15. Some publicity may not require the involvement of the Communications Team. Many ministries have their own social media accounts, blogs, or email lists. However, the policies here also apply to those outlets. For example, a ministry may not promote a fundraising event without the approval of the Business Administrator and the Finance Committee. Publicity using these ministry-specific outlets must still go through the staff sponsor responsible for that ministry area. This provides accountability and allows dialogue should changes need to be made. Ministries are encouraged to utilize the Communications Team for guidance and consistency. Ministry-specific outlets are still a part of Custer Road UMC. As such, the Director of Communications may, at their discretion, halt, modify or advise ministry areas regarding these tools.

Social Media Guidelines

1. The creation of social media pages, accounts, ministry websites, blogs, newsletters, advertising or other means of communication by specific ministries is generally discouraged, though not outright prohibited. Such outlets may not be created without the knowledge and approval of the Director of Communications. If approved, though they may be run by laity or staff, they are still under the auspices of the Director of Communications who reserves the right to modify or remove said outlets, or re-assign administration of said outlets.



2. Many publicity outlets also have the ability for two-way communication. Social media posts can be commented on, forwarded, replied to and even debated. This kind of engagement is encouraged. However, there is always the potential online for profanity, harassment, rudeness or threats. The Director of Communications reserves the right, for any reason, to delete, remove, hide, or disable comments and to edit posts.
3. **The church will not provide links from the church website to websites created by other individuals or businesses. Some links may be approved by the Business Administrator to appropriate websites and/or servers in order to accomplish internal business such as background checks or other like business.**

Printing and Graphic Design Guidelines

Custer Road UMC has a number of in-house printing options available to us, including a large format plotter, digital press, cutter and copy machines. We also use outside vendors for some brochures, mailings and banners. Because of material and labor costs involved, there are policies in place to help us be the best stewards of God's resources.

1. All printed materials representing CRUMC must be approved by the Graphic Designer in order to maintain CRUMC's visual image.
2. Print requests follow most of the same guidelines as publicity requests listed above. They should come through the Staff sponsor overseeing that ministry area. The staff sponsor will know the online procedures for making a print request.
3. Printing may be billed to the ministry area or to the Communications Department, depending on the task. The budget should be clarified between the ministry area and the Communications Department prior to printing.
4. Ministry areas may provide their own designs. However, these are subject to the approval of the Communications Department.
5. Publicity requests may require graphic design work. While there is a 13-day lead time needed for general publicity requests, if a project is larger or requires extensive design work, a consultation should be scheduled with the Director of Communications and the Graphic Designer.
6. The Communications Department will not be responsible for designing or printing curriculum for small groups or Sunday school classes.

Video Requests

1. Special videos may be produced for a ministry area's webpage, to enhance an announcement or for other reasons. Due to the time and complexity sometimes involved, a consultation with the Director of Communications should be scheduled at least forty-five (45) days in advance.
2. Classes, curriculum, and training sessions will not be recorded.



Media / Journalistic Contacts

1. No staff member is authorized to speak to the media on behalf of the church.
2. Any requests from media should be forwarded to the Director of Communications.

Welcome Center(s)

1. There are several Welcome Centers throughout the first floor of the building.
2. All Welcome Centers must be manned by a staff member or pre-approved volunteer during our Sunday worship services.
3. All Welcome Center collateral needs to be kept up to date.

Computer Check-In Stations

1. Computer check-in stations are to be used by authorized individuals/organizations for check-in purposes only.
2. The staff sponsor responsible for each ministry area and at least one other designated person should be fully trained on how to use check-in as it pertains to their ministry area. It is the responsibility of each ministry area to make sure that a trained person is available each time the system needs to be used for their ministry needs.
3. Each ministry area will be responsible for purchasing labels and/or reimbursing another ministry area depending on the quantity used.
4. Check-in stations can be set up on a schedule to power on automatically. However, it is the responsibility of each ministry area to log off and completely shut down the stations at the end of the day or event. The Check-In Coordinator will maintain a master list of which stations will be powered up at what time and who is responsible for shutting them down.

Building and Property Policies

The church property and grounds are the responsibility of the Board of Trustees. All areas of the church are multi-purpose rooms and are used by many groups in the church. No group “owns” a room and decisions to move groups to other appropriate areas are made using relevant criteria.

Open Carry Policy

1. The official position of the United Methodist Church is that every church is a weapon-free zone, under Resolution #5011, 2008 Book of Resolutions.
2. Custer Road’s policy is that **openly carried guns will be prohibited on church property.**
3. In reference to the recently passed law in Texas effective January 1, 2016 allowing Texans to openly carry handguns in their belt or shoulder holsters, the following notice will be posted on church property: ***“Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun,) a person licensed under Subchapter H, Chapter 411, Government Code (Handgun Licensing Law), may not enter this property with a handgun that is carried openly.”*** This notice will comply with Texas law with block letters at least 1 inch high and be printed in English and Spanish.



Security Guard

1. There is a Security Guard on duty every day of the week from 4:30 p.m. until the last group leaves, or 10 p.m.
2. For events when the church office is closed, the chairperson of each program should work with the appropriate Ministry staff sponsor about un-locking and re-locking the building and/or classrooms for any meeting or function.

Opening & Closing the Building (Keys and Key Cards)

1. Facilities staff will open designated doors upon arrival in the morning. The Security Guard on duty will lock the building upon departure. Building security is every staff member's responsibility.
2. Chairpersons or other appropriate volunteer coordinators will be issued outside door keycards or inside door keys if needed for events, programs or meetings. Upon completion of a term as the chair, or when rotating out of a volunteer position, the keycards or inside door keys must be returned to the Business Administrator. Never pass a keycard or inside door keys on to the succeeding chairperson or volunteer coordinator.
3. Staff is responsible for recovering keycards or inside door keys when a lay person rotates out of a position and returning it to the Business Administrator, or seeing that the lay person does so.
4. Keycards and inside door keys are the property of Custer Road United Methodist Church, and while a keycard or inside door keys is in a chairperson's or volunteer's possession, they are responsible for it. Keycards or inside door keys should not be loaned to anyone or duplicated under any circumstances. If a keycard or inside door keys is lost or stolen, the chairperson or volunteer coordinator will immediately contact the Business Administrator. If the chairperson or volunteer coordinator is no longer a regular attender of Custer Road or is requested to return the keycards or inside door keys before the agreed upon date, it will be returned immediately.
5. To possess keycards or inside door keys to Custer Road UMC is a privilege, and with it comes a personal responsibility to make sure that you follow the rules:
 - if you open it, close it.
 - if you turn it on, turn it off.
 - if you unlock it, lock it up.
 - if you break it, admit it.
 - if you can't fix it, call someone who can.
 - **if it belongs to someone else and you want to borrow it or use it, get permission first.**
 - **if you use it or borrow it, return it.**
 - if you value it, take care of it.
 - if you make a mess, clean it up.
 - if you move it, put it back.
 - if you don't know how to operate it, leave it alone.
6. Assignment of a keycard or inside door keys is not an assessment of value but of need. When a chairperson's or volunteer coordinator's need for a keycard or inside door keys has been



determined to no longer exist, please do not interpret the request to return the keycard or inside door keys as a diminishment of value.

East Parking Assistance

1. Police Officers shall be on duty directing automobile and pedestrian traffic Sunday mornings to maintain safety.
2. Officers shall work from 8:15 a.m. to 12:15 p.m.

Heating & Air Conditioning

Our energy management system requires that information be entered into EventU for any activity using the facilities. This will provide heat/air conditioning for your meeting in the building. Likewise, EventU must be used for activities being changed or cancelled.

Care Of Interior Walls

1. The suitability of any item to be attached to an interior wall must be approved by the Board of Trustees or the Director of Facilities, and must be installed under supervision. The content of what is on the wall is determined by various committees/groups.
2. In order to preserve the paint and condition of the interior walls, extreme care must be taken in attaching materials to walls. It is requested that nothing be tacked, pinned, taped, stapled, etc. to any walls inside or outside the church.
3. No room or wall shall be painted, upholstered, etc. without prior approval of the Board of Trustees.

Furniture & Fixtures

1. The Trustees will have responsibility for approving any furniture and fixtures to be used in the Church's building. Notify the Director of Facilities of any needed repairs to the Church buildings or fixtures.
2. No equipment or furnishings (tables, chairs, audio/visual equipment, etc.) may leave the church premises.

Care Of Grounds

Many hours are put in to make our grounds functional and attractive. Damage to any of the grounds will not be tolerated and fees will be charged to the area or person responsible for damage. Contact the Director of Facilities with any questions.

Controlled Substances

No alcoholic beverages or drugs considered controlled or illegal substances shall be brought onto or consumed on Church property. *This includes parking lots.*



Use of Rooms

Kitchen

1. The kitchen is treated as any other room. To use the kitchen, you must ask the appropriate Ministry staff sponsor to reserve it through the EventU system.
2. Do not leave items on the counters. Label all personal items (name & phone number) so that they may be identified. Encourage persons in your group to retrieve marked items within one week. After that time, they will become church property or be discarded.
3. Cups, paper plates, sugar, coffee, etc. must be provided by your group. There is no “*general supply*” of disposable items in the kitchen.
4. Do not leave leftover food items in the refrigerator or the kitchen. Take them with you or dispose of them in the dumpster. Any unlabeled item left in the refrigerator more than one week will be thrown away.
5. Dish towels, dishcloths and potholders are not provided.
6. Put all trash items from your activity in the dumpster outside as soon as your activity is finished.
7. All dishes, pans, etc. must be washed, dried, and put away by your group. The Director of Facilities and/or other maintenance personnel *are not* responsible for kitchen clean up.

Narthex

1. Set-up for the Narthex (area outside the Sanctuary) is designed to accommodate Sunday morning fellowship. Use of this area during the week must be on the church calendar (through the EventU system).
2. Groups may not schedule the use of the Narthex prior to 12:30 p.m. on Sundays.
3. The Welcome Centers in the Narthex store information about current programs of the church. ***Only Custer Road related items are allowed in these areas.*** A staff sponsor or a volunteer at one of the Welcome Centers will help visitors or members find out about the programs that Custer Road has to offer.

The Commons

1. Set-up for the The Commons (the east breezeway along Custer Road south of the Narthex) is designed to accommodate Sunday morning fellowship. Use of this area during the week must be on the church calendar (through the EventU system).
2. Groups may not schedule the use of The Commons prior to 12:30 p.m. on Sundays.
3. The Welcome Center in The Commons stores information about current programs of the church. ***Only Custer Road related items are allowed in these areas.*** A staff sponsor or a volunteer at the Welcome Center will help visitors or members find out about the programs that Custer Road has to offer.
4. No more than three (3) tables per Sunday will be allowed. The facilities staff will set up the tables and they will be covered with uniform tablecloths. No other tablecloths should be used.
5. To use a table to present information or take sign-ups for an event on Sunday mornings, ask the appropriate Ministry staff sponsor to reserve a table for the dates you need; information and/or sign-ups may have a table for not more than three (3) consecutive Sundays. Reservations are on a first-come, first-served basis. All information must be



current and a sign-up sheet available, if needed. *Do not take a table that is not reserved for you or set one up on Sunday mornings without checking with the appropriate Ministry staff sponsor.*

6. Someone from your area must be behind the table to take reservations, sign-ups, etc. from 8 to 8:30 a.m. and after **all** Worship Services. A collection of items does not require someone to be at a table. (ex: Food Drive, etc.)
7. **All** exchange of money will take place at these tables, unless **prior** approval has been obtained through the Business Administrator and the Committee on Finance. Exceptions may be made when The Commons area is otherwise occupied, allowing for exchange in Breezeways or the Upper Room.
8. Signs or banners to promote your area may be set on tables. No banners or signs may be taped, pinned or stapled to the tables or walls without the permission of the Trustees.
9. *No advertisement or publicity for a "product" for sale from a profit-making organization can be attached to or set on tables.*
10. Special requests can be submitted to the Business Administrator for review and approval. Call the appropriate Ministry staff sponsor with special requests or for more information.

Worship Spaces (Sanctuary, The Venue, Upper Room)

1. All requests for use of worship space must be made to the Worship Coordinator. Use of worship space during the week must be on the church calendar (through the EventU system).
2. Requests are subject to suitability of the event and the availability of the Sanctuary, The Venue and/or Upper Room.
3. Groups may not schedule the use of any worship space prior to 12:30 p.m. on Sundays. The Upper Room is not available for use on Sundays, except for Youth Ministry programming.
4. No programming may take place adjacent to worship space during worship-related services.
5. There will be a custodial fee charged to the user group; this includes wedding receptions.
6. The Worship Coordinator will determine if there is a need to submit proposed requests to the entire Worship Committee for approval. Requests submitted to the entire committee are to be in written form, including the purpose and text of the program.
7. After approval of the Worship Committee, it is the responsibility of the requesting ministry or group to make sure the event is scheduled on the church calendar using the EventU system.
8. *Sunday morning worship services take priority over all other church activities regarding the Sanctuary and The Venue.*
9. *Youth Ministry activities take priority over all other church activities regarding the Upper Room.*
10. Worship area vestments must not be substituted.
11. All A/V systems will be operated only by trained A/V personnel.
12. There shall be no food in the Sanctuary or The Venue, including the Choir Loft (exception: Holy Communion).



Weddings

1. Weddings are scheduled by submitting a Wedding Inquiry Form found on our website. Submission will be sent to the Wedding Coordinator and dates reserved as the church calendar allows.
2. Weddings are offered for members and non-members. A building use charge will be added to a non-member's wedding fees.
3. No secular or recorded music will be used.
4. No alcohol, controlled substances or illegal substances will be allowed on Church premises before, during or after a wedding.
5. The church is a non-smoking facility. ***This includes parking lots.***
6. Weddings will be governed by the Wedding Policy Manual.

Office Procedures

During the week the church is a place of business with many people in and out of the offices. Many staff people, as well as many volunteers, are on-site producing material used for programs during the week and on Sunday morning.

Contact the appropriate Ministry staff sponsor or the Front Office Coordinator to make sure there is room that day or that hour to accomplish what you need to do for your area. Copy machines and computers are used by staff, or volunteers working for staff, and are available only at certain times.

Office equipment (telephones, copy machines, computers, printers, postage machines, etc.) are intended for church use only.

Computers – Offices and Christian Day School

1. *The computers in all office areas and/or the Christian Day School can be used by staff only.* Volunteers who have been trained and/or approved by staff can use computers when available.
2. All church-owned computers are to be turned off / closed down when you leave for the day to prevent unauthorized use.
3. Volunteers will need to work around staff schedules for computer time and arrange, in advance, with their staff sponsor, a convenient time for them to do computer work.
4. The staff sponsor will then need to check with other staff in their office as to when the computers are available to make sure there are no conflicting times.
5. If used by a volunteer, the appropriate staff sponsor must be available to supervise. Any computer work must be church-related.
6. No youth or children are allowed on computers, unless directed by an authorized adult.
7. Computer usage shall also be governed by the following guidelines:
 - a. Copyright: All users are expected to follow existing copyright laws. The Church takes seriously the commandment "You will not steal."
 - b. Attempting to log on or logging on to a computer or email system by using another's password is prohibited. Assisting others in violating this rule by sharing information or passwords is unacceptable.
 - c. Improper use of any computer, the network, or the internet is prohibited. This includes (but is not limited to) the following:



- Submitting, publishing or displaying any defamatory, inaccurate, racially offensive, abusive, obscene, profane, sexually oriented, or threatening materials or messages either public or private;
 - Using the network for financial gain, political or commercial activity;
 - Attempting to or harming equipment, materials or data;
 - Attempting to or sending anonymous messages of any kind (this includes “chat rooms”);
 - Using the network to access inappropriate material;
 - Knowingly placing a computer virus on a computer or the network;
 - Using the network to provide addresses or other personal information that others may use inappropriately;
 - Accessing of information resources, files and documents of another user without authorization.
8. Individuals who are found using computers and/or the Internet for any other purpose will be banned from Church computer use and Internet access at the church building.

Copy Machines

1. There is one copy machine in the Administrative Office, one in the second floor Staff workroom, one on the second floor in the Children’s Ministry office, and one on the second floor in the Music Staff office. They are available for the use of church-related work.
2. Staff will be glad to help church members with their church-related copying, but availability of the machines may be limited on certain days. Call the church office to see when time is available and schedule an appointment.
3. If used by a volunteer, the appropriate staff sponsor must be available to supervise. Any copies must be church-related.
4. The machine in the Administrative Office cannot be interrupted when copying large projects.
5. On Sunday mornings, the copy machine in the Children’s Ministry office is available for use by teachers.
6. The copy machine in the Administrative Office is available on Sunday mornings *with staff supervision only*.

Clerical

1. Volunteers will type or perform other clerical tasks if enough lead-time is given. It is necessary to allow two weeks for the work to be finished.
2. All work needs to be given to the Front Office Coordinator. Please indicate the person and phone number to call when the work is completed.
3. A typewriter or computer is often available for use by volunteers who need to type for their classes. Please call ahead to arrange a time with the Front Office Coordinator.

Mailing Procedures - Postage

1. Postage for large mailings and for daily use is purchased by the Front Office Coordinator and used by all the Ministry work areas.



2. Metered mail must have an account code. All metered mail is dated.

Mailing Procedures - Daily Mail

Outgoing mail is placed in the post office bucket in the first floor workroom. Check to see if there is sufficient postage on the heavier pieces. Generally, one envelope and four sheets of paper are the limit for one stamp.

1. Do not send mail without zip codes or apartment numbers, as it will be returned.
2. Mail must have a return address.
3. Mail is picked up at the outside mailbox. Larger packages are delivered to the Front Desk. Our service comes from the Wildcat Station at Independence and Parker Road.

Mailing Procedures - Bulk Mail

Mailings that consist of more than 200 pieces and that are not personalized in any way will be sent bulk, unless specifically requested to be sent first class.

1. The Front Office Coordinator has complete instructions on preparing bulk mailings. The forms needed to accompany the bulk mailing can be obtained from the Front Office Coordinator.
2. A receipt must be returned to the Front Office Coordinator, certified by the Post Office, so your ministry area will be charged the correct amount for the mailing.
3. Check with the Financial Director to verify that the church has sufficient postage funds on credit so that the mailing will be accepted.
4. You must take all bulk mailings to the Bulk Mail Center at the Main Post Office at 14th and Jupiter.

Mailing Procedures – Pitney Bowes PresortXtra

Mailings that consist of more than 500 pieces but do not qualify for bulk mail rates due to personalization of enclosed materials (i.e. contribution statements, pledge confirmations) can be sent at a reduced rate through Pitney Bowes.

1. Reduced mail rates apply to mailings up to 3 ounces.
2. Mail must be scheduled for pick-up with Pitney Bowes at least 24 hours in advance.
3. The posted date must be for the following date after pick-up.
4. A Customer Pick-Up Form must be completed.
5. Mail must be left with the Front Office Coordinator prior to the scheduled pick-up time.

Name Tags

Name tags are made for new adult members when they join Custer Road. Name tags may be purchased by Sunday school classes for their regular membership roster, but should be stored in their respective classrooms or at their home.

Membership Lists

1. In order to protect our members' privacy, membership lists and member information will not be given out to any non-Staff individuals.



2. Staff will not provide, share, email nor distribute communications to or which use church members' information unless the communication is expressly used for and in support of a church-sponsored ministry.
3. Member information includes names, addresses, ages, birthdates, emails, phone numbers, etc.
4. If you are working on a project as a volunteer and need members' addresses and/or phone numbers, see the appropriate Ministry staff sponsor or the Executive Administrator.

Church Equipment - Audio/Visual

1. Equipment is to be used on church property and for church activities only. Equipment will not be allowed off the church property.
2. Contact the appropriate Ministry staff sponsor to reserve use of A/V equipment. That staff sponsor will see if the AV equipment is available.
3. A ten (10) day lead time is needed to ensure the equipment is available on a first-come, first-served basis.
4. Requests for equipment **will not** be taken after 12 noon on Thursdays for the following Sunday.
5. *The appropriate Ministry staff sponsor is responsible for set-up of equipment and for returning equipment to the locked storage area.*
6. Only persons trained with proper use should use equipment.
7. Notice of repair of any A/V equipment should be made immediately to the Director of A/V. Repair cost will be deducted from the responsible work area budget, if necessary.

Ministry Safe

The congregation of Custer Road United Methodist Church, in accordance with the North Texas Conference of the United Methodist Church policies, is committed to providing a safe and secure environment for all minors and vulnerable adults who participate in ministries and activities sponsored by the church. The following policy reflects our congregation's commitment to preserving this church as a holy place of safety and protection for all who would enter and as a place in which all people can experience the love of God through relationships with others.

No one who has been convicted of abuse (either sexual, physical, emotional or neglect) may volunteer to work in any church-sponsored activity. Volunteer information as well as the Volunteer Application process, which also authorizes a background check, can be found in the attached Child/Youth/Vulnerable Adults Protection Policies and Procedures document.

Child Care Policies

1. Child care arrangements must be made through the Director of Children's Ministry.
2. Child care requests must be made by the staff sponsor through the EventU system ten (10) days prior to the beginning of classes, Bible studies or any other event.
3. Reservations for child care **MUST** be turned in to the Director of Children's Ministry by the staff sponsor four (4) days prior to the event. Child care providers will be scheduled



based on the number of children who have a reservation. Child care will be available *only* if there are four (4) or more children with advance reservations.

4. Child care is not available for Sunday school class parties or outings, weddings, funerals, or other off-site events. All exceptions must be approved by the Director of Children's Ministry.
5. In order to ensure privacy for our child care providers, no names and/or phone numbers of said providers will be released by our staff or volunteers.
6. Only approved parents/guardians may sign a child in and out - not brothers or sisters. This is for the child's protection.
7. Nursery and/or preschool rooms will not be utilized without notification and approval of the Director of Children's Ministry and will be staffed by the same. Preschool rooms will be used only for preschool activities.
8. Two or more child care providers will be required at all times during scheduled child care. See details in Section III of the Two Adult Rule policy on page 40.
9. Child care is for children ages ten (10) years and under. The Director of Children's Ministry must review all exceptions (i.e. children between the ages of 10 and 13).
10. Age-appropriate rooms for child care are designed specifically for such use and have been identified by the Director of Children's Ministry. These are the only rooms available and are not available for other types of meetings or usage. Other rooms are NOT to be opened or other equipment used for child care purposes. Questions about these rooms should be directed to the Director of Children's Ministry.

Preschool and Elementary Policies – Sunday Morning

1. Children participating in our Sunday school program must have a parent or other responsible adult on site.
2. To ensure a safe student/teacher ratio, we ask that all children be placed in their assigned classroom. The Director of Children's Ministry must review all exceptions.
3. All preschool children must be dropped off and picked up from their assigned classroom by a parent or responsible adult.
4. All children in kindergarten through fourth grade must be picked up at the end of their Sunday school hour by a parent or approved adult. Any exceptions must be communicated to the teacher by the parent or guardian. Children in fifth grade must have a signed release on file before they can be released without a parent or guardian.
5. Children in the nursery and preschool may stay as long as care is needed, or 12:15 p.m., whichever comes first. Children in kindergarten through fifth grade may only attend *one* hour of Sunday school.
6. The 8:30 a.m. children's Sunday school hour will end by 9:30 a.m. The 9:45 a.m. children's Sunday school hour will end by 10:45 a.m. Children should be picked up promptly.
7. From time to time a child's behavior can disrupt the Sunday school lesson. At such times, both preschool and elementary children may first be given a verbal warning by the teacher. If the behavior does not change after positive reinforcement and redirection, immediate action may be taken to have one teacher supervise a time-out for the child apart from the group. An elementary child may be asked by the teacher to sit outside the



classroom within view of the teacher until he/she can correct the behavior. If the behavior continues in subsequent weeks, the teacher will consult with a staff member and the parent will be called. If the behavior continues after the parent is contacted, the parent will be asked to stay in the room with the child during the Sunday school hour.

8. Age-appropriate rooms for the Elementary and Special Needs Sunday school programs are designed specifically for those groups and are not available for other types of meetings or usage. Questions about these rooms and their intended use should be directed to the Director of Children's Ministry or the Director of Special Needs.
9. Equipment in the Elementary and Special Needs classrooms is to remain in the room it belongs in. Only persons trained in the proper use will be allowed to use said equipment, including, but not limited to the popcorn machine, A/V equipment, computers, etc. Training in operation of this equipment must be provided by a Children's Ministry team member, or the Director of Facilities.
10. There shall be NO food or drink other than popcorn and water brought into the Elementary Cinema on the Mount room.

Preschool and Elementary Policies – Indoor Play Structure

1. Use of the Indoor Play Structure is for church ministries and/or church-sponsored or related programs. It is not open to the general public unless otherwise previously and specifically arranged through the Business Administrator. It may be opened to the general public during specific church-wide outreach events such as Vacation Bible School, Fall Festival or other specifically designated church-wide events
2. Children's Ministry will retain exclusive use of the Indoor Play Structure on Sunday mornings.
3. The Indoor Play Structure is designed for children ages 2 to 11, and shall not be used by those older than fifth grade.
4. Adult Sunday school classes or Bible study classes who wish to use the Indoor Play Structure as part of a class social event may do so provided it is reserved through the EventU system.
5. The Indoor Play Structure will not be used as part of a children's birthday or other party.
6. Safety rules are posted and will be followed at all times. Disobeying safety rules may result in a child's removal from the Indoor Play Structure. Continued disobedience of safety rules may result in permanent loss of a child's play privileges.
7. There shall be NO food or drink brought into the Indoor Play Structure.
8. All groups using the Indoor Play Structure must complete the Cleaning Checklist found at the Children's Welcome Desk at the conclusion of their use of the structure. The structure will be cleaned in accordance with standards set by the Director of Children's Ministry.

Preschool and Elementary Policies – Other

Parents leaving children for non-Sunday school events should complete the appropriate registration and/or medical release forms.

Sunday morning Elementary classes and Special Needs classes take priority over all other church activities regarding the above-referenced rooms.



General rules of use (cleanliness, supervision, etc.) apply to the Elementary and Special Needs classrooms. Abuse of these rooms will result in a billing for cleaning or repairs, or a refusal of future use of the area.

Adult Sunday School Class Organization and Leadership

1. Each class is responsible for its organization, including leadership, teacher/s and teaching style in consultation with the Director of Adult Ministry.
 2. The recommended minimum leadership consists of the offices of president, membership, curriculum, fellowship and mission. Committees should include curriculum (program/study) and greeters.
 3. Officers should be selected in August of each year to serve a one-year term beginning September 1 and should have a strong commitment to serve.
 4. The class leaders are expected to attend leadership trainings focused on strengthening and growing the Adult Sunday school program.
 5. Each class develops its own mission project(s) and is responsible for the financial and human resources support for the project(s). *It cannot be assumed that other classes or groups within the church will support the project(s).*
 6. Every class is expected to meet each Sunday in the assigned room and is responsible for providing drinks and food as decided upon by members. If a class is not going to meet, advance notice must be given to the Director of Adult Ministry.
 7. Adult Sunday school classes are encouraged to use the following practices:
 - Split collected funds 50/50 with the class and the church;
 - For those classes opting to have checking accounts, two class members should have signing privileges;
 - Checking accounts should have address information as follows:
CRUMC- *class name*
6601 Custer Road
Plano, Texas 75023
- Classes will be asked to submit year-end reports that will summarize their financial activity to the Director of Adult Ministry no later than September 15 of the following year.

Adult Sunday School Teachers and Curriculum

1. Each class is responsible for maintaining teachers. The class may choose to “self-teach” using class members or may recruit a trained teacher. Anyone teaching a class longer than two weeks must be a member of Custer Road and approved through the office of the Director of Adult Ministry. *Guest speakers who are not members of CRUMC must be pre-approved through the office of the Director of Adult Ministry. Teachers do not have to serve as class officers.*
2. The teacher should be allowed a minimum of 30 minutes to present the lesson. This allows 15 minutes for fellowship and announcements. It is recommended that the teacher start the lesson promptly at the beginning of the session and announcements can be made at the end. *This will assure the teacher opportunity to impart the lesson for which the teacher prepared.*



3. Sunday School classes are expected to use United Methodist curriculum. Curriculum should deal with distinctive Christian ways of approaching life consistent with the United Methodist tradition. Topical studies (curriculum) should last a maximum of 7 weeks and should be varied to meet the needs and interests of all members. (*The Director of Adult Ministry may authorize exceptions to this in advance of presentation.*)
4. Custer Road respects the design of the studies we use. If a Bible or small group study is designed to be taught in one-hour increments, then it is appropriate for both Sunday school classes and small groups. If a Bible or small group study is designed to be taught in more than one-hour increments, then it is appropriate only for groups outside the Sunday school hours.
5. Teachers and other class leaders are encouraged to frequent the Adult Ministry Resources Room (B10) for samples of approved curriculum resources.

Adult Sunday School Special Programs and Retreats

1. Classes are encouraged to promote participation in special **Sunday programs** offered periodically through the office of the Director of Adult Ministry. *Suggestions about topics and speakers are welcome.*
2. Requests for classes to combine or relocate on Sunday morning for a special program will be considered on a case-by-case basis through the office of the Director of Adult Ministry. *Requests should be submitted at least four weeks in advance to allow for necessary review and logistical arrangements.*
3. Class **retreats** or other off-site plans for classes should be approved through the office of the Director of Adult Ministry. Wherever possible, off-site class retreats are recommended for Friday and Saturday only, with Sunday morning reserved for regular class and worship attendance. *If the class must be gone on Sunday morning, every effort should be made for class to be held for any class members who are not attending the retreat and to accommodate any visitors who might attend that Sunday.*

Adult Sunday School Fellowship Events

1. Fellowship events sponsored by an adult class and held either in the church or outside the church must be coordinated with the church calendar through the office of the Director of Adult Ministry. *Any event sponsored by a class is seen as church sponsored and as such carries the church's name and reflects upon the church and its membership.*
2. **Because alcohol, controlled and/or illegal substances can be a "stumbling block" in many ways to many different people (I Cor. 8:9), it is recommended that no alcohol, controlled or illegal substances be served, consumed, or purchased at any official class party or social. If a class sponsors an event and invites others from the church to be a part of the event, under no circumstances shall alcohol, controlled or illegal substances be served, consumed, or purchased at that event.**

Adult Sunday School Class Room Assignments

1. Room assignments are reconsidered at least once a year by the Director of Adult Ministry. Classes must move periodically to facilitate an appropriate distribution of space. Every attempt is made to move as few classes as possible.



2. Each class has one hour of classroom use on Sunday mornings. 8:30 a.m. classes may use the room until 9:30 a.m.; 9:45 a.m. classes until 10:45 a.m. and 11 a.m. classes until 12 noon. Each class is asked to respect the class with which the room is shared. Class members should not attempt to enter their classroom until the designated time if it is still in use by others.
3. Multiple groups use classrooms during the week; therefore, rooms should be left clean and in good order. Modifications to rooms cannot be made without approval. Requests should be submitted to the Director of Adult Ministry.

Bible Studies

1. Custer Road respects the design of the studies we use. If a study is designed to be taught in one-hour increments, then it is appropriate for both Sunday school classes and small group studies. If a study is designed to be taught in more than one-hour increments, then it is appropriate only for groups outside the Sunday school hours.
2. The registration fee charged for study participation is disbursed for expenses for the group, including, but not limited to, literature, child care, leadership training, facility usage or any miscellaneous expenses.
3. No group sponsored by the church is charged a rental fee for using the church building, but may be charged a custodial fee if deemed necessary by the Director of Adult Ministry.
4. No church member is ever paid a fee or honorarium for leading a group, presenting a seminar, etc. Honorariums may be paid to outside speakers. Any outside speaker must be approved by both group leaders and church ministers.
5. No private program may be offered without prior approval of the Director of Adult Ministry.
6. Custer Road respects the integrity of the curriculum the author has written. If a study puts a requirement on the number of class members a class can have, we will honor the author's wishes.

Bible Studies – Curriculum Policy

Curriculum for adult studies, other than official United Methodist curriculum, must be approved by the Director of Adult Ministry or a minister on staff and must be taught by members of CRUMC, CRUMC clergy, or previously approved guest speakers.

Expenditures

1. The appropriate Ministry staff sponsor has the responsibility to monitor and regulate the spending of funds allocated to that work area in the current Operating Budget. Bills to be paid may be submitted to the Financial Director for payment, along with the work area to which the item should be charged, on a completed blue Request for Payment Form. The blue Request for Payment Form should tell what was purchased, when it was purchased, where it was purchased, why it was purchased, and who did the purchasing.
2. All expenditures will be in accordance with Committee on Finance mandates where addressed specifically with regard to funds used from budget or designated accounts.
3. All requests for payment must be approved and signed by the appropriate Ministry staff sponsor. All receipts should be signed by the person making the purchase.



4. Personal expenditures will be promptly reimbursed by attaching original receipts to the back of the blue Request for Payment Form filled out and approved by the staff sponsor.
5. Staff members and volunteers are expected to utilize the church's tax exempt status for expenses that will be incurred and/or reimbursed by the church. ***Sales tax will not be reimbursed on items purchased for the church.***
6. Requests for payments must be submitted by 11 a.m. Wednesday. Checks are written on Wednesday morning, signed on Thursday and mailed or put out for pick-up Monday.
7. Items will be charged to a work area up to the amount budgeted. Keeping a record of expenditures for the year will aid in setting the new budget for the following year. A computer printout of the work area (to date) will be provided for appropriate Ministry staff sponsor monthly (if requested) and at budget preparation time. The appropriate Ministry staff sponsor will be requested to submit a next-year budget request sometime in early fall of the current year.

Deposits

If a work area has money to be deposited, complete a green Cash Deposit Ticket or a yellow Checks Deposit Ticket. Indicate the area to be credited, what the deposits are for, the amount and who is depositing it. Turn in to the appropriate Ministry staff sponsor who will forward to the Financial Analyst.

Fundraising or Fund-Collection Policy

1. Any church-related fundraising or fund-collection activity shall be approved by the Business Administrator and the Finance Committee.
2. All fundraisers or fund-collection activities must be approved by both parties before they can be presented to the church membership and/or publicized in the newspaper, website, bulletin insert, hallway monitors, worship slide show, bulletin boards, flyers, other printed materials, etc.
3. A church-related fundraising or fund-collection activity is defined as any fundraising or fund-collection activity that uses either the church name or the church property.
4. Any conflict of interest or appearance of conflict of interest should be avoided.
5. Any fundraising or fund-collection activity will be evaluated as to its appropriateness as a church or church-related activity.
6. Any fundraising or fund-collection activity using the church building can have no connection to a commercial for-profit enterprise. ***Any display of a commercial business cannot be in view when promoting a fundraiser.***
7. **All proceeds must be directed to the church or church-related activity.**
8. **All** exchange of money will take place at pre-approved tables located in The Commons or near the Missions Donations area, unless **prior** approval has been obtained through the Business Administrator and the Committee on Finance. Exceptions may be made when these areas are otherwise occupied, allowing for exchange in Breezeways or the Upper Room.
9. No more than three (3) tables per Sunday will be allowed. The facilities staff will set up the tables and they will be covered with uniform tablecloths. No other tablecloths should be used.



10. Fundraisers or fund-collections may sell/collect for not more than three (3) consecutive Sundays.
11. All fundraisers or fund-collections must be scheduled on the church calendar (through the EventU system) after approval of the Business Administrator and the Finance Committee.
12. All fundraisers or fund-collections must be approved for the time period intended regardless if approved in a previous calendar year.

State Sales Tax

1. State sales tax must be paid by a nonprofit organization if sales are made to the general public.
2. If sales are only to church members, sales tax does not apply. It is the responsibility of the sponsoring group to handle any state sales tax responsibility and to notify the Finance Manager of such action.
3. Sales tax will not be reimbursed on items purchased for the church. It is the responsibility of the person making the purchase to use a tax exempt form for the purchase.

Credit Card Fees

1. The church accepts payments for classes and/or merchandise by credit card. See the Financial Director for current fee structure to allow for appropriate planning.



FACILITY USE POLICY 2020

*Facility Use Policy Fee Structure Reviewed and Approved by Board of Trustees December 10, 2019 and
by Church Council January 27, 2020*

Mission Statement: *Helping people know the love of Jesus.*

Vision Statement: *Sharing God's love to make followers of Jesus who serve all people.*

Core Values: *Worship ... Connect ... Serve*

Centering Scripture: *Matthew 28:19-20*

Facilities Use Philosophy

God has entrusted to Custer Road United Methodist Church (CRUMC) resources including church facilities. In keeping with our mission of helping people know the love of Jesus by providing opportunities for worship, nurture, fellowship, service and witness, the following guidelines for the use of CRUMC facilities are established as an extension of our stewardship of the resources God has placed in our care.

God has blessed CRUMC with these facilities to carry out the mission of the church. As good stewards, proper oversight must be given to ensure:

- a) Facilities exist and are maintained to effectively carry out the ministry objectives and goals of the church;
- b) Users exercise proper care and safety, including but not limited to those guidelines set forth under Ministry Safe;
- c) Facilities are protected against loss or misuse; and
- d) Proper maintenance is managed in order to extend the life of the facilities.

Criteria for Use of Church Property

Activities must fit with who we are and what we believe as CRUMC and be consistent with the Mission Statement of CRUMC and The Social Principles of the United Methodist Church;

- a) Space Availability;
- b) How use impacts other programs, ministries and other activities already scheduled;
- c) Evaluation of safety and legal issues and/or concerns; and
- d) Respect of property – Has your group used our facilities before and have you treated them respectfully?

Guidelines for Use of Church Facility and Property

The facilities and equipment of CRUMC exist for the primary purpose of being used by its members through its ministries and affiliated organizations. The priority of use shall be as follows:

- 1) Recognized Groups within the Church (“Recognized Groups”)
 - a. Church services (i.e., worship services, Sunday school, etc.);



- b. Regularly scheduled church ministries and activities (i.e., Youth & Children's Ministries, church committees, UMM & UWM organizations, CRUMC-sponsored Bible studies, etc.);
 - c. Church sponsored activities (Scouts, Treasured Times, Friday NITE Friends, etc.).
- 2) Church Members
- a. Weddings and Funerals;
 - b. Music recitals (not including private or for-profit recitals for students);
 - c. Other Informal Church-Sponsored requests (i.e., use of Custer Road Corner, soccer fields, volleyball courts, etc.);
- 3) Outside Organizations
- All outside organizations whether for profit or non-profit must provide a Certificate of Liability Insurance within fourteen (14) business days of being notified that their event has been approved, showing CRUMC as a named insured party. In addition, whether stated on the Certificate or in a letter from the organization's insurance carrier/agent/broker, that as a "Named Insured" party on organization's policy, CRUMC has all the same rights and claims to the policy as the organization/primary insured party.
 - Any outside organization may be required, at the option of the church, to present their by-laws, charter, mission/vision statement and other similar information for review and consideration before allowing said group to use the church's facilities.
 - CRUMC reserves the right to revoke or terminate an arrangement or commitment at any time for any reason by so informing said group or organization that they can no longer use such church facilities.
 - Non-profit organizations and institutions, provided they are sponsored by the church and provide a copy of their 501(c)(3) IRS status.
 - Qualified governmental agencies
 - For Profit Organizations – For profit organizations that meet the test of the Mission Statement will be reviewed and approved or denied on a case-by-case basis by the Board of Trustees of CRUMC and said organization will be notified accordingly of the Board's decision.

Arrangements and Scheduling

To initiate the process for requesting the use of CRUMC space, a Facility Use Request Form (<https://www.crumc.org/resources/facility-use-request/>) **must** be submitted at least thirty (30) days in advance of the date space is being requested. The form will be considered complete when:

- All information on form has been provided to the church's satisfaction.
- Proper insurance forms have been received with the request.
- Deposit has been paid.
- Party will certify they have read and understand the church's Facility Use Policy, Facility Use Agreement and Safety Guidelines (<https://www.crumc.org/safety/>) .
- No request is valid until approved in writing by the church.



Facility Use Agreement

Once a party has submitted a Facility Use Request Form and thereafter been notified they have been approved to use such space, the party will be required to submit in writing a completed and executed Facility Use Agreement within three (3) business days after being notified. A Facility Use Agreement is for that particular date the space is used unless stipulated and agreed to otherwise by the church. In no case is the agreement good after December 31 of each year and a new form will be completed along with all other documentation being submitted.

Usage & Fee Schedule General Terms

Recognized Groups as previously defined above and activities of Custer Road UMC, the North Texas Conference and District events and other approved sponsored activities or groups of the church shall in general pay no fees for the use of the facilities. There may be circumstances based on the particular situation whereby fees may apply and if so said group will be informed as soon as practical prior to the event.

The fees shown below for the respective areas are subject to change from time to time without notice. Such fees **do not** include the cost of set-up, tear down and clean-up, or for other help or services needed (e.g.; A/V assistance, organist, accompanists, musicians, etc.).

The fees shown below cover the use of such space for a consecutive period of time not to exceed three (3) hours in length. If additional time is needed, there may be additional charges or costs incurred. An Event Coordinator or Concert Host will be present when the Sanctuary is used by outside parties to assist and coordinate the needs of the party using such space and the cost of such service is included in the fees shown below for such space.

Fee Schedule Effective for usage 1/1/2020 or later

Sanctuary (including indoor play structure and The Commons) *

- \$1,350 Tuesday or Thursday
- \$1,550 Friday or Saturday

** All groups holding concerts in the Sanctuary must have a minimum of two (2) Plano police officers onsite for building security, traffic control and/or parking assistance, at a minimum of three (3) hours of coverage. Cost of two (2) officers for three (3) hour coverage will be a minimum of \$300. Additional hourly fees may apply if officers are needed for more than three (3) hours. Custer Road UMC will request the appropriate number of officers on your behalf and handle payment directly with them.*

\$ 160 - Normal size classroom

\$ 265 - Large/Double size classroom

Note – If multiple rooms are requested for use on the same date and time by the same party, consideration may be given, but not guaranteed, to pricing all requested space as a bundled package.



These amounts **do not** apply to weddings (see Wedding Policy for details, requirements and fees). The Sanctuary is generally not for use by outside parties either Saturday or Sundays. Request can be made, however no guarantee or commitment will be made that such space will be made available.

Bundled Arrangements

A “Bundled Arrangement” is where one party is requesting to use multiple rooms on a single date or multiple dates, or a single room or space for a consecutive number of times over the course of a period of time. For example, a choir may want to request the use of three rehearsal rooms every week for nine months out of the year. Under such circumstances that particular party should contact the church’s Business Administrator after completing the Facility Use Request Form to state your request for special pricing consideration given the situation.

In such circumstances the church will work with such party to check on availability, pricing and other needs, and such arrangement will be documented in a letter summarizing the terms and conditions such space will be provided.

Deposits, Payment of Usage Fees & Cancellation Fees

For rentals of classroom space, a deposit of 50% of the rental fee shall accompany the signed Facility Use Agreement. For rentals of the Sanctuary, a minimum \$500 deposit shall accompany the signed Facility Use Agreement. Such deposit shall be returned to party making the request if it is decided that space is not available or party is denied use of space. Otherwise said deposit shall be retained in the event of any damages or costs caused by party beyond normal wear and tear. Groups shall be responsible for the full cost for any and all damages caused by them beyond the amount of the deposit.

If request for use of space is not cancelled within 24 hours of event no deposit will be refunded.

Payment of all fees will be due in full at least ten (10) business days prior to date space has been scheduled for use.

Parking Requirements & Restrictions

1. Parking adjacent to the church facility is limited. As such when additional parking is required, the lot directly east across Custer Road may be available subject to #2 under Misc. Rules/Items below. It will be necessary to provide a projected number of persons participating in and attending the event at the time the Facility Use Agreement is executed in order to assess whether the need for crossing guards will apply.
2. The City of Plano *requires* that crossing guards are to direct foot traffic across Custer Road for safety purposes. Accordingly, the church requires the City of Plano Police Department (PPD) be engaged to provide such crossing guard services. Custer Road UMC will coordinate their hiring through PPD. The cost of securing such PPD services will be passed on to the group requesting use of the church facilities.



Misc. Rules/Items

1. Requesting a specific room will not guarantee use of that room. In consideration of the number of use requests, room use will be assigned based on the size of the group and type of activity. More than one group may be using different areas of the facility at the same time. A group's activities are limited to the area(s) approved and the adjacent restrooms.
2. Unexpected significant events related to the mission of the church (i.e. funeral) will always have precedence over agreements for other uses.
3. User groups will reimburse the church for any damage to the facilities or its equipment. If damaged equipment must be replaced the church will make the actual purchase.
4. The official position of the United Methodist Church is that every church is a weapon-free zone, under Resolution #5011, 2008 Book of Resolutions. In reference to Texas law effective January 1, 2016 allowing Texans to openly carry handguns in their belt or shoulder holsters, the following notice will be posted on church property: ***“Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun,) a person licensed under Subchapter H, Chapter 411, Government Code (Handgun Licensing Law), may not enter this property with a handgun that is carried openly.”*** This notice will comply with Texas law with block letters at least 1 inch high and be printed in English and Spanish.
5. No alcohol, controlled substances or illegal substances will be allowed on Church premises before, during or after an event, including wedding, funerals and/or memorial services.
6. The church is a non-smoking facility. ***This includes parking lots.***
7. Pursuant to CRUMC's Fundraising or Fund-Collection Policy, sale of merchandise is not permitted in the building or on any church property, unless previous approval has been granted by the Business Administrator and the Committee on Finance, and ***all*** proceeds are directed back to the Custer Road UMC sponsoring Ministry Area or approved designated recipient.
8. The Facility Use Policy does not include use of any child care areas. Child care is only available for CRUMC functions and is not provided or permitted for outside groups. The use of any child care areas for outside groups, including weddings and funerals, is not permitted.
9. The church retains the right to cancel any activity or agreement, and to deny access of the facility to any person or any group.
10. All groups that use the facilities shall be required to execute a Facility Use Agreement in the same general form that is attached.



Facility Use Agreement

All groups using the facilities of Custer Road United Methodist Church (“the Church”) are required to sign and return this Facility Use Agreement (the “Agreement”). Please take a few minutes to carefully read the attached Facility Use Policy, which is incorporated into, and made a part of this Agreement. If you have questions, contact the Business Administrator.

This Agreement is entered into by and between Custer Road United Methodist Church, and the undersigned, referred to herein as the “Licensee.”

As used herein, the term “Facility” shall mean that room or portion of the Property which will be used by the Licensee. A description of the areas and times of usage covered by this Agreement are attached as **Exhibit “A.”** This Agreement is a license to use the Facility only on the terms, provisions and conditions set out herein, and for the period of time indicated on the attachment hereto.

WHEREAS, the Church is the owner of the land, and the improvements thereon (herein called the “Property”) located at 6601 Custer Road, Plano, Texas, and

WHEREAS, undersigned Licensee desires to use the Facilities on the terms and conditions set forth herein,

NOW, THEREFORE, in consideration of the license to the Licensee to use the Facilities, and for the mutual promises contained herein and other good and valuable consideration the parties hereto agree as follows:

1. The Church shall make available to Licensee the Facility, which is the designated area indicated on the attachment hereto, at the date and times so indicated on the attachment, and subject to the terms and provisions of this Agreement.
2. _____ is the Licensee’s “Contact Person.” The Contact Person represents and warrants that he (or she) has the authority to sign this Agreement on behalf of the Licensee and all members of the Licensee organization, and when signed is binding on the Licensee organization.
3. Licensee agrees to indemnify, release and hold harmless the Church, its administrators, employees, agents and members of the Church from all losses, costs, demands, claims, damages or expenses resulting from injury (including death) to persons or damage to property arising out of Licensee’s use or presence in the herein described Facility, or any area of the Property of which the Facility is a part, including attorneys’ fees, court costs and other expenses which may be incurred by the Church.
4. Licensee has read this Facility Use Agreement and agrees to make all members of its organization who enter upon the property aware of the terms of this Agreement and the Facility Use Policy attached hereto, and shall require all such members to comply therewith.
5. The Licensee acknowledges that it has inspected the Facility, and it is satisfactory for the uses and purposes of Licensee.
6. Parking adjacent to the church facility is limited. As such when additional parking is required, the lot directly east across Custer Road may be available subject to #2 under Misc. Rules/Items below. It will be necessary to provide a projected number of persons



- participating in and attending the event at the time the Facility Use Agreement is executed in order to assess whether the need for crossing guards will apply.
7. The City of Plano *requires* that crossing guards are to direct foot traffic across Custer Road for safety purposes. Accordingly, the church requires the City of Plano Police Department (PPD) be engaged to provide such crossing guard services. Custer Road UMC will coordinate their hiring through PPD. The cost of securing such PPD services will be passed on to the group requesting use of the church facilities.
 8. The Licensee shall obtain and deliver to the Church (at the sole cost and expense of the Licensee) commercial general liability insurance on an “occurrence” basis against all claims resulting from the acts or omissions of Licensee, with limits of not less than \$1,000,000 per occurrence and \$1,000,000 as a general aggregate. Such insurance coverage shall include broad form property damage, with a limit of \$1,000,000 per occurrence. Such insurance policy or policies shall name the Church as an additional insured. Such policy or policies or a duplicate thereof with a certificate evidencing such coverage in effect, shall be delivered to the Church prior to entry into the Facility. Such policies obtained by Licensee shall be primary insurance for all claims under such policy and shall provide that any insurance carried by the Church is strictly excess, secondary and non-contributing with any insurance carried by Licensee. All such policies shall contain a provision that the company writing said policy will give to the Church at least 15 days’ notice, in writing, in advance of cancellation, modification or lapse of any such insurance. It understood that the Church shall not be liable to the Licensee for any injury to persons or damage to property, and all property left or stored within the Facility shall be at the sole risk of the Licensee.
 9. This license is non-assignable.
 10. COVID-19 Disclosure – The novel coronavirus, COVID-19, is an extremely contagious virus that spreads easily through person-to-person contact. Federal and State authorities recommend social distancing as a means to prevent the spread of the virus. COVID-19 can lead to severe illness, personal injury, permanent disability, and death. The Church in no way warrants that COVID-19 infection will not occur through use of the facility. CRUMC is aware of and following the recommendations and guidelines provided by the Texas Department of State Health Services (DSHS) and the North Texas Conference of the United Methodist Church. Those who are most vulnerable are encouraged to be abundantly cautious and should not be in crowds at all.
 11. The provisions contained herein represent the only agreement and understanding of the parties hereto, and this agreement may be not be altered, changed or amended except by instrument in writing signed by both parties hereto.
 12. Time is of the essence with respect to the obligations of the parties hereunder.
 13. Notwithstanding anything herein to the contrary, the Church shall in no event be liable to the Licensee, any of its members, agents, contractors or any other person for any indirect or consequential damages and no personal liability of any kind or character whatsoever now attaches or at any time hereafter shall attach to the Church or to any of its officers, administrators, members, congregants or employees for payment of any amounts due hereunder or performance of any obligations hereunder.
 14. THE LICENSEE SPECIFICALLY ACKNOWLEDGES THAT THE CHURCH HAS NO DUTY TO PROVIDE SECURITY FOR ANY PORTION OF THE PROPERTY, AND LICENSEE HEREBY EXPRESSLY AGREES TO ASSUME SOLE RESPONSIBILITY AND LIABILITY FOR THE SECURITY OF ITSELF, ITS MEMBERS, EMPLOYEES, OFFICERS AND INVITEES, AND THEIR RESPECTIVE PROPERTY, IN, ON OR ABOUT THE PROPERTY INCLUDING, WITHOUT LIMITATION, THE FACILITY AND THE COMMON AREAS OF THE PROPERTY. THE LICENSEE EXPRESSLY



HEREBY INDEMNIFIES AND HOLDS THE CHURCH HARMLESS FROM ANY CLAIM, INJURY, LOSS OR DAMAGE RESULTING FROM THE ACTS OF OTHER PARTIES (OTHER THAN THOSE WHO ARE MEMBERS OF OR REPRESENTING OR INVITEES OF THE LICENSEE) OCCURING AT THE PROPERTY, INCLUDING REASONABLE ATTORNEY'S FEES AND ALL COSTS OF COURT.

IN WITNESS WHEREOF, the undersigned party has executed the Agreement as of the day and year written below.

LICENSEE: _____

By: _____

Printed Name: _____ (contact person)

Title _____ Dated: _____, 20____

Phone _____ Email: _____

CUSTER ROAD UNITED METHODIST CHURCH

By: _____ Title _____

Dated: _____, 20____

Keep a copy of this Agreement for your own records. The original Agreement and not a copy must be returned to the church office ten (10) days in advance of the first facility use date.



Event Name: _____

Event Date: _____

Event Start Time: _____ **Event End Time:** _____

Expected Number of Event Participants: _____

Expected Number of Event Attendees: _____

Event Description: _____



Child/Youth/Vulnerable Adults Protection Policies and Procedures

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I. Safe and Secure Environment Commitment

Introduction and Purpose

“Let the little children come to me, and do not hinder them, for the kingdom of heaven belongs to such as these” (Matt. 19:14). Custer Road United Methodist Church (CRUMC) sees our ministry to children and youth as a central part of Christ’s calling for the church. In seeking to follow the mandates of Christ, CRUMC desires to provide a safe and secure environment in which all can grow in their faith. Because children and youth are so highly esteemed, the staff and members of CRUMC provide the following document as an integral part of our work with children and youth.

The purpose of this document is to provide an overview of the policies and procedures that have been adopted by CRUMC in providing a safe environment for the children, youth and vulnerable adults entrusted to our care, as per the mandate from the North Texas Conference of the United Methodist Church. CRUMC devotes countless hours, resources and energy toward the development of children, youth and vulnerable adults in nurturing their faith. This is a charge that we take seriously. This is a charge given by Jesus to each of us.

The Apostle Paul reminds us that *“all have sinned and fallen short of the glory of God.”* Sometimes this means that, through neglect and intentional acts of abuse, adults in the community of faith on occasion inflict harm upon minors instead of serving as channels of life and grace. This is a serious matter, especially because of the nature of children not to be fully equipped to understand or defend themselves. Such abuse leaves many victims. The ministry of the Church is not brokenness, but wholeness and healing.

CRUMC is addressing child safety through this policy. Abuse, whether mental, physical or sexual, whether inflicted by laypersons or clergy, professionals or volunteers, cannot and will not be tolerated at CRUMC.

The purpose of our child/youth/vulnerable adult protection policies and procedures is:

- To provide a safe and secure environment for all children, youth and vulnerable adults at CRUMC.
- To protect children, youth and vulnerable adults from any possibility of abuse, inasmuch as humanly possible.
- To reduce the probability of false accusations against volunteers, staff and clergy.
- To educate and train our staff and volunteers to identify and guard against child abuse.
- To reduce the legal risk and liability of the church.

Underlying Principles

There are a number of principles that underlie the details of this. They are:

1. Allegations of child abuse are to be taken seriously.
2. An accused person has the right to due process, both civilly and per the United Methodist *Book of Discipline*.
3. The concern of CRUMC is the well-being and care of all involved.



4. Incidents of abuse are to be handled forthrightly, but with due regard for confidentiality and privacy.
5. CRUMC will cooperate with the civil authorities responsible for handling incidents of child abuse.
6. A victim is not to be held responsible for abuse that occurs.
7. As disciples of Jesus Christ, all persons directly or indirectly involved with incidents of child abuse are to act with honesty, charity and confidence in God's power to forgive and to heal.

Statement of Covenant

Therefore, as a Christian community of faith and a United Methodist congregation, we pledge to conduct the ministry of the gospel in ways that assure the safety and spiritual growth of all of our children, youth and vulnerable adults as well as all of the workers with children, youth and vulnerable adults. We will follow reasonable safety measures in the selection and recruitment of workers; we will implement prudent operational procedures in all programs and events; we will educate our workers with children, youth and vulnerable adults regarding the use of appropriate policies and methods (including first aid and methods of discipline); we will have a clearly defined procedure for reporting a suspected incident of abuse that conforms to the requirements of state law; and we will be prepared to respond to media inquiries if an incident occurs.

Scope

These policies and procedures apply to all members, visitors and staff of CRUMC. The policies apply to all current and future workers, compensated and volunteer, who will have the responsibility of supervising the activities of minors.

Responsibility

The Program Staff, with support from the clergy, is defined as the body responsible to:

- Maintain the policies of this document.
- Investigate infractions of these policies when applicable.
- Be an advocate of safety and respect in conjunction with the Church Council.

Conclusion

In all of our ministries with children, youth and vulnerable adults, CRUMC is committed to demonstrating the love of Jesus Christ so that each child will be "...surrounded by steadfast love, ...established in the faith, and confirmed and strengthened in the way that leads to life eternal" ("Baptismal Covenant II," *United Methodist Hymnal*, p. 44).

Common Questions and Answers

1. *Why is this policy necessary?*
For the safety of our children, youth and vulnerable adults. We acknowledge that we live in a sinful world. This policy is just one tool in offering the gospel of Jesus Christ *in safety* to our children, youth and vulnerable adults. Other organizations working with children, youth and vulnerable adults (i.e. Scouts, YMCA, etc.) have established such policies, and we care for our children, youth and vulnerable adults as much as they.
2. *I have been teaching Sunday school for years. You know me. Do I have to go through this process?*



Yes. We are so thankful to those faithful volunteers who have served over the years in children, youth and vulnerable adults programs. We know what an impact you have on our children, youth and vulnerable adults. However, once this policy is effective, we cannot be “selective” in who should or should not comply with these requirements. We have tried very hard to make this policy fair. We must make sure that it is consistently applied.

3. *Will anyone be able to work with the children, youth and vulnerable adults if they don't complete and turn in the needed forms?*

All volunteers and staff will be required to complete a background check and Ministry Safe training. Beginning January 1, 2013, only those adults that have received notification that they are listed as a screened adult will be able to participate in these programs. Applications may be submitted throughout the year. Applications are processed within a week and the online training will be available at that time.

II. Screening Policies and Procedures/Volunteer Selection

Scope

Screening will include (but may not be limited to) the following people at CRUMC.

- All ministerial staff
- All paid staff members
- All volunteers who work with minors
- All Custer Road Christian Day School (CRCDS) staff
- All employed childcare teachers

All volunteers and staff must be at least 18 years old. Teen volunteers (youth age 13-17 years of age) are wonderful in assisting with group activities, but may not hold a paid or unpaid Staff position. Teen volunteers do not satisfy the Two-Adult rule and two cleared adults will supervise the teens at all times. Our adult volunteers care enough about children, youth and vulnerable adults' safety to make sure that teen volunteers do not have to supervise a child or children alone or with only one adult.

Screening Process

Careful screening is one way to prevent the abuse of children, youth and/or vulnerable adults. Screening calls for a certified gathering and review of information in search of those who can provide safe and caring supervision in a safe environment. All screening shall be done in accordance with guidelines to be established by the Conference Ministry Safe Awareness and Training Task Force.

Volunteers (full or part-time) serving with minors should fulfill the following:

1. Complete the online Volunteer Application which can be found at www.crumc.org. Application includes consent for a Criminal Background Check.
2. Once notified of initial approval from staff or clergy, volunteer's information will be entered in the Ministry Safe system.
3. Ministry Safe provides online training related to our Child/Youth Protection Policies. Training must be completed by volunteer before they are able to serve.



4. Once Criminal Background Check has been passed by the volunteer and online training completed, volunteer is able to participate in ministry areas.
5. Volunteers must also regularly attend CRUMC for at least six (6) months prior to volunteering. Exceptions may include Friday NITE Friends or Vacation Bible School, which use volunteers from the community who do not regularly attend CRUMC. Any exceptions must be approved by a minister, by the director of the program, and by a member of the Trustees *or* a member of the Staff-Parish Relations Committee (three (3) people altogether).

The following should be maintained in the strictest confidence by the church administrator and personnel director only, except on a “need to know” basis:

1. All personal information voluntarily disclosed,
2. The results of all criminal history/background checks.

Disqualifying Offenses and Legal Review Process

Persons having a criminal history of any of the following types of offenses shall not be allowed to serve in any ministry with children, youth and/or vulnerable adults:

- Child abuse, whether physical, emotional, sexual or neglectful.
- Violent offenses, including murder, rape, assault, domestic violence, etc.
- Drug related convictions within the five (5) years immediately prior to application.
- Persons having a criminal history of DUI or DWI conviction with the five (5) years immediately prior to application shall not be allowed to act as a driver.
- If there are questions regarding an individual’s background check or screening due to special circumstances (acquittals, discharges, exonerations, pardons, etc.), staff must notify the District Superintendent or appropriate Conference Staff before making those decisions to allow participation in ministry area as a volunteer.
- Volunteers in a supervisory capacity should be at least five (5) years older than the age group of the minors they are serving.

Participation Covenant

CRUMC desires that all children, youth and vulnerable adults find the church to be a safe place to grow in their walk with Christ. Therefore, we ask that all volunteers with children and youth commit to the following:

I

I commit myself to respect and protect the inherent human dignity of each of the minors with whom I have the privilege to work. I will strive to treat all with respect due children of God.

Therefore, I shall make a good faith effort NOT to discriminate among minors based upon gender, race, color or ethnic background and financial situation. Because God does not discriminate, neither shall I.

II

I commit myself to serve as a positive role model of a mature United Methodist Christian witness by my speech and actions as well as by the presentation I give to the Christian faith by maintaining an attitude of respect, loyalty, patience, courtesy, and maturity to act and react with Christian love and understanding in all situations.



Therefore, I shall make a good faith effort to:

- a. Give witness by my example to the centrality of worship in the life of CRUMC;
- b. Stay with the goals and objectives of the approved curriculum;
- c. Impart teachings or personal beliefs to minors that are in harmony with the recognized teaching of the United Methodist Church;
- d. Introduce only materials that are approved by a minister, Coordinator or Director of Children's Ministry or Youth Ministry;
- e. Not smoke or use tobacco products in the presence of minors;
- f. Not use, possess, or be under the influence of alcohol, controlled substances, illegal substances/drugs, or non-prescribed inhalants in the presence of minors;
- g. Not have possession of weapons, including licensed and unlicensed guns, in the presence of minors unless I am required to do so as a law enforcement officer;
- h. Not allow the presence of obscene or pornographic materials at any CRUMC function or show movies rated other than G, PG (not including PG-13), or equivalent. The use of PG-13 movies should only be shown with junior or senior high students and only with caution. In all cases, I will preview a movie that we are considering showing at a children/youth activity.

III

I commit myself to interaction, which is affirming of the goodness of minors and adds to their positive self-image and which enables mutual acceptance among them.

Therefore I shall make a good faith effort to:

- a. Discourage or halt teasing or bullying of one person by another;
- b. Never verbally abuse, demean, or cause mental or emotional injury;
- c. Not use language, such as profanity, which is demeaning or crude or tolerate its use in the presence of a minor;
- d. Not inflict bodily injury or demonstrate physically abusive behavior;
- e. Not allow physical neglect including failure to provide adequate supervision in relation to CRUMC activities;
- f. Work with minors only when my physical or psychological conditions will not adversely affect their health.

IV

I commit myself to affirming CRUMC's positive teaching on the role of human sexuality and the grace of human relationships.

Therefore I shall make a good faith effort to:

- a. Touch only appropriately and never in a sexual manner;
- b. Not make inappropriate sexual comments using innuendo, jokes, inference or solicitations;
- c. Act in a fashion which could never be easily interpreted by a minor to be a sexual advance or threat;
- d. Not allow any display or demonstration of abuse, insinuation of abuse, or evidence of abusive conduct towards a minor;



- e. Not allow any inappropriate sexual advances or activity of any kind between any adults or minors;
- f. Never forget the vulnerability of minors to misinterpret sexual information or references;
- g. Strive to remember that abuse can not only be the intention of the perpetrator but also in the perception of the receiver.

V

I commit myself to the building up of this community as a sign of God's presence and God's Kingdom in which all may feel secure and valued.

Therefore I shall make a good faith effort to:

- a. Adhere to the "Two-Adult Rule;" (see section III below)
- b. Keep the safety of minors as a priority;
- c. Immediately report to my supervisor any behavior that seems abusive or inappropriate;
- d. Respect the students and fellow ministers with whom I have the privilege to serve;
- e. Maintain the confidence, intimacy and trust of the small group or of a particular minor except as required by Texas Law.
- f. Adhere to Overnight Policy. (see Section IV below)

VI

I commit myself to maintaining a positive ongoing personal and working relationship with the minors of CRUMC.

Therefore I shall make a good faith effort to:

- a. Periodically update personal information forms;
- b. Be teachable, realizing that none have arrived at Christian perfection;
- c. Attend training and educational events provided by the church to keep staff and volunteers informed of church policies and state laws regarding child abuse;
- d. Agree to be subject to an annual criminal background check;
- e. Understand that any violation of this Code may be grounds for removal as a volunteer.

III. The Two-Adult Rule

Introduction

In order to make every effort to ensure the safety of our minors and to protect the good work and reputation of our staff and volunteers, the following guidelines are established to protect all.

Policies

1. The goal of CRUMC is that any staff or volunteer of our church should not be alone with minors, but be in the view of another screened adult.
2. Minimum circumstances may arise in which only one adult is present with one or more of our minors in a room in our facility or away from our facility. In such circumstances:



- a. Another screened adult should be present in the building.
 - b. The door to that room should be unlocked, and
 - c. The door should be either open or have a window either in the door or the wall.
 - d. The lights of the room should be on.
 - e. A reasonable ratio of workers should be maintained in activities involving minors.
3. Two screened adults should be present for transportation of minors.
 4. Two screened adults should be present for the supervision of minors before and after scheduled events.
 5. All activities of CRUMC, staff, or volunteers should be planned with consideration of this Two-Adult Rule.
 6. The following are examples where exceptions may be made to the Two-Adult Rule.
 - a. Any emergency where the safety or welfare of a minor is at risk.
 - b. In the case of counseling on CRUMC premises, where privacy is required. However, policy number 2 (above) still applies.
 - c. A temporary situation that may arise, for example, if a teacher has to escort a minor to the bathroom or remove the minor from the class for disciplinary reasons.
 7. For ministry events, two related individuals do not satisfy the Two-Adult Rule. There must be a third screened adult present in that situation.

Procedures for Waiving the Two-Adult Rule

1. In situations where one adult supervises one minor, parental permission should be obtained and notification of a CRUMC Minister, Director or Coordinator of Children or Youth Ministry should be completed in advance where this is possible.
2. For situations where one adult meets with one minor and the meeting cannot be anticipated or delayed, a report should be made as soon as possible after the meeting and submitted to a CRUMC Minister, Director or Coordinator of Children or Youth Ministry for review.
3. CRCDS shall follow its own state-mandated ratios and supervision-related policies and procedures stated in the Texas Minimum Standards for Childcare Licensing.

IV. Overnight Policy

Introduction

In the case of overnight events involving minors, the following practices shall be followed to ensure safety of minors and to protect the good work and reputation of our staff and volunteers.

Policies

1. At least two (2) adults are present in every room/cabin OR
2. When staying in a hotel, adults shall sleep in an adjoining or adjacent room with the same gender of the children/youth; or if necessary for children/youth to share a room with an adult, adults shall sleep in separate beds from children/youth so long as any one adult shall not be alone with any one child/youth.



3. For all mixed gender overnight events, at least one male and one female screened adult must be present for the entirety of the event.

V. Reporting Responsibility and Response Plans

Reporting Responsibility

The obligation of any person under current Texas law is to immediately report within 48 hours to a law enforcement agency, the designated local agency, or the Texas Department of Human Services if they have cause to believe that a minor has been or may be abused.

Clergy, employees or volunteers who have cause to believe that a minor has been or may be abused by another clergy, employee or volunteer, or receives a report of such an act, should also report the incident immediately to their direct church supervisor and the Senior Minister or an Associate Minister of CRUMC.

CRUMC will respond to all allegations. Do not treat any suspicion as frivolous.

CRUMC Abuse Response Process

Note: Use the attached **Incident Report Form** and **Clergy Checklist**

Reporting of Incidents

1. When an adult leader of an event or activity suspects that abuse or any suspected violation of the Texas Penal Code is taking or has taken place, he or she shall call 911 when needed and report the abuse to the appropriate local law enforcement agency and/or the Department of Protective and Regulatory Services (800-252-5400). The adult leader shall contact the administrator or event leader immediately, and cooperate fully with the investigation conducted by law enforcement officials or child protective services.
2. The adult leader shall address any needs the child or youth may have, medical or otherwise. The adult leader shall report to the parent(s) and/or legal guardians(s).
3. The person suspected of abuse (respondent) shall, for the safety and well-being of the children or youth, be removed with dignity from further contact with the children and youth until an appropriate investigation has taken place. The matter shall remain confidential. If the adult event leader is the respondent, then the report should be made to that person's supervisor.
4. Following the report of an incident, the adult event leader, or supervisor in charge, shall speak with the alleged victim, and document the report, according to Section 5.
5. All such conversations shall be documented. Careful and confidential documentation is essential. The documentation should include the following:
 - a. The name of the adult leader observing or receiving the disclosure of abuse, including the date, time and place and any action taken by this person.
 - b. The alleged victim's name, age, and date of birth.
 - c. Any statement made by the alleged victim.
 - d. Name of the respondent, the date, time and place of any conversation or any statement made by the respondent.
 - e. Any action taken, i.e. suspension of the respondent.



- f. Date and time of call to the appropriate agency, name of worker spoken to, content of that conversation and case number assigned.
 - g. Date and time of call to law enforcement agency, name of officer spoken to and content of that conversation.
 - h. Date and time of any other contacts made regarding this incident.
6. The adult leader shall notify the Conference/District authorities immediately.
 7. It shall be the goal to provide supportive care to both the victim and the respondent and to restore such persons to wholeness. Supportive care can include the procedures of the criminal justice system, provisions of the current Book of Discipline, appropriate counseling referrals and continued pastoral visitation.
 8. Confirmed reports of proven incidents of abuse shall be retained in a confidential file for future screening purposes.

CRUMC Accident Response Process

Note: Use the attached **Accident/Illness Report** form.

1. The Senior Minister or a delegate should investigate the accident immediately and should take preventive measures to prevent reoccurrence.
2. Within seventy-two (72) hours of the accident, the Executive Administrator will obtain security camera video of the date/time/location to be copied and stored for future reference.
3. CRUMC should provide assistance to the person in obtaining medical attention, if needed.
4. The Senior Minister or a delegate should notify the insurance carrier of the accident immediately and comply with VI. Supervision Policies and Procedures

VI. Supervision Policies and Procedures

1. Children (birth through second grade) should be released to a properly identified person.
2. CRUMC expects parents or guardians to be prompt in retrieving children from their activities.
3. Minors should not be left unsupervised.
4. CRUMC staff should supervise volunteers on an ongoing basis.
5. CRUMC shall follow its own supervision-related policies and procedures.

VII. Child Abuse Related Education and Training

Introduction

CRUMC recognizes all forms of child abuse, as that term is defined herein and under the Texas Penal Code. CRUMC reminds its members that abuse of minors can present itself in many ways. The thrust of these policies and procedures is to provide for the safety and respect of our minors.

Education and Training

All employees of CRUMC and volunteers serving with minors will be required to complete designated Ministry Safe training on the subject of child abuse as a part of training related to Child/Youth/Vulnerable Adults Protection Policies and Procedures.



Education and training should include the following:

- The reading of this Child/Youth/Vulnerable Adults Protection Policies and Procedures.
- Completion of Ministry Safe online training.

VIII. Use of Private Vehicles

Introduction

The following policies are intended to ensure the safety of our minors and to protect them when being transported during church-related activities.

Policies

1. No tobacco products shall be used in the vehicles.
2. No alcoholic beverages, controlled substances or illegal substances shall be allowed in the vehicles.
3. User should provide one or more screened adults in addition to the driver for each vehicle when minors are being transported. Exceptions may be made for trips within the DFW metroplex with prior consultation of the director of the activity, a minister, *and* a member of Trustees *or* a member of the Staff-Parish Relations Committee (three (3) people altogether).
4. All passengers, including the driver, shall wear a seat and shoulder (when available) belts.
5. Nothing shall extend out of the windows.
6. The maximum number of people in the vehicle shall be the same as the number of adult seats in the vehicle with seat belts.
7. All vehicle drivers shall:
 - a. Have a valid driver's license and provide a photocopy of driver's license and liability card to CRUMC;
 - b. Have a good driving record (i.e. no moving violations within 12 months on their record or been convicted, or received deferred adjudication, for driving under the influence of a controlled substance within the past ten (10) years);
 - c. Authorize CRUMC the right to check their driving record with the Texas Department of Public Safety;
 - d. Read and comply with this policy.
8. The driver shall have complete authority over the passengers and full responsibility for the safety of the passengers at all times.
9. Each driver shall drive no longer than a continuous two hours at any one time without a rest stop, and no one driver shall drive a total of more than eight hours in any one day. Drivers shall stop the vehicle(s) and rest for a period of time equal to ten minutes for each hour driven before stopping. Drivers may rest while an alternate driver takes over. On long trips, the user shall have available an alternate approved driver to relieve the primary driver if necessary.
10. For at least 12 hours prior to driving the vehicle(s), all drivers shall not have consumed any alcoholic beverages, controlled and/or illegal substances.
11. Drivers shall operate vehicle(s) in compliance with speed limits, traffic laws, and road conditions.



12. In the event of an accident, with or without injury, the driver shall report the incident to the proper police authority and to a church staff member (using attached **Private Vehicle Accident Report Form**) within 24 hours. If anyone requires hospitalization, the driver shall notify the church office or staff member by telephone as soon as possible. Once the driver has returned from the church function, a **Private Vehicle Accident Report Form** must be completed.

IX. Other CRUMC Policies and Procedures

All members, employees, visitors and volunteers should comply with all of the other policies and procedures of CRUMC.

X. Definitions

Definitions to this policy are attached hereto and incorporated herein by reference. For the purpose of this policy, the following definitions should apply.

1. **“Adult”** shall be defined as any individual at least eighteen (18) years of age.
2. **“Child Abuse”** shall be defined as verbal, physical, emotional, or sexual abuse of a minor.
3. **“Clergy”** shall be defined as any pastor ordained, commissioned, and/or licensed to the ministry by the United Methodist Church and officially appointed to or hired by CRUMC.
4. **“Member”** shall be defined as any person who has joined CRUMC by profession of faith, transfer of membership from another United Methodist Church, or transfer from another denomination.
5. **“Minor”** shall be defined as any preschooler, child, or youth under the age of eighteen (18) or mentally challenged individual whose mental capability is that of a minor.
6. **“Program Staff”** shall be defined as the staff of CRUMC
7. **“Response Team”** shall be defined as a body consisting of the Senior Minister, church administrator and two of the following:
 - Chair of the Board of Trustees (BOT)
 - Chair of the Staff Parish Relations Committee (SPRC)
 - Chair of the Church Council (CC)
 - Lay Leader
8. **“Screened Adult”** shall be defined as an adult who has satisfactorily passed a criminal background check and agreed to CRUMC’s Child Protection Policies and Procedures.
9. **“Teen Volunteer”** should be defined as any worker at least thirteen (13) years old or older, but under the age of eighteen (18).
10. **“Volunteer”** shall be defined as any adult who serves as a volunteer person and is eighteen (18) years of age or older.



Incident Report Form

Filled out by: _____

Reason for report: _____

Date of incident: _____ Class/Place: _____

Name(s) of minor(s) and age(s): _____

Quote the minor's first words verbatim: _____

Briefly describe what happened: _____

What action did you take? _____

Has the incident been resolved? ___ Yes ___ No, Explain: _____

Were there any witnesses? ___ Yes ___ No

Names: _____

Signatures (if possible): _____

Report submitted to: _____



CUSTER ROAD UNITED METHODIST CHURCH
Clergy Checklist

To be completed by Clergy/Professional staff persons

In the case of an allegation of child abuse, the volunteer or clergy/professional staff person who observes or to whom the information is given is required by CRUMC and by state law to complete the tasks listed below. Date and initial as each step is complete.

Date **Initial**

- 1. For clergy and paid professional staff: remove the accused from the situation and suspend the accused from duties involving minors.

For volunteers: remove the accused from the situation and immediately notify the closest available clergy/professional staff person who should suspend the accused. If the clergy/professional staff person to whom the allegation is reported is not the department director, the person reporting should inform the director as soon as possible.

- 2. Make written documentation of everything done and said using the *Incident Report Form*. If the person reporting the allegation is a volunteer, both the volunteer and the clergy/professional staff whom the volunteer has reported should document the procedures taken.

NOTE: Clergy/professional staff persons should administer the procedures after this point.

- 3. Immediately notify the parents/guardians of the alleged victim and respond to their questions/concerns.
- 4. Immediately notify state authorities (i.e., Child Protective Services at (800)-252-5400) per state law.
- 5. Immediately notify the minister in charge who should also notify the Conference office.
- 6. Make written documentation of persons contacted and action taken to this point (Incident Report Form).
- 7. The clergy/professional staff person should immediately notify a member of CRUMC Response Team to begin the internal and pastoral care process: This includes:
 - A. Notify the insurance carrier of the incident immediately and comply with its investigation, if any.
 - B. Cooperate with legal and state authorities in their investigation, if any.
 - C. Prepare a written statement and designate a spokesperson to respond to media inquiries.
 - D. Provide assistance to the alleged victim and his/her family in obtaining counseling or refer to a solution for all involved.
 - E. Respond to the needs of the families of the alleged victim and the accused to seek a redemptive solution for all involved.
 - F. Inform the affected volunteer(s) and paid staff members of the need for confidentiality.
 - G. Consider and respond to the concerns of other parents.
- 8. The director of the affected ministerial area should respond to the pastoral care concerns of persons within the department.
- 9. Within five (5) days of the alleged abuse, the clergy/professional staff person who made the original report should prepare a written report and send one copy to the state agency and should give one copy to the senior pastor.
- 10. Make written documentation of persons contacted and action taken.



ACCIDENT/ILLNESS REPORT

Fill in all appropriate areas. Use additional sheets as necessary.

Name		Date of Birth	Today's Date
Child's Address		Date of Incident/Illness	Time of Incident/Illness <input type="checkbox"/> am <input type="checkbox"/> pm
Place of Incident			
Staff Person in Charge of Child	Parent's Name	Date Parent Notified	Time Parent Notified <input type="checkbox"/> am <input type="checkbox"/> pm
Child's Doctor	Doctor's Address	Doctor's Phone #	Date/Time Consulted <input type="checkbox"/> am <input type="checkbox"/> pm
Doctor's Diagnosis or Instructions			
Was First Aid Provided? <input type="checkbox"/> Yes <input type="checkbox"/> No What was done?		Was medical attention required? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was EMS called? <input type="checkbox"/> Yes <input type="checkbox"/> No Time called <input type="checkbox"/> am <input type="checkbox"/> pm Time responded <input type="checkbox"/> am <input type="checkbox"/> pm

A. Details of Accident That Caused Injury:

Describe injury or incident:
Where and how did the incident/injury occur?
Other children involved and what was the involvement? Names of children who witnessed the incident/injury. <i>(optional)</i>
Staff who witnessed the incident/injury.
Other staff that were present at the time of the incident/injury.
Follow-up required.



B. Details of On-set of Illness While in Care

Type of Illness	Does the illness require exclusion from care? <input type="checkbox"/> Yes <input type="checkbox"/> No
If communicable: other parents notified? <input type="checkbox"/> Yes <input type="checkbox"/> No Method used:	Health Dept. notified? <input type="checkbox"/> Yes <input type="checkbox"/> No Date
Temperature of Child	Medication given

I verify that the above information is a true and accurate account of the incident/injury that occurred concerning this child.	
Signature of Director/Person in Charge	Date Signed
I verify that the director/person in charge appropriately relayed the information concerning the incident/injury concerning my child. I have received a copy of this report.	
Signature of Parent	Date Signed



Private Vehicle Accident Report Form (Side A)

Date of accident: ___/___/_____ Time of accident: _

Location of accident (be specific): _____

Driver of vehicle: _____

Driver's license#: _____ Vehicle plate#: _____

How accident occurred (be specific): _____

Extent of damage to vehicle: _____

Names of all passengers and injuries, if any:

Name: _____ Injury: _____

Name: _____ Injury: _____

Name: _____ Injury: _____

Name: _____ Injury: _____

Name: _____ Injury: _____

Name: _____ Injury: _____

Name: _____ Injury: _____

Name: _____ Injury: _____

Name(s) of other witnesses:

Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

Filled out by: _____



Private Vehicle Accident Report Form (Side B)

(Note: If more than one vehicle is involved, please complete a separate form for each.)

Name of driver: _____

Driver's license#: _____ Vehicle plate#: _____

Driver's address: _____

Make of vehicle: _____

Vehicle insurance carrier: _____ Policy number: _____

Insurance agent: _____ Phone #: _____

Extent of damage to other vehicle: _____

Names of all passengers and injuries, if any:

Name: _____ Injury: _____

Name: _____ Injury: _____

Name: _____ Injury: _____

Name: _____ Injury: _____

Name: _____ Injury: _____

Name: _____ Injury: _____

Name: _____ Injury: _____

Name: _____ Injury: _____

Name(s) of other witnesses:

Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

Filled out by: _____