

INTERNAL MONITORING REPORT
Blackhawk Church Elder Board
Treatment of Staff and Volunteers
November 2018

The following is my monitoring report on our policy for Treatment of Staff and Volunteers, according to the established schedule.

Signed _____, Senior Pastor Date _____

BOARD POLICY PROVISION:

With respect to the treatment of paid and volunteer staff, the Senior Pastor may not cause or allow conditions that are unjust or dishonoring.

Accordingly, the Senior Pastor shall not:

- (1) Operate without written personnel policies that clarify personnel rules for paid staff or provide for effective handling of conflicts and protect against wrongful conditions such as grossly preferential or discriminatory treatment for personal reasons. (updated at 9/20/07 elder meeting)
- (2) Allow conditions that inadequately define expectations or rights of volunteer staff.
- (3) Discriminate against any staff member for expressing an ethical dissent.
- (4) Fail to acquaint paid staff with appropriate personnel policy.

MANAGEMENT'S INTERPRETATION:

We will maintain a current Employee Handbook that clearly and accurately outlines personnel policies and procedures applicable for all employees as they serve for and with others on behalf of Blackhawk. A copy of the Employee Handbook will be reviewed with and given to all employees upon hire. Paid staff are referred to as staff, and volunteer staff are referred to as volunteers.

DATA:

- The current Employee Handbook was most recently revised in March 2018. The handbook was reviewed in detail with senior leadership and the management team. Staff received multiple communications providing them access to the new handbook and each staff member completed a new acknowledgement form.
- Part of new employee orientation includes receiving an electronic copy of the handbook, a review of the handbook with the Director of Operations or Data & Operations Coordinator and the employee will also sign an electronic document acknowledging the receipt and understanding of the contents.
- The Employee Handbook is always available on the intranet.
- A group of volunteers comprises a Human Resources Team. They are periodically polled on current challenges.
- The handbook's major subsections include: introduction, employment, benefits, compensation, work conditions, time off, conduct and discipline and information technology.
- The "Conduct and Discipline" section addresses conflict resolution and personal treatment outlining informal and formal procedures of reporting harassment, discrimination or retaliation.
- Whenever appropriate and possible, problem resolution through open and direct communication is encouraged.

INTERNAL MONITORING REPORT
Blackhawk Church Elder Board
Treatment of Staff and Volunteers
November 2018

- Background checks are completed on all new hires and are used to complete the Child Protection Policy (CPP) clearance for each staff member. Background checks are performed every three years on existing staff to renew the CPP.
- The Confidentiality Agreement form and Conflict of Interest form were updated Spring 2016, including making them electronic. All staff were asked to complete these updated forms, and any new staff complete them upon starting their role. Volunteers in various key teams (Elders, Audit, Legal, Counting, Finance, First Response, etc.) were also asked to complete these forms, and new volunteers on these teams complete the forms upon starting their volunteer role. Lastly, all staff and volunteers receive an annual reminder of what they agreed to in these forms and are given an opportunity to resubmit the Conflict of Interest form should it need to be updated.
- Obvious preferential or discriminatory treatment for personal purposes could come into play as family connections exist. Currently, there are three husband wife relationships (XXXX, XXXX and XXXX) on staff. All employees reside in different departments with different leadership.
- A periodic staff survey (typically every two years) is completed to understand the most important factors in staff overall job satisfaction. The most recent survey was completed in October 2017. A majority of overall 2017 scores were in line with the 2015 scores which were at a healthy level in areas such as feedback, communication, work/life balance, fairness, personal expression and feelings about co-workers, supervisors and their position. Results and input are reviewed and acted upon where possible.
- Various trainings (forgiveness, reconciliation, problem resolution, discrimination, harassment, etc.) occur regularly and periodically to promote the appropriate treatment of staff and volunteers, including:
 - All staff (interns participate in some of these classes) go through the following core trainings soon after hire: What We Are About (Bud Discussion/DNA), Ministry is Messy, Leading Effective Meetings and Integrity/Glass House Living.
 - Staff supervisor trainings occur once or twice a year and topics in the last few years have included how to go about creating healthy change, appreciation and encouragement of staff and volunteers, how to multiply leaders around you, how to ask good questions and reflecting on what it means to be a good supervisor.
- To protect Blackhawk from various exposures, the following insurance policies are in effect:
 - Employment-Related Practices Liability - \$XXX each claim and annual aggregate
 - Employee Benefits Liability - \$XXX each claim and \$XXX annual aggregate
 - Umbrella Liability - \$XXX each occurrence and annual aggregate

CONCLUSION:

I report compliance.