

Policy and Procedures Manual
_____ Church,

Diaconate
Mission, Organization,
Policy and Procedure

Effective Date: 1 September 20xx

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<this page is NOT part of the manual>

MODEL Deacons/Diaconate Manual

Note on Tailoring for your Congregation's Use:

This MODEL manual addresses the common, mostly secular, functioning of the church. Do not be turned off by the terms of "Deacon" or "Diaconate." Proper use would be to use the terms your denomination and/or local use mandates. These terms include "TRUSTEE", "ELDER", *Worship Committee*, *Mercy Committee*, *Altar Guild*, etc. What is important is that the function is performed, not what you call the people doing it. In addition, different church polities provide for different fixed duration terms. Obviously, you will change the manual to reflect these policies/practices. An editable version may be requested, for no cost, from the web site of Systems Engineering Associates, (<http://systems-engineering-associates.com>)

Note on Other Manuals:

This MODEL manual assumes that parallel manual, e.g. standard operation procedures, are in place by the Elders for their processes. In addition, the activities of the Education Committee, Sunday School Ministry, et.al. should have its own manual. Very importantly, no organization, much less a church, should operate without a comprehensive Staff/Employee's manual.

Note on Motivation:

The origin of this MODEL manual was 1987, when the Trustees of Holy Cross Lutheran Church, Springfield NJ found that they were having difficulties due to critical operational knowledge being unavailable. This included when/how the boiler was last repaired, what the repair consisted of, or even how to control the boiler. It turned out that the church had run for over 25 years on the collective knowledge of individuals, and the success of those currently in charge knowing to whom to go for specific information. This model, while very appropriate for the 1950's, with extended generational family membership, it was unrealistic in with 1980's nuclear families, and an average 15% yearly congregational turnover. In addition, in the 1950's while the average communicant lived within the same community, by the 1980's the average distance of communicants in the church lived over 2 communities away. Lost was the ability to call someone to "drop by to check it out."

The solution used was to start writing "known facts and procedures" in a hardbound notebook that was locked in the Trustee's locking file cabinet. The first thing we discovered was that a previous generation of Trustees left with all the keys. Therefore the first item in the notebook was who had keys to the locking file cabinet, and how new Trustees would be notified about the keys.

Moving forward to circa 1999. Mount Carmel Church, PCA, Somerset, NJ, moved into their new church building, fulfilling a 20 year dream. The church grew from a home ministry, to one using a high school auditorium. Mount Carmel was blessed in a rich diversity of members, who were able to handle nearly every problem encountered in a new church. The problem that Mount Carmel had was that everything was being handled as a new problem, with a meeting of minds over each situation. Without a collective history, or a procedure manual, the Elders were worn out making decisions, while routine items were taking longer and longer to resolve.

Moving forward to circa 2001. Grace Community Church, PCA, Bridgewater, NJ was looking forward to occupying their first church building. Services had been in the Somerset Seniors' Center for over 20 years. There were miscellaneous write-ups on the operations necessary for set-up/tear down at the Seniors' Center, but nothing collected in a uniform manner. The overwhelming majority of the congregants were either un-churched or marginally churched before coming to Grace Community. In addition, only a few communicants had any church operation/maintenance experience. Given the 20% annual turn-over rate common in Central NJ, the opening and first year of the new church building was predicted to be rocky.

I took on collecting all experiences, manuals, procedures, church or corporate that promised to cut out the painful learning curve on the "routine." After doing this for 18 months, I presented the first draft to the Deacons, who had many useful comments and questions that showed holes. After approval by the Deacons, the Elders approved. This MODEL Deacon's Manual is the generalized version. Please use to the glory of God.

Note on Use:

I am offering use of this model manual without any condition, EXCEPT, that any use

- 1. references this Model Deacons' Manual as a source and***
- 2. provides the location on the internet the Model Deacons' Manual can be found.***
- 3. it will not be used as a method of profit or fees***

Yours in Christ, Terry Sterkel, P.E. <terry@sterkel.org>

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1. Introduction

1.1. Purpose

This manual defines the:

- “*Why*”
Guiding *Principles* of Bible-Centered Deaconship
- “*Who*”
The Diaconate *Organization* of _____ Church
- “*What*”
The *policies* that the Diaconate will adhere to in its operation
- “*How*”
The current set of *procedures* that form the basis for the Diaconate processes. It also provides worksheets and forms for the expediting of the duties of the Diaconate.

1.2. Uses

This manual facilitates the operations of the Diaconate in their fulfilling their duties. This manual:

- Encourages the congregant include his/her physical skills and labor in addition to monetary contributions to the Church.
- Documents common processes to prevent the expenditure of time and resources “re-inventing the wheel.”
- Is a training manual in the practical aspects Deacons’ duties for Deacon candidates.
- Ensures that important information does not leave with a departing Deacon or staff member.
- Provides a central location to add operational information as it becomes available

1.3. Scope

This manual covers all activities of _____ Church that involves Mercy, Care, Finances, Worship Support, Fellowships, Facility Planning and Policy, Facility Stewardship and Landscape Stewardship and ALL volunteers that may be involved in these activities.

1.4. Affectivity

This manual becomes immediately affective for all

Diaconate activities upon acceptance of the Elders.

1.5. Appendixes

Appendixes are attached to this manual to facilitate copying, posting and providing hardcopy to volunteers. They are part of the Diaconate procedures (section 5) and carry the same weight.

1.6. Changes

As a living document, it is likely that from time to time a perceived need is not met by this manual. It is critical that this perception is not used as an excuse to “invent on the fly”, ignoring the manual. Instead, the perceived problem should be openly discussed in a Deacon’s meeting, and a draft change prepared and approved before making the change.

Changes to the Deacon’s Manual must be documented in the Meeting Minutes, and a notification posted on the Deacon’s Bulletin Board. The next update to the Diaconate Manual will reflect the changes. Pending revisions are recorded in Appendix G.

1.7. Book of Church Order (BoCO) and _____ Church Charter

In no manner should this manual be in conflict with or creates a situation that is in conflict with the BoCO or the Charter. If there is perception that there is a conflict, the Deacons will call an open and announced meeting to discuss this perception. If this perception is found to have merit, the Deacons will draft new sections per the changes section.

1.8. Communication

A bulletin board dedicated to Deacon Communications. shall be placed on the main (2nd) floor, between the doors to the 3rd floor staircase and the 1st floor staircase to post items helpful in the orderly performance of the Deacons’ duties as defined in this manual. The Deacons’ shall also monitor mailto:deacons@_____.org for messages.

2. Guiding Principles (“Why”)

All activities of the Diaconate should reflect in all ways possible our church’s vision as a Biblical, Reformed/Calvinistic, and Evangelical community of faith in Christ.

2.1. *Mission Statement*

The mission of the Deacons at _____ Church is one of sympathy and service to the church and surrounding community. In sympathy to provide for the spiritual needs of the church and community. In service to provide for the physical needs of the church and community.

- Goals of the Mission of Sympathy
 - Ministering to those who are sick, bereaved or who are friendless.
 - Providing transportation to attend the services and functions of the Church
 - Bringing comfort to those who are in distress
 - Bring God’s word, in cooperation with the session, to those who are unable to attend the services of the Church
- Goals of the Mission of Service
 - Empowering the Spirit of Volunteerism and Physical Stewardship
 - Providing for the stewardship of the church edifice and grounds.
 - Providing for the physical needs of the church family and surrounding community
 - Overseeing the physical needs of corporate worship
 - Collecting and distributing the gifts of the congregation to further Gods word.
 - Preparing and controlling the church budget

2.2. *Biblical Guidance*

2.2.1. Acts 6:1-7

This passage records the first appointment of Deacons. Deacons were first utilized because the apostles had so much to do that an important activity (serving the Grecian widows) had been overlooked. The first Deacons took responsibility for this neglected activity. Throughout church history, faithful men and women have been recognized as Deacons. Scripture is clear on the necessary character qualifications for the Deacon:

people "full of the Holy Spirit and of wisdom" (Acts 6:3). Deacons were individuals with a "servant" heart. In fact, the word “Deacon”¹ means servant.

2.2.2. 1 Timothy 3:8-10, 12-13

"Deacons, likewise, are to be men worthy of respect, sincere, not indulging in much wine, and not pursuing dishonest gain. They must keep hold of the deep truths of the faith with a clear conscience. They must first be tested; and then if there is nothing against them, let them serve as Deacons."

"A Deacon must be the husband of but one wife and must manage his children and household well. Those who have served well gain an excellent standing and great assurance in their faith in Christ Jesus."

2.3. *Duties of Deacons*

Deacons must maintain vigilance to ensure that they fulfill their duties:

- To God
 - to maintain faithfulness to God in worship, fellowship, and service so that the gospel is adorned in your life.
 - to maintain intimacy with God through personal worship and prayer.
 - to consistently give of yourself, your time, your resources as becomes a leader of the people of God.
 - to serve with an attitude of humility and gladness before God.
 - to respond to the leadership over you in the Lord.
- To Your Family
 - to live with your wife and children as a servant leader manifesting the love and sacrifice of Christ Jesus.
 - to maintain relationships of faithfulness and intimacy that will honor God and be an example to others.
- To Your Church Family
 - to function as a connected member of the church body through worship, fellowship, service, and relationships with others.

¹ in the original Greek, diakonos

- to oversee the ministry to the physical needs of the congregation.

- to recruit, train, and empower others to share in the ministry together with you.

3. Diaconate Organization (“Who”)

3.1. *Terms and Years of Service*

The by-laws of the church provide for the terms and years of service for the Deacons and ruling elders of the congregations. A “class” of elder or Deacon, is designated by the year elected by the congregation, and has no other meaning. Classes of Deacons normally serve three years. Deacons are required to take a one-year sabbatical before serving in a new class, unless an exception is approved by the Session.

Nominations and elections are to be held for the office of Deacon and for the filling of any vacant classes.² One or more communicant members nominate Deacon candidates. Those nominated and who are considering serving undergo theological and practical training that ends with an exam by the elders. Those who are eligible to proceed are then announced each week in the worship bulletin for four weeks before the election. They must be elected by a majority of members at the annual.

3.2. *Chair*

Normally, the Chair serves for one year based on the consensus of the Diaconate at the first stated meeting after the congregational meeting. The Chair shall preside over every stated (regular) and called (special) meeting of Diaconate.

3.3. *Clerk*

Normally, the Chair serves for one year based on the consensus of the Diaconate at the first stated meeting after the congregational meeting. If there is no Clerk, the duties shall be the responsibility of the Chair. The Clerk shall take and maintain all Diaconate records.

3.4. *“Lead” Deacon*

It is understood that God provides us all with different gifts and talents. By recognizing this diversity of gifts and talents, it is expected that individual Deacons will take on a specific Deacon duty as their area of concentration. This specialization is to ensure the effective use of our gifts, efficiently and effectively performing the duties. The Diaconate may in a regular meeting designate a “lead Deacon” for specific areas of Diaconate responsibility. The intent is not to have all the work of any one area fall exclusively on one Deacon, but to encourage active and focused facilitation and leadership to ensure that each of the areas are adequately planned, staffed, executed, and reported on a continual manner throughout the year.

3.5. *Volunteer Chairs*

Chairs of the Diaconate-approved Committees, Boards, Guilds, and/or workgroups will be assigned as needed. The “Lead Usher” is an example. These chairs will report on a monthly basis, either in person or by written report to the monthly regular Deacons’ Meeting. The Clerk will read the report and enter it into the meeting minutes.³

² Vacancy occurs when a term expires or whenever an officer is unable or unwilling to fulfill the duties during his term.

³ Electronic mail three or more days prior to the meeting to the Deacon Chair and Clerk is an adequate method or reporting.

4. Diaconate Policies (“What”)

4.1. Purpose

The Diaconate’s purpose is to fulfill the missions of mercy, finance, worship support, fellowship, volunteerism and facility planning, policy and facility stewardship. Of these, the highest duty is the active use of church monetary and skill resources to provide mercy ministry to those brothers in need. The Diaconate is neither the executive committee nor the janitorial staff.

4.2. Mercy and Caring

Mercy is the highest calling of a Deacon. It takes precedence over all duties. The Deacons shall establish _____ Church procedures for individuals to follow in requesting relief through the Deacon's funds. Care should be made to ensure that funds are always readily available for quick disbursement to those brothers and sisters in need. A designated budget shall be approved in each yearly budget for such use.

The following order of priority from scripture shall be observed.

- First responsibility - those in need from our own congregation,
- then other believers in our community or those nearby,
- then other believers at a distance,
- then non-believers in our community, and
- finally non-believers at a distance.

4.3. Finances, Accounting and Budget Control

4.3.1. Finances, Accounting and Budget Control

Planning, managing, expending, and accounting for finances are primary duties of the Diaconate. Normally, expenditures will require the authorizing signature of a Ruling or Teaching Elder. Expenditures from the Diaconate budget will not require an Elder’s approval.

▪ Treasurer

The Treasurer is accountable to the Diaconate, and shall report the current status of church accounts at each regular Deacons’ meeting. The Diaconate is responsible for analyzing the church finances at least quarterly by examining the

Treasurer’s records, and for drawing up the budget at least four weeks before the Elder/Congregational review process starts.

▪ The Finance Committee⁴

The Finance Committee shall be a permanent committee of the Diaconate.

- The Finance Committee shall consist of four members, the Treasurer, an active Elder, and two active Deacons. The committee chairman shall be appointed from among the committee members and shall not be the Treasurer.
- The Finance committee shall meet monthly or when occasion demands to consider extraordinary needs and expenditures, and submit its recommendations to the Session.
- The Finance committee shall be responsible for the preparation of and presentation of a proposed budget for the operation of the Church for the coming fiscal year to the Session, no later than eight weeks prior to the announced annual church meeting.
- The Finance committee shall approve the form of the books of the treasurer, the form of the monthly financial report to the Session, and the form of the annual financial report to be presented to the congregation at the annual Church meeting.
- The Chairman of the Finance Committee shall arrange for the counting, recording, and safeguarding of all monies received in the offerings at each stated meeting of the church, and for the prompt transfer of said monies to the Treasurer, taking his/her receipt for the same.

4.4. Empowering Volunteers and Building the Spirit of Physical Stewardship.

Volunteerism is critical to ensuring that we do not devolve into a church that contributes their checks but little else. It is a goal of the deacons that we encourage participation beyond financial contribution through active volunteering in the

⁴ It is assumed that the Finance Committee will promulgate policy and procedures as it deems appropriate to effect its duties.

physical stewardship. Volunteers build a feeling of community, and ensure that we spend the Lord's money on missions, and outreach instead of hiring outsiders to meet basic needs.

It is important that all volunteers are shown that they are empowered, are responsible, and are accountable.

As we are now in a formal church building, care and attention must be made to empower volunteers. The Book of Church Order allows for and encourages the Deacons to enlist whatever leaders or servants are needed to fulfill their ministry and stewardship responsibilities.

4.4.1. Empowered Volunteer Teams

Such ministries and stewardships, include, but not limited to:

- Shut-in and Nursery Home Visitation Team
- Shut-in/Ill food Team
- Nursing Home Services Team
- Ushering Team
- Church Activities Transportation Team
- Landscape and Grounds Stewardship Team
- Lawn mowing Volunteer
- Monthly weed whacking team
- 5th Sunday Fellowship Dinner team
- Usher's and Greeter's Teams
- Chancel/Paraments Guild
- Library Guild
- Fellowship Committee
- Seasonal Family Fellowship Committees, e.g. Christmas Dinner
- Picnic Committees
- Weekly Lord's House Cleaning Team
- Monthly Lord's House Cleaning Team
- Quarterly Lord's House Work Team

These servants may be publicly recognized and set apart for their ministry, and are to be selected and enlisted at the discretion of the Diaconate. It is expected that the Deacons will recruit from the congregation to fulfill their ministry duties, and that in the course of doing so new leaders will be developed for the future.

4.4.2. Youth Volunteers

Our church youth are also to be encouraged to serve under the leadership of the Deacons.

Coordination with the Youth Ministry and Leaders is important to ensure that we effectively empower these volunteers.

4.4.3. Establishing and Discontinuing Volunteer Groups

The Diaconate's duty is to encourage effective volunteerism. For this reason, it is required to require a written plan from any individual or group desiring to create a volunteering group. This plan should be short, less than one page, but clearly identify the facilitator, members, purpose of the group, expected results at specific dates, and fully demonstrate that the effort will be effective by showing that it will be fully staffed. The Diaconate is responsible for refusing a request if it is not clear that the goals can be met with the proposed staffing. It is also responsible for cleanly discontinuing a group if the goals are not met, or are sporadically met.

4.5. Worship Support

Ensuring the worshipful, orderly and timely movement of congregants from non-worship activities to the sanctuary is the duty of the Deacons. Arrangement of seating, closing of doors, and actively and continually encouraging worshipful behavior is part of this duty. A designated budget shall be approved in each yearly budget for worship supplies such as candles, paraments, communion, and cleaning and care of worship supplies.

4.6. Church Facility Stewardship, Donations and Improvements

The church building is a physical manifestation of our worship and citizenship in the family of God. How we maintain this physical facility is a witness to the congregants, the neighborhood, the community, and the world of how seriously we as a congregation take our stewardship of our gifts. The Deacons are responsible and accountable for the care and budgeting for building, grounds, equipment, etc.

4.6.1. Facility and Ground Policies and Procedures

The Diaconate is responsible and accountable for the policy and procedures of the facility and grounds. All facility policies and procedures are in this manual. Facility policies and procedures

not in this manual do not have any standing. See section 1.6 for change policy.

4.6.2. Maintenance Budget

A Maintenance budget line item shall be approved in each yearly budget for cleaning, repair, replacement, supplies, etc.

4.6.3. Physical Donations

The Deacons are responsible and accountable for all physical donations given to the Church. An offer to donate will be evaluated at a formal Deacon meeting. No physical donation will be accepted without this prior and formal Deacon decision, recorded in the meeting minutes.

Caution is needed to ensure that the Church does not become the repository of furniture, equipment, improvements, or devices that are not clearly needed and immediately usable for current and/or planned operations or programs.

Donations that are obsolescent or difficult to maintain will not be accepted. Also, donations that have restrictions as to use, and/or ultimate disposal will normally not be accepted. If the donation does not clearly meet a Church need, the donor should be thanked but the donation refused. Other _____ Committees and/or staff who may be affected will be asked to give their unambiguous endorsement and clear plan for use of any donation that may affect their work.

4.6.4. Improvements

All improvements are the responsibility of the Diaconate. All plans must be reviewed and approved by the Diaconate. The Diaconate is responsible to determine how the improvement will be paid for and the project managed, and staffed. If the improvement may affect the fundamental spiritual nature of the church, the Session must review and approve the Deacon's plans. Other _____ Committees and/or staff who may be affected will be asked to give their unambiguous endorsement and clear plan for use of any improvement that may affect their work.

4.7. *Church Fellowship and Community Outreach*⁵

4.7.1. Church Fellowship

Social Fellowship is an important part of the maintenance and growth of the caring community that is _____ Church. The Deacons are responsible and accountable for oversight of these activities. Care must be taken, before committing resources, to ensure that the entire Diaconate understands and agrees with the purpose, expected result, duration, and the effort of each event and continual support. Fellowship activities that do not have solid physical and funding support, or over a period of time loses this support should be cleanly discontinued, and not allowed to continue. If there is a strong volunteer interest in re-establishing the activity, then the Diaconate should re-evaluate for possible re-instatement.

4.7.2. Community Outreach

We have a gift that should be used to provide outreach into the general community. This gift is the church facility, and its use by the community, especially if requested by an actively worshipping communicate member, should be encouraged. The Diaconate is responsible and accountable for all such use. It is important to emphasize to all users that the Church is not a public facility. Any activity that involves non-Church groups that may have a religious, spiritual, or political element must be pre-approved by the Session prior to the Deacons' approving to place on the Church Calendar.

⁵ This is currently a duty of the Diaconate. However, it is feasible that a Session-Chartered Fellowship/Outreach committee could have the policy and procedures and budget for these activities. If this ministry is established, budgeted, and staffed, this section can be removed from the manual.

5. Diaconate Procedures (“How”)

5.1. Meetings, Agendas, and Minutes

5.1.1. Diaconate Chair

The Chair is responsible for ensuring that all members are notified of the meeting schedule and for providing advance agendas. Meeting minutes will be taken of every meeting. The Chair:

- Notifies the Diaconate and Session of meetings by distributing the proposed agenda at least 7 days in advance. If there is a need for a "special meeting", it can be called within 3 days by distribution of the proposed agenda,
- Moderates Committee meetings (or appoint an “Acting Chair” to do so in his absence),
- Determines if there is an inadequate number of Committee members attending any meeting and if the meeting should be postponed⁶,
- Makes the Session aware of the need for additional members, if this happens frequently,
- Maintains a record of the current set of projects under consideration, projects approved, maximum budget for each project, and record at the meetings the status of each project, and
- Appoints an “Acting Chair” in the case of his absence.

5.1.2. Diaconate Clerk

The Clerk shall:

- record all meeting minutes,
- maintain copies of each project proposal,
- maintain the Action Item Status List,
- distribute copies of meeting minutes and action items as soon as possible after each meeting, and
- maintain the Deacons’ Filing Cabinet in the church office, ensuring that all records are placed in it, and are organized in such a manner that materials are readily found.

5.1.3. Stated (Regular) Meetings

Meetings are held for the express purpose of

advancing the ministry of the Deacons.⁷ This may mean that business is conducted, or that planning of ministry takes place or that prayer and spiritual encouragement is planned. But, whenever a meeting is called or a stated meeting takes place an agenda shall be prepared for the meeting and distributed at least one week before the meeting. Without exception all meetings shall begin and end with prayer. All meetings shall also begin with the reading of scripture and a brief devotion or meditation led by one of the Deacons or an invited visitor. A typical agenda would be:

- Opening with Prayer
- Devotion
- Review of the Agenda, modifications as needed
- Report of the Mercy/Sympathy Missions and Volunteers
- Review of upcoming Church Calendar, updates to Church Secretary
- Liaison Report from Session
- Treasurer’s Monthly Report
- Report from subordinate volunteer groups (Building, Fellowship, Landscaping, etc.)
- Report on Worship Support
 - Usher/Greeters planning and scheduling
 - Chancel Guild
 - Special Needs
 - Other
- Lord’s House Stewardship
 - Status of Weekly Maintenance
 - Status of Monthly Maintenance
 - Status of Seasonal Maintenance
 - Lord’s House Work Days schedule and plans
 - Other
- Resolution of Maintenance Request Forms
- Monthly reports of approved projects not captured above.
- New Business
- Record new action items and status of old action items
- Closing with Prayer

⁶ Note: there will not be a "quorum rule"

⁷ Currently, the stated meetings are on second Thursday of each month 7:30 – 8:30 P.M.

5.1.4. Called (Special/Emergency) Meetings

The chair or in his absence, the clerk of the Diaconate may call a meeting to discuss and handle a specific item or to provide an extended session for long term planning. These meetings may be called with three-day notice by distribution of the proposed agenda. The meeting will follow the rules of the stated meeting except that normally there is only one item on the agenda. If agreeable by a majority of the Diaconate, the meeting may be by telephone conference. Special or Called meetings may be called for, but not necessarily limited to:

- Respond to a request by the Teaching Elder that cannot be handled by normal process and cannot wait until the next stated meeting.
- Discussion and approval of Mercy and Caring funds beyond the amount of the emergency fund.
- Emergency Meetings, called for health, hazard, or legal jeopardy.
- Discussion and approval of the resolution a Facility and Grounds issue that requires immediate attention.

5.1.5. Meeting Minutes

Minutes are to be kept of each stated or called meeting of the Diaconate. They shall include:

- The date and time and location of meeting.
- A record of all those in attendance including any visitors present.
- Mention of beginning and ending with prayer and the scripture shared at the start of the meeting.
- Any motion/decision of the Diaconate which is made and passed/agreed upon. (No details of the discussion are required but may be included for information only.)
- Any financial or other reports which bear upon the ministry of the Deacons and are submitted at the meeting.

The minutes of the previous meeting shall be reviewed and received with any necessary corrections at the subsequent meeting of the Deacons. And, the minutes of the Diaconate shall be open to the congregation and the session of the church for inspection. Mercy discussion is normally shared only with the Session as requested, and except as provided for in the Book

of Church Order, not disclosed to the congregation.

5.1.6. Action Item List

Attached to the Meeting Minutes, the action item list will record all actions, with a short description, expected result, date of originating meeting, due date, person (normally Deacon) responsible, and current status.

5.1.7. Improvements and Project Proposals

Actively worshiping communicant members are encouraged to proposal projects for the improvement of the facilities and grounds. These are provided in writing by those proposing a project. These will be evaluated by the Deacons in a regular meeting and approved, tabled pending more information, or rejected. The proposer will be informed as soon as possible.

See Appendix A.2 for more information.

5.2. *Mercy and Caring*

5.2.1. General Guidelines for Mercy and Caring

The Diaconate will use financial, time and skill resources to provide mercy and care to the needy.

5.2.2. Mercy and Caring Teams

It is recognized that the Deacons do not have the resources in gifts and time to adequately respond to all the legitimate mercy and caring needs. It is encouraged that the Deacons establish mercy and caring teams to extend the reach of this critical ministry. These teams may include, but not be limited to:

- Shut-in and Nursery Home Visitation Team
- Seniors' Tea
- Shut-in/Ill Food Team
- Nursing Home Church/Prayer Services Team
- Church Activities Transportation Team
- Food Pantry Team
- Regional Mercy and Caring Coordination, e.g. SHIP.

When setting up a team, the Diaconate must establish, in writing, a short description of the purpose, scope, funding (if any), method of reporting to the Diaconate, and the volunteer who will be responsible for the coordination, leadership and reporting. The volunteer

coordinator will report, preferably monthly, but at least quarterly, on activities and expenditures. The Diaconate shall assess the effectiveness of each team at least quarterly. If a team has gone dormant on the previous quarter, it should be cleanly disbanded and reconstituted after the Diaconate has determined how to prevent a re-occurrence.

5.2.3. One time Emergency financial need

The Diaconate should set up a pre-qualification guideline based on the principles in the previous section. Two or more Deacons should be pre-authorized to expend up to \$200.00⁸ without prior review and consensus by the full Diaconate. The expenditure will be reported by e-mail, without the beneficiary's name, as soon as practical after the giving, and with full details at the next Diaconate meeting. The approval will be reported as soon as possible to the Teaching Elder(s), the Session and the serving Deacons. It will be recorded in the "mercy and caring" section of the next meeting minutes. Meeting needs over the \$200.00 will require a full Diaconate discussion and agreement

5.2.4. Non-Emergency Funding

The need will be presented to the Deacons in a regularly called meeting, identifying the need, the circumstances, the expected result, and the amount needed. Approval will be by consensus. The approval will be reported as soon as possible to the Session. It will be recorded in the "mercy and caring" section of the meeting minutes. The Deacon delegated responsibility will get a check as needed from the Treasurer. In the case of an urgent need, beyond the on-hand emergency fund, the Deacon Chair may call a special meeting.

5.2.5. Continuing needs and Compassion Fatigue

The Mercy and Caring of the Diaconate is not set up for continuing needs for financial or service support. These needs will have to be investigated, and brought to the Session for discussion and decision on how to best provide continual service and/or funding. It is a reality that as humans, we react emotionally to needs, continue the support

for a short period of time and then succumb to "Compassion Fatigue." For this reason, it is critical that continuing needs be discussed in depth directly with the recipient, without middle people, and a clear, sustainable plan be staffed. The emphasis is on "staffed." Jumping in, or creating a "plan" without clear staffing for the full duration with backups creates more damage to the body than not fulfilling the need.

5.3. Finances and Budget

In order to carry out its responsibilities, the Diaconate shall have an approved yearly budget from which to make expenditures for:

- Mercy and Caring
- Worship Support
- Maintenance
- Fellowship Support

5.3.1. Finance Committee

In order to give greater accountability in the recording and disbursement of church funds the following procedures are implemented.

5.3.1.1. Essential functions of the committee

- Oversee the collection and deposit of all funds within the church.
- Handle all disbursements of the funds of the church.
- Record all transactions of the church and provide monthly reports to the Session and Deacon boards of the church.
- Prepare a budget for approval by the Diaconate for presentation to the Session.
- Present the budget to the membership at the annual church meeting.
- Evaluate Insurance coverage on a yearly basis.
- Ensure that the process for non-cash donations (see section 5.3.6) is up to date.
- Other financial concerns as necessary.

5.3.1.2. Collection and deposit of funds

The financial committee chairman will oversee the counting and recording of the weekly collection, special offerings and other giving of the church. The Treasurer shall deposit all funds of the church and record the deposits in the church ledger.

⁸ amount should change based on Diaconate re-evaluations

5.3.1.3. Disbursements of funds

The Treasurer shall handle the disbursement of the funds of the church. All disbursements shall be made by check. All reimbursements shall be paid when accompanied by a voucher signed by the requester and approved by a currently active Ruling Elder. A voucher signed by the requester and approved by the Diaconate Chair or his designated alternative(s) will be sufficient to approve reimbursements for Diaconate budget items.

5.3.1.4. Recording the transactions and record keeping

- The Treasurer shall record all deposits and transactions in the church ledger.
- The Finance Committee shall meet monthly to discuss the status of the budget, reconcile accounts and prepare a monthly account of the disbursements to present at the monthly Session meeting.
- The Finance Committee shall also prepare a six-month and a year end report of the expenditures of the church.

5.3.1.5. Budget preparation

The finance committee shall prepare the budget for church expenditures. The budget should be presented to the Session no later than eight weeks prior to the announced annual church meeting.

5.3.1.6. Budget presentation

The Treasurer and the finance committee shall present the budget at the annual meeting and answer the congregation's questions.

5.3.1.7. Yearly Insurance Evaluation

The Finance Committee shall work with the Insurance Underwriter to ensure that proper coverage is maintained. As a minimum, the Deacons' manual shall be provided to the Underwriter, in addition to facilities plans, etc. to ensure that the facilities and the full scope of activities are fully covered by the insurance. Pastoral Staff should have counseling insurance appropriate to the types and form of counseling formally approved in writing by the Session's Counseling Plan.

Every three years, and within one year of moving into the Church, and/or major changes in programs and/or facilities, the Financial

Committee will be accountable for getting a minimum of three bids to be presented to the Diaconate for review and approval.

Insurance will be on its own budget line item, to prevent confusion with Deacon budget items.

5.3.2. The Duties of the Treasurer

5.3.2.1. Receipt of Monies

The Treasurer shall receive all monies of the Church, and shall make disbursements under the direction of the Finance Committee. The treasurer shall deposit all monies in the accounts of the church, and shall make all withdrawals and payments by check.

5.3.2.2. Account book

The Treasurer shall keep an account book itemizing all receipts and disbursements, which shall be made available for inspection by the finance Committee at each of their meetings and to the session at their monthly meeting, and any member or person in regular attendance.

5.3.2.3. Communicant Member Access

When an active communicant member makes a request to review the books of the Church, the Secretary of the Finance Committee shall record such request. The review must be done in the presence of the Treasurer and chairperson of the finance committee or his designated representative.

5.3.2.4. Financial Condition Statements

The treasurer shall present a statement of the financial condition of the Church at each Finance committee meeting, consisting of the current monthly balances, and the total receipts and disbursements, which shall be made part of the minutes of the meeting in the secretary's record book. The Treasurer shall prepare at the end of each fiscal year, an annual report of the financial statement of the Church. This shall include a summary of the receipts and disbursements in each major category as directed by the finance Committee. The annual report shall be submitted for audit to the Finance Committee and the session after which the treasurer shall present it at the annual church meeting.

5.3.2.5. Bank Safety Deposit Box

The treasurer shall maintain the bank safety deposit box as directed by the Finance committee

for the safekeeping of important papers of the church. It shall be the duty of the treasurer (or a trustee) to deposit in or remove from the safety deposit boxes such papers and/or items as directed by the Finance committee or the Session.

5.3.2.6. Absence or Incapacity

In the absence or incapacity of the treasurer, the trustees shall have the authority to disburse funds in the same manner and with the same guidelines and restrictions as the treasurer.

5.3.3. Diaconate Budget Line Items

The Diaconate shall have explicit and fully funded budget line items to ensure that the duties that the deacons are responsible and accountable for are fully funded.

5.3.3.1. Mercy and Caring Budget Line Item

To provide for Mercy and Caring Ministry needs, each yearly budget shall have a fund provided to assist in relief. This fund takes two forms in the congregation:

- Mercy and Caring Ministry Line Item in the Annual Budget.
These resources set aside from the church's general fund budget and administered directly by the Deacons. These funds are budgeted each year and expended throughout the year as needed. Funds remaining at year end in the budgeted fund are not used for ministry, but a new budgeted amount is provided. If these resources are expended prior to the end of the year, additional resources may be utilized from the general fund with the approval of the session.
- Mercy and Caring Special Fund. This account is set aside for mercy ministry but it is not tied to the General Budget. Each year the session shall add funds to this account as requested by the Diaconate. This account is meant to grow in order that extraordinary needs might be relieved by the congregation. The Diaconate shall have sole authority to disburse funds from this account. Record shall be kept of all disbursements from this account. During the course of the year the Diaconate may request that a Deacon's fund offering be taken at the following service to assist in building and maintaining this fund:

Maundy Thursday, Thanksgiving Eve, Christmas Eve, and on designated communion Sundays. Approval for such an offering must be sought from the Church session.

5.3.3.2. Church Facilities/Grounds Maintenance Budget Line Item

The Diaconate shall budget for:

- Outside Maintenance
 - Snow Removal
 - Equipment such as mowers, edgers, and hand tools
 - Plants to complete the landscape plan
 - Plants to replace dead or poorly functioning plants
 - Fertilizer, lawn and garden chemicals
 - Annual flowers
 - Plant replacements
 - Bulk Mulch
 - Rental of Equipment, trucks, etc.
 - Etc.
- Inside Maintenance
 - Equipment such as commercial vacuums
 - Gloves, buckets, carpet, tile, wall cleaners
 - Rentals
 - Etc.
- Improvements (see section 4.6.4.)

5.3.3.3. Worship Support Budget Line Item

The Diaconate shall budget for:

- Piano tuning and repair
- Purchase and maintenance of worship supplies
- Maintenance and repair of audio equipment
- Cleaning and repair of paraments
- Replacement of paraments⁹

5.3.3.4. Church Fellowship Budget Line Item

The Diaconate shall budget for:

- Utensils for cooking, serving and eating food
- Tables for serving and seating
- Repair, maintenance, and replacement of kitchen equipment.
- Tables and chairs for fellowship events.
- Disposable supplies such as table cloths.
- Banners, advertising.

⁹ All that cloth stuff in the sanctuary.

- Rentals of tents, grills, etc.
- Food and beverages.
- Etc.

5.3.3.5. Non-Diaconate Budget Items

For clarity, certain non-Diaconate budget items are identified in this section:

Office supplies and Library Acquisitions will be budgeted separately under the Office Budget, and not under the Diaconate control. This will include but not be restricted to:

- office equipment, supplies, photocopiers
- Telephone, Pagers, Cell Phones, Cable, and Internet Access
- Library Acquisitions

Music Ministry items are budgeted separately.

These include but are not restricted to:

- Music,
- music supplies,
- audio recording media,
- purchase of musical instruments,
- purchase of equipment
- repairs

Utilities are budgeted separately and paid upon due date by the Treasurer.

5.3.4. Diaconate Purchases/Disbursements

In order to carry out its responsibilities, the Diaconate make disbursements and purchases only for those items related to the Diaconate responsibilities. For this reason, each disbursement or purchase MUST identify the budget line item BEFORE approval for payment or re-imbusement.

5.3.5. Tax Number

_____ Church is a not-for-profit, and thus anyone purchasing for it should provide the tax number to ensure that taxes are not paid.

The tax number you take with you is:

EO XXX-XXX-XXX

5.3.6. Non-Cash Donations

Donations other than cash or checks need efficient and sensitive handling. These fall into two groups, financial instruments and physical donations.

5.3.6.1. Financial Instruments

The first is financial instruments that can be

efficiently converted into funds for the effective execution of missions, operations, and improvements for _____ Church. These donations may be anonymous or non-anonymous. Even if non-anonymous, it is important that the donation not be announced beyond those individuals whose office requires this information to prevent interference with the workings of _____ Church.

The Financial Committee is responsible for ensuring that the procedures of Appendix A.6 are current.

5.3.6.2. Physical Donations

Donation of physical items will be handled per 4.6.3

5.4. Empowering Volunteers

Empowered Volunteers are critical to the sense of community, fellowship and prudent stewardship of financial and skills. A prime function of the Deacons is to search out, train, and support volunteers.

These policies and procedures are set up to encourage empowered volunteers. Current procedures and guidelines are set forth in Appendix B, Appendix C, Appendix D, and Appendix E.

5.5. Worship Support

With a sanctuary with nave and narthex, multiple opportunities arise to effect and affect the worshipful service. To encourage the worshipful participation of congregants, the Deacons are responsible and accountable for maintaining an orderly and comfortable environment.

5.5.1. First Time and Returning Visitor

The first few moments often is critical to a visitor's decision to come a second time. First impressions are lasting, and will determine if we ever see the individual or family again. All involved in this ministry play a part in influencing the visitor's move toward becoming a functioning member of the local body. Ushering a newcomer to a seat eases the stress of a first time visit. The Greeter/Usher Ministry must be carried one step further for first time or returning visitors.

_____ Church must ensure that people are introduced to others and are truly welcomed. Visitors must sense we feel very

privileged they chose to worship with us. See Appendix C.4 for more details.

5.5.2. Worship Service Procedures

Worship is a communal activity. The Deacons are responsible and accountable to ensure that all distractions/furniture that do not add to this communal experience are removed prior to the service and if necessary, removed as soon as they appear during the Service. See Appendix C for more details.

5.5.3. User and Greeters: Facilitating the Worship Experience and Sense of Community

As _____ Church moves into a facility of its own and ministries expand, the need for people in the assimilation ministry will expand to include not only ushers and greeters but perhaps parking lot attendants, information booth attendants, host/hostesses, escorts, mentors to train any or all of the above.

Ushering facilitates worship by eliminating the number of people who are milling about in the back of our sanctuary and provide a more orderly greeting system for newcomers. Ushering also encourages the congregation to sit closely together; eliminating gaps which may distract the pastors as they deliver their sermon. You also assist by educating others not to walk or mill about during prayer. See Appendix C.1 and *Appendix C.2* for further details

5.5.4. Head Usher

One of the ushers shall be designated as the "Lead Usher." He or She shall oversee the ministry of the others and serve as a leader. The lead usher shall have the responsibility of:

- Ensuring that the Worship Support procedures are followed. See Appendix C.4, Appendix C.2, and Appendix C.1.
- controlling the building climate during the service,
- directing the usher team,
- securing the offering and delivering it to the counters,
- delivering the friendship registration pad sheets to the pulpit prior to the pastoral prayer.
- Ensuring the Usher Procedures in appendix C are followed.

- Organize teams and service rotation schedule.
- Encourage the participation of the Youth Groups and Youth Classes
- Serve as a team member.
- Train all Greeters and Ushers;
- ensure that all Greeters and Ushers have badges and copy of the appropriate Diaconate Manual appendices.
- During the Service, ensure that the Greeters and Ushers are actively and proactively maintaining order per the appendices.

5.5.5. Collection of the offering

The ushers shall come forward at the request of the worship leader. After prayer they shall make a collection row by row front to rear. The offering plates shall be gathered and the offering shall be secured by the head usher per the directions of the Treasurer. During the doxology the ushers may join their families for the remainder of the worship service.

5.5.6. Chancel (aka Altar) Guild

The serving and order of Communion is under the direction of the Session. The Diaconate is responsible for the provisioning of the elements (Bread and Wine), the cleaning, and purchase of Chancel paraments (fancy term for all that fabric), candles, the training and recruiting of candle acolytes. It is encouraged that a Chancel Guild be established.

See *Appendix C.3* for Chancel Guild processes.

5.5.7. Worship rehearsals and sanctuary piano use

The use of the Church facility for practice and rehearsals is encouraged.¹⁰ This use is for both groups and individuals wishing to practice. The facility will be available to all such use during normal church hours. Active worshiping communicant members may also use the sanctuary piano for practice of private material during normal church hours or as pre-arranged with a Deacon or other authorized person to open and close the Church and the Piano. See Appendix C.6 for more information.

¹⁰ A piano is best kept in good maintenance and tune by active use. Encouraging communicate members to use the sanctuary piano will assist in this.

5.6. Church Facility Stewardship

As always, the Deacons desire the honor of the Lord in the ministry of service. The care of the facilities of the congregation reflects to the world the care, commitment, and genuineness of the congregation. Even more, we keep charge of the things of the Lord Himself. We want Him to be pleased.

5.6.1. Empowered Volunteer Groups

It is a goal of the Diaconate to empower volunteers to claim maintenance stewardship. The volunteers shall have minimal guidelines to ensure empowerment, responsibility and accountability.

5.6.1.1. Physical Plant Stewardship and Volunteerism

As a matter of stewardship, all interior and exterior maintenance shall be performed by volunteers. Every effort should be made by the Deacons' to empower the volunteers. Materials, supplies, equipment, when not readily available to the volunteers, shall be procured or reimbursed in a timely manner by the Deacons. Appendix D provides more information.

5.6.1.2. Landscape Planning Volunteer Committee

Within one year after the occupancy of the Church Facility, the Deacons shall request volunteers to assist the planning of the Landscape beyond the contractor work. The Committee will prepare plans, estimates, work estimates, and present to the Deacons for project approval, budget approval, and to set up a day or days to implement.

5.6.1.3. Lord's House Work Days

A Saturday workday shall take place no later than the first of May and the first of November for repairs, upkeep projects, special cleaning projects, and other projects in preparation for winter and summer. See Appendix D.

5.6.1.4. Garden Adoptions

An effective method of maintaining the landscape is to encourage those with a talent in gardening to "adopt" an area. The Deacons shall use a plot plan asking for non-lawn "adopt a bed" volunteers. The plan should provide for small and medium areas, allowing the volunteer to

combine as desired. It should be made clear that the commitment is to check the "adopted bed" once a week to check on if weeding, pruning and related maintenance are needed. The volunteers will be informed that they will be reimbursed from the Diaconate budget for all expenses associated with this maintenance such as fertilizer, weed killer, replacement plants, flowering annuals, etc. see Appendix D.1

5.6.1.5. Lawn care

The grounds of the church shall always be kept trimmed and tidy as fitting for the neighborhood. It is expected that volunteers will be used for lawn care. It will be necessary to maintain equipment for lawn care. See Appendix D.1.

5.6.1.6. Snow Removal

Snow removal shall be contracted.¹¹

5.6.2. Maintenance Request

In order to facilitate quick and unambiguous communication of maintenance needs and expedited action, a publicly visible location will be used for communicating needs. At least 10 blank maintenance request forms will be kept on the Deacons' Bulletin Board. The form will be filled out by anyone who sees a need, and left on the bulletin board for collection and action by the Deacons. See Appendix A.2 for more information.

5.6.3. Record Storage

The Deacons shall have a separate filing cabinet in the Church office. It shall hold all records associated with:

- Contractor Billings, with notes attached about when contractor was used and if the work was acceptable in quality, cost and timeliness
- Business Cards
- Equipment Manuals
- Copy of repair bills, with notes attached about when repair happened and if the repair was acceptable in quality, cost and timeliness.

The files shall be organized by the room the equipment or utility access is located.

¹¹ Decision on if snow removal from the driveways, and parking lot shall be performed by volunteers is explicitly deferred for one year after church occupancy.

5.6.4. Deacons' Equipment/Maintenance Room

The Deacons' equipment and storage area shall be the stair well at the bottom of the 3rd floor south staircase. Adequate shelving necessary for organization and safety shall be installed for all cleaning and maintenance supplies. The Master Key Box will be bolted to the wall in a convenient location. Adequate lighting will be made available to allow safely working with the materials in the room. The 3rd floor staircase will be locked at the 2nd floor and 3rd floor.

5.6.5. Deacons' Bulletin Board

A separate bulletin board shall be placed on the main (2nd) floor between the doors to the 3rd floor staircase and the 1st floor staircase to hold items helpful in the orderly performance of the Deacons' duties as defined in this manual. It will be used to post the following:

- Volunteer Sign-up Lists
- Fellowship Master Schedules and Fliers
- All Diaconate Manual appendixes
- Maintenance Work Requests (blanks)
- Deacon Meeting Notices
- Deacon Meeting Minutes
- Most current copy of the Diaconate Manual
- Other items as needed to communicate Deacons' services

5.6.6. Security, Access, Locks and Keys

It is an unfortunate aspect of our current age that we must have locks. The Deacons are responsible and accountable for the strict control of the access and thus personal safety and security. For this purpose, the following Lock and Key policy is immediately in affect. Except during period of active use, all locks will be kept locked. The person who opened the lock is responsible and accountable for personally ensuring that the lock is engaged.¹²

5.6.6.1. Lock Policy

In order to facilitate access while maintaining security and personal safety this lock policy will be implemented before occupancy and

¹² Once the building is completed, and BEFORE occupancy, all cylinders will be re-keyed to meet the lock and key policy to ensure that no "stray" keys are outstanding.

maintained unless changed by the Deacons. Certain locks will be keyed alike to allow individuals with a specific need to gain access to their areas with as few keys, preferably one, needed to be issued. The Lock Plan is:

Common Key	Rooms/Doors
1. Facility Access	<ul style="list-style-type: none"> • 2nd Floor Main outside entrance • Sanctuary outside door • 1st Floor Main outside entrance • 1st floor "Family Room" outside door
2. Office Access	<ul style="list-style-type: none"> • 1st floor "Office" outside door • 1st floor Office corridor inside door • 2nd Floor Music Director and Choir room (room at right front of Sanctuary)
3. Utilities/Maintenance Access	<ul style="list-style-type: none"> • 1st floor electrical and telecom room(s) • Stairs to 3rd floor (used as Deacons' storage) • 1st floor utilities room • Elevator control room • Alarm box area (if applicable)
4. Kitchen Access	<ul style="list-style-type: none"> • Kitchen Door • Cabinets, refrigerators, etc. will not be locked
6. Office Records	<ul style="list-style-type: none"> • Per Office Policy Not controlled by the Deacons
7. Piano	<ul style="list-style-type: none"> • Sanctuary Piano
8. Audio Cabinet	<ul style="list-style-type: none"> • Audio Control in the Sanctuary
5. Key box	<ul style="list-style-type: none"> • For all extras and masters

5.6.6.2. Key Policy

The Deacons are responsible and accountable for the security and distribution of keys. Basic guidelines are:

- Master and extra copies will be kept locked in the Key Box, locked in the Deacons' Supply

Room

- Keys are NOT to be “loaned” by the person entrusted with a key.
- Keys will not be duplicated except by the Deacons. Every key made by the Deacons will be stamped “do not duplicate” before distribution.
- No key will be issued until the requesting person has signed the master key log.
- The master key log will be kept in the Key Box.
- Key Control is by the Head Deacon or his explicitly and publicly designated alternative(s), who will have access to the Key Box and the Key Log
- Pastors, Music Director, and the Church Secretary will have keys for access to the building and offices
- Deacons will have keys for access to the building, offices, utilities/maintenance, and kitchen
- An Elder requesting a key will be provided the key.
- The Music Director, Teaching Elders, and the Church Office will have the key to the Sanctuary Piano.
- Individuals using the Sanctuary Piano during office hours will use the piano key kept in the Church Office.
- Other people as explicitly requested by name by the Session for a specified purpose and period of time.
- Keys will be immediately returned, upon the end of the term of office, leaving the church, or at the end of the specified period of time.
- The Diaconate is responsible and accountable to require return of keys from individuals who have “loaned” their key or have left locks open.

5.6.7. Christian Education Committee

Christian Education Committee is responsible for the policy, procedures and volunteers for the operation of the library, classes, nursery care, and toddler care. Except as it affects use of the physical facilities, equipment, or grounds, the Deacons will defer to the Christian Education Committee.

5.6.8. Lost and Found

Items that are apparently personal property found in the kitchen, classrooms, nurseries, sanctuary, narthex, parking lot, library, and other non-office areas will be turned into the Church Secretary. The handling of “lost and found” is per Church Office policy and is executed by Church Staff.

5.6.9. Piano Tuning and Repair

See Appendix F for piano repair and tuning records and guidelines. All repairs and tuning are to be recorded in Appendix F. It is important that piano tuning and care be done by a professional. The person retained should be checked out with other churches and recital halls and, if possible, be a member of the *Piano Technicians Guild*.

5.7. Church Fellowship and Community Outreach

Church fellowships and community outreach activities are to be encouraged. The Diaconate is responsible and accountable for all fellowship and outreach activities.

5.7.1. Church Fellowship

5.7.1.1. Proposals

The Deacons shall support all fellowship activities for which there is evidence of strong leadership, a clear plan, adequate skill and labor support. Any actively worshiping communicant member shall submit a fellowship proposal to be evaluated at the monthly Deacons’ meeting. The decision for those proposals without an adequate plan or evidence of continuing support will be postponed until the proposer provides an appropriate support and plan.

5.7.1.2. Church Calendar

All requests will be submitted to the Deacons for evaluation at the next regular meeting. If approved, the activity will be placed on the church calendar by the Church Secretary. The church calendar will be maintained by the Church Secretary on the Web Page and on wall charts placed outside of the Church Office.

5.7.1.3. Food Fellowship and the Kitchen

Fellowship is a blessing. Bringing in food and drink is a wonderful means to facilitate fellowship. An important part of this is the orderly use of the kitchen to ensure that it is always clean, organized

and available for the use by the church body. Care must be made to ensure that no individual or small group dominates the kitchen to the frustration of other valid church uses. Very importantly, personal use of the kitchen, equipment, and/or storage should be discouraged. The Deacons are accountable for the cleaning, and purchase of kitchen equipment and utensils, posting of minimal rules of use on kitchen and refrigerator doors and the training in the use of the kitchen.¹³ See Appendix E.3 and Appendix E.4 for more procedures.

5.7.1.4. Sunday Coffee and Tea Fellowship

As long as there is adequate volunteer set-up and cleanup support, coffee and tea will be set up each Sunday outside the Kitchen. This should not be an added duty for the Deacons. Under no circumstances will it be set up near the flow of congregants entering/exiting service. This will ensure that families will have a common place, convenient to the class rooms, restrooms, and parking lot to have fellowship, and collect the family. Food and beverage may be provided per Appendix E.3, and supplies per Appendix D.2.

5.7.1.5. 5th Sunday Fellowships

By making it a tradition, namely, a potluck lunch immediately after service every month with a 5th Sunday, makes it special and something to look forward to. It is encouraged that a 5th Sunday Fellowship Guild be established.

5.7.1.6. Fellowship Picnics

Deacons are responsible to oversee spring/summer/fall fellowship picnics. They should not plan, organize, or execute the picnics themselves, but are responsible to encourage and empower volunteers. If there is not enough interest by volunteers to organize a picnic, timely consideration should be made to cancel.

5.7.1.7. Seasonal Family Dinners

Deacons are responsible to oversee seasonal family dinners, such as Christmas Dinner. They should not do the arrangements themselves, but are responsible to delegate and see that they get done. If there is not enough interest within the volunteers to organize the dinner, timely

consideration should be made to cancel.

5.7.1.8. Discontinuing Activities

Fellowship activities that have missed planned dates or show evidence of being poorly supported should be cleanly terminated. This will allow the Church to concentrate on those fellowships that have support.

5.7.2. Community Outreach

As long as church activities are not displaced and the outreach activity is not in violation of the fundamental religious, ethical, spiritual, and doctrinal precepts of _____ Church, the Deacons may consider Community Outreach uses of the Church Facility. Sponsorship by an actively worshiping communicant member is encouraged but is not a guarantee of acceptance. The process is:

- Written request sent to the Deacons, with:
 - Name, address, telephone number, and e-mail(if available) of the requestor
 - Relationship of the requestor to _____ Church
 - Nature of the Activity
 - Date and times of the Activity
 - Number of attendees, maximum that will be allowed to attend
 - Nature of the Organization that will be directly or indirectly involved
 - It is the responsibility of the requesting group to provide their bylaws, doctrine statements, etc. to the Session for such evaluation
- At the next regular meeting, the Deacons will evaluate for approval.
 - If it is not clear that the direct or indirect organization is compatible with the fundamental precepts of _____ Church, the request will be forwarded to the Session for direct discussion with the requester, and decision on this matter.
 - To allow for re-evaluation, no more than three uses will be approved per request
- If approved, the organizer must confirm in writing,
 - Receipt and acceptance of the controlling sections of the manual and appendixes, especially those associated with clean-up.

¹³ Determination of if the kitchen door should be locked when not in active use is deferred.

- That the Church is not renting space, and is not a public facility for rent.
- That fees, including “voluntary” offerings, will not be collected. (Direct requests for exceptions to the Session for approval formal notification to the Diaconate.)
- Church owned Piano and/or other musical, audio or video equipment will not be used unless explicitly approved and pre-function training is provided.
- That before the doors are opened, a damage deposit of \$100.00 will be provided to the Church Treasurer. If the sanctuary piano or other audio/visual equipment will be used, an additional damage deposit of \$100.00 will be provided to the Church Treasurer. (The checks will not be cashed, but will be returned upon post-activity inspection for cleanliness and damage.)
- The Diaconate will request that the Church Secretary place the activity on the official

_____ Calendar, on the Web site and the Office Calendar.

- During the Activity
 - After normal church hours activities must have a Deacon open and close the door, ensuring that it is locked.
 - If the activity extends beyond the agreement, the organizer must vacate the premises immediately.

Examples of acceptable use include:

- Weddings, especially officiated by _____ Pastoral Staff
- Theatre productions
- Recitals,
- concerts,
- family activities
- Youth lock-ins
- Meetings of groups, etc.

See Appendix E for further guidelines.

6. A Reminder!

We live by Grace and not law. And it is a trustworthy statement and deserving of full acceptance that Jesus Christ came into the world to save sinners - even you, even me!

Appendix A - Deacons' Operations

Appendix A.1 - Master Deacons' Calendar

The following calendar will be used to plan out the Deacon's ministry for the year.

Copy and Post on the Deacon's Bulletin Board

January

- Place all Deacon items on formal Church Calendar for the year January - December
- New Deacons Class joins the Diaconate.
- When the Deacons Class joins the Diaconate, determine the new Chair and Clerk.
- Audit committee begins work. Report made to session and congregation no later than March 31st.

February

- Ushers and counters are recruited for the April to September service term.
- Deacon's workday planned for late April or early May.
- Review Key Log, require the return of keys per the procedures.
- Deacons participate in officer's retreat.
- Year end financial report.

March

- New ushers and counters receive training.
- Usher/counter schedule is planned for April through September.
- Arrangements are made for summer lawn care.
- Lord's House workday is publicized.
- Finance Committee Confirms with Underwriter (in writing) that insurance coverage is appropriate.

April

- Lord's House workday is held.
- Audit report is presented to the session and congregation.
- Lawn care equipment prepared for use.
- 1st quarter financial report.

May

- Beginning of lawn care for spring/summer. (To follow immediately after workday.)
- Memorial Day picnic

June

- Recruiting of ushers and counters for October through March term of service.

July

- Update all Deacon items on formal Church Calendar for the year July - June

- 4TH of July picnic

August

- 2nd Quarter financial statement.
- Prepare budget recommendations.
- Lord's House workday planned and publicized.

September

- Budget recommendations submitted to the session.
- Labor Day picnic
- Counters and ushers trained and schedule prepared.
- Deacon nominees presented to the session.
- Lord's House workday publicized.
- Reseed grass areas
- Plant bushes, trees, spring bulbs
- *Winterize Mower, Weed Whacker*

October

- Hold Lord's House workday.
- Fertilize lawn, trees, bushes, gardens
- Budget approved.
- Recommendation of Audit Committee to the session.

November

- Snow removal contracted for winter season.
- Thanksgiving and Christmas food/clothing drive planned.
- Provide ushers for Thanksgiving Eve and Christmas Eve services.
- 3rd Quarter financial report.

December

- Plan to incorporate new class of Deacons

Appendix A.2- Maintenance Request

Copy and Post several copies on Deacons' Bulletin Board

Please fill this form out and leave on the Bulletin Board. A Deacon will periodically collect these forms and contact you to verify the request. *Leaving any item blank is likely to result in delay or confusion.*

Date of Request: _____

Where is the location: _____

- What is needed:
- Stain
 - Rip
 - Wall damage
 - Furniture damage
 - Equipment not working
 - Other, be **very** explicit

Your Full Name: _____

Your Phone Number: _____

Your E-mail (if you have one) _____

Emergency?

Contact: Church Office at: 908 231 9503, or <mailto:deacons@cometo.org>

Deacon use only:
Meeting Date Reviewed: _____
Action Item and Action Party: _____
Expected Result: _____
Expected Closure Date _____
Date Closed: _____

Appendix A.3 - Lost and Found

Copy and Post on Deacons' Bulletin Board

Found Something?

Please bring it to the Church
Office! Bless you!

Lost Something?

Check with the Church Office.

Appendix A.4 - Contractor and Vendor Information

The purpose of this appendix is to accumulate information on Vendors and Contractors. This will allow the Deacons' and staff to quickly contact a known contractor in an emergency, and to assess how well a contractor has performed in the past. (Remember, Deacons' rotate off the Board, and Staff quits, you cannot assume that "someone will remember")

Company	Contact Info	Contact Name	History/Initial/Good/Bad
Engel Bindery	816 842 8185 816 842 1379 (fax) www.thebookbinders.com	Bob Moulin	Vendors for Friendship Registers. Higher Quality than other binders found. Also allows for custom printing
Boiler/Heat Pump			
Electrician			
Locksmith			
Alarms			
Plumber			
Piano Manufacturer	August Förster Jahnstraße 8 02708 Löbau/ Germany	Tel.: +49(0)3585/ 8 66 30 Fax: +49(0)3585/ 86 63 31 August.Foerster@t-online.de	http://www.august-foerster.de/
Piano Insurance Assessment	Model 190/Classic Walnut, Serial Number #162890		http://www.bluebookofpianos.com/augustforster.htm
Piano Purchase (May 2001)	Altenburg Piano, Elizabeth, NJ	+1 908 351 2000	
Piano Tuning	Dietmar E. Ullrich Edison, NJ 08820	+1 732 548 7408 +1 732 892 8391	2 July 2003, prompt and efficient
Snow Clearing			
Insurance – Liability			
Insurance – Officers and Staff			
Insurance – Umbrella			
Insurance – Counseling			
Insurance – Damage/Comprehensive			
Insurance - Automotive			
Friendship Pad printing	Copies Now 120 Cedar Grove Lane Somerset, NJ 08873	+1 800 615 COPY	Printed full set of pads 9 May 2003. Good work, about ~\$0.03 per sheet.

Appendix A.5 - Master List: Supplies, Storage and Ordering Requirements

Copy, post in Deacons' Maintenance Room

A complete list of supplies and minimum quantities that should be on hand at all times.

Office Supplies:
To be handled by Office Staff using Office Budget

Worship Support Supplies:			
Handled by the Chancel Guild, from the Worship Support Budget			
Stored in the Sacristy (room to the left of the pulpit)			
Item	Units	Restock when Quantity is below	Initial and Minimum Amount to Buy
Candles	each	3	10
Communion Wine	gallon	1	3
Communion Crackers	each	100	1000
Friendship Register (Deacon handle)	pad of 50 sheets	15	100
Oil for Candles (if used)	quart	2	5
Wicks for Oil Candles (if used)	Each	3	10

Fellowship Support Supplies:			
Handled by the authorized Fellowship Volunteer Group, from the Worship Support Budget			
Stored in the Deacon's Store Room, except for perishables which will be in the refrigerator			
Item	Units	Restock when Quantity is below	Initial and Minimum Amount to Buy
Coffee	Pound	1	5
Coffee Filters	Package	1	5
Tea	Bag	20	50
Styrofoam Cups, 8 oz (not 12 oz)	Each	50	500
Juice cups, 6 oz	Each	50	500
Napkins	Each	50	500
Spoons	Each	100	500
Forks	Each	100	500
Knives	Each	100	500
Picnic perishables	Picnic Volunteers assess a full month before each picnic		

Cleaning Supplies:			
Handled by the Deacons, from the Maintenance and Utilities Budget			
Stored in the Deacon's Store Room (stair case going to the 2 nd floor, locked door)			
Item	Units	Restock when Quantity in stock room is below	Initial and Minimum Amount to Buy
Dust cloths	Each	5	5
Scrub Cloths	Each	5	15
Paper Towels	Roll	3	18
Toilet Paper	Roll	12	60
Soft cotton cloths (for piano)	Each	3	5
Bathroom Paper Towels	Package	5	30
Tissue Paper	Box	5	15
Plastic bags for kitchen, washrooms, offices	Box of min 30 (30 Quarts?)	1	5
Black Trash Bags	Box of min 30 (30 gal?)	1	5
Soft soap, anti-bacterial for bathroom sinks	Pump Jar	1	5
Carpet Spot Cleaner (Renuze, etc)	Gallon	1	2
Dusting Spray	Can	1	3
Glass Cleaner (Commercial Grade)	Gallon	1	3
Bathroom/Tile Cleaner	Gallon	1	3
Vacuum Cleaner Bags	None (vacuum is bag less)	N/A	N/A
Non-Sodium Ice Removal (stock November – February)	40 lb. bag	1	5
High Quality Lemon Oil (for piano)	Bottle	½	2

Hardware Consumables:			
Handled by the Deacons, from the Maintenance and Utilities Budget Stored in the Deacon's Store Room			
Item	Units	Restock when Quantity is below	Initial and Minimum Amount to Buy
Sanctuary Ceiling Spot Bulbs, 125 watts, long life 3000 hours, e.g. Duro-Lite	Each	3	10
Normal Ceiling lamps and other fixtures (compact fluorescent 22 watts or brighter)	Each	3	10
Conventional Fluorescent	Each	3	12
Spray bottles for cleaners	Each	5	5
Black, permanent marking pens to mark spray bottles	Each	2	2
Funnels for filling spray bottles	Each	3	5
Synthetic Oil for Lawnmower and other equipment	Quart	1	4
2 cycle Oil for the weed whacker (mixed in gasoline)	Bottle for each gallon of gasoling	1	2
Gasoline Stabilizer	Small Bottle	Buy in September	
Weed Whacking String	.105" 30 foot rolls, longer if volunteer can cut to length	2	10

Equipment:			
Handled by the Deacons, from the Maintenance and Utilities Budget			
Item	Units	Stored	Replacement
Bag-less Vacuum (easier to see when full)	2 each	In Deacons' Store Room	When un-repairable for more than 2 weeks
Scrub brushes, sponge mop, cotton mop, push broom, straight broom, mop bucket on wheels	Each	In Deacons' Store Room	When un-repairable for more than 2 weeks
Window Squeeze on long handle (removable)	Each	In Deacons' Store Room	When un-repairable for more than 2 weeks
Humidifier	Each	One in continuous use near Grand Piano, One stored until needed	When un-repairable for more than 2 weeks.
Lawn Mower	each	Deacons' outside storage shed	When un-repairable for more than 2 weeks.
Gasoline Can	2 each one for lawnmower and one for weed whacker (if 2 cycle)	Deacons' outside storage shed	When leaks.
Commercial gasoline weed whacker	Each	Deacons' outside storage shed	When un-repairable for more than 2 weeks.
Wheel Barrow	Each (3 cubic feet minimum)	Deacons' outside storage shed	When un-repairable for more than 2 weeks.
Leaf and garden rakes	1 garden rake, 1 wide leaf rake, 1 narrow leaf rake	Deacons' outside storage shed	When un-repairable for more than 2 weeks.
Fertilizer/de-icer Spreader (broadcast type)	Each	Deacons' outside storage shed	When un-repairable for more than 2 weeks.
Small Branch Saw	Each	Deacons' outside storage shed	When un-repairable for more than 2 weeks.
Pruners	2 each	Deacons' outside storage shed	When un-repairable for more than 2 weeks.
Snow Shovels	2 each	During the winter, inside 1 st and 2 nd floor main doors, other wise outside storage shed	When un-repairable for more than 2 weeks.
Ice Scrapper, metal, long handle for walks	Each	During the winter, inside 1 st and 2 nd floor main doors, other wise outside storage shed	When un-repairable for more than 2 weeks.

Appendix A.6 - Non-Cash Donations

Instructions for Non-Cash (Anonymous or Non-Anonymous) Donation to _____ Church, PCA.

What is this for?

Other than cash in the offering plate, it can be difficult to give anonymously to _____ Church. This instruction is intended to make non-cash donations feasible and as simple as possible. *This allows the tax-advantaged donation of appreciated property such as stocks, bonds, CDs, resulting in _____ Church getting at least 33% more.*

Is this mandatory?

No. You are free to arrange your donations in any manner that you are comfortable with.

Why this method?

This set of instructions is one that meets criteria of:

- anonymous, no member or officer of the church needs to know
- uses commonly used direct commercial transfers
- minimal cost to _____ Community
- SAFE, uses trusted conduits and PCA Foundation.
- Tax Deduction. You protect your tax deduction as you are transferring to a charitable institution (PCA Foundation.)

What about a non-anonymous contribution?

You use the same method, but as it is not anonymous, you may inform whomever you wish.

What about donations of equipment, furniture, physical goods?

These are handled by a separate process. See Section 4.6.3 Physical Donations for details.

What are the tax implications?

See an appropriate tax accountant for details and confirmation. Basically, if you transfer appreciated property such as stocks, bonds, CDs *directly*, instead of selling first, NO TAX is payable, and thus you “give” up to 33% more.

Ok, what is the process?

Next page

Step by Step Process for Anonymous Donation

A quick caution, check with the PCA foundation to ensure that the attached forms are still current, if not, could you please inform the Finance Committee? <another note: If _____ Church switched its “banking” to a discount broker, this would be much easier. An item for the Finance Committee>

First step: Transferring the Assets to PCA Foundation

- Decide the dollar (\$) amount you wish to donate.
- If donating stock or bond, find current price and divide it into the amount, this is the *number* of stocks or bonds you want to donate
- Fill out Form A.
- Contact your bank or broker for instructions on either hand delivering to a branch or notarizing and mailing. (Faxes and phone orders are rarely allowed.)
- Get a photocopy of Form A with your signatures and the bank or broker timestamp.

You have now transferred the asset to PCA Foundation. (and your tax deduction is now secured) However, you need to take one more step if you wish to remain anonymous. (If not, you may contact the church treasurer and they will perform this step.)

Second step: Getting the donation to _____ Church

- Fill out Form B.
- Fax or mail it to the address provided.
- Call the number provided to ensure that the instructions are understood and followed.

Third step: sorry, only two steps!

Form A: Electronic Transfer

Your name as on the Account: _____

Account Number : _____

To: _____ (bank/broker)

Re: Instruction to Electronic Transfer (DTC) to Charitable Trust

Please transfer (what, stock, bond, cash) _____

CUSIP (ask your broker!) _____

From account: (your account number) _____

To account: PCA Gift Clearing Account

Account: 51-6058-42-7 (Team 1)

Receiving Agent: AmSouth Bank

Call George Kent/Carolyn Solomon

1-800-333-7485, to confirm details.

DTC participant: 971

Clearing: 516-058427

Agent ID: 17695

Institutional ID: 17695

We request that the electronic transfer be effected immediately.

Thank you,

Your signature _____ date _____

Co-Owner signature _____ date _____

Form B: Anonymous Donation

Our Name: _____
Today's Date: _____
Address: _____
Phone: _____

PCA Foundation
1852 Century Place
Suite 1800
Atlanta, GA, 30345

+1 404 320 3303
+1 404 679 5490 (fax)

Re: Anonymous donation of _____
to _____ Church, PCA, Bridgewater, NJ

Please note the donation of:

In account: PCA Gift Clearing Account
Account: 51-6058-42-7 (Team 1)

Donated to: _____ Church, PCA
Please sell/transfer per instructions of

+1 ____ - _____
<put in current Treasurer's name and phone number>

We appreciate your consideration of this matter.

Thank you,

Your name(s) _____

Contact information: _____

Appendix B - Mercy Volunteer Procedures

Copy, Post and give to ALL volunteers

<open for input from Mercy/Care Leads>

Appendix C - Worship Support Procedures

Appendix C.1 - Worship Service Deacon and Lead Usher Procedures

Copy, Post, and give to ALL Deacons and Lead Usher

- One Hour before the start of service, the **Deacon(s)** on duty:
 - Clear 2nd and 1st floor main entrances of ice and snow, salt and sand using spreader
 - Ensure that the chair rows are straight
 - Remove all chairs not in the rows
 - Remove all tables, benches, etc. not to be used in that service.
 - Ensure that the Chancel Guild has set up the pulpit area (chancel) with the appropriate vestments, paraments, banners, communion, and baptism setups.
 - Clear trash and debris from the sanctuary.
 - Ensure that Greeters and Ushers are properly positioned (see appendix on Greeters and Ushers)
 - Remove all furniture, tables, or chairs not in the formal rows.
 - Ensure that Bibles, hymnals, and pew supplies are located at each seat.
 - Adjust fans and heating/cooling.
 - Turn on lighting.
- 15 Minutes before Start of Service
 - Ensure that Greeters/Ushers are present, are appropriately dressed/groomed
 - Ensure that the Greeters/Ushers have a copy of the Greeter/Usher procedure (appendix E)
 - Ensure that the Greeters/Ushers are wearing their badges
 - Remind people to turn off electronic devices, such as phones, pagers, and games.
- At the start of service.
 - Ensure that the Greeters/Ushers encourage and assist in the seating of the congregant
 - Remind people to turn off electronic devices, such as phones, pagers, and games.
 - Close the doors between the nave and the narthex and to the library during the last praise song, before the call to worship.
- During the service, the Deacon/Lead Usher on duty:
 - Keeps the doors are shut
 - *Actively discourages* sitting or standing outside of the formal pews.
 - Escorts late comers to their seats only during periods not disruptive to prayer, sharing, the Sermon, reading of the Word, or special music.
 - Reminds people to turn off electronic devices, such as phones, pagers, and games.
 - Assists parent who may having problems with their children
 - Ensures that no furniture is moved
- After the Service
 - Open the doors between the sanctuary and narthex
 - Find and introduce new and recent attendees to Elders and the Pastor(s)
 - Pick up trash left in the Sanctuary
 - Take all personal items immediately to the Church Office for deposit in the *Lost and Found*.

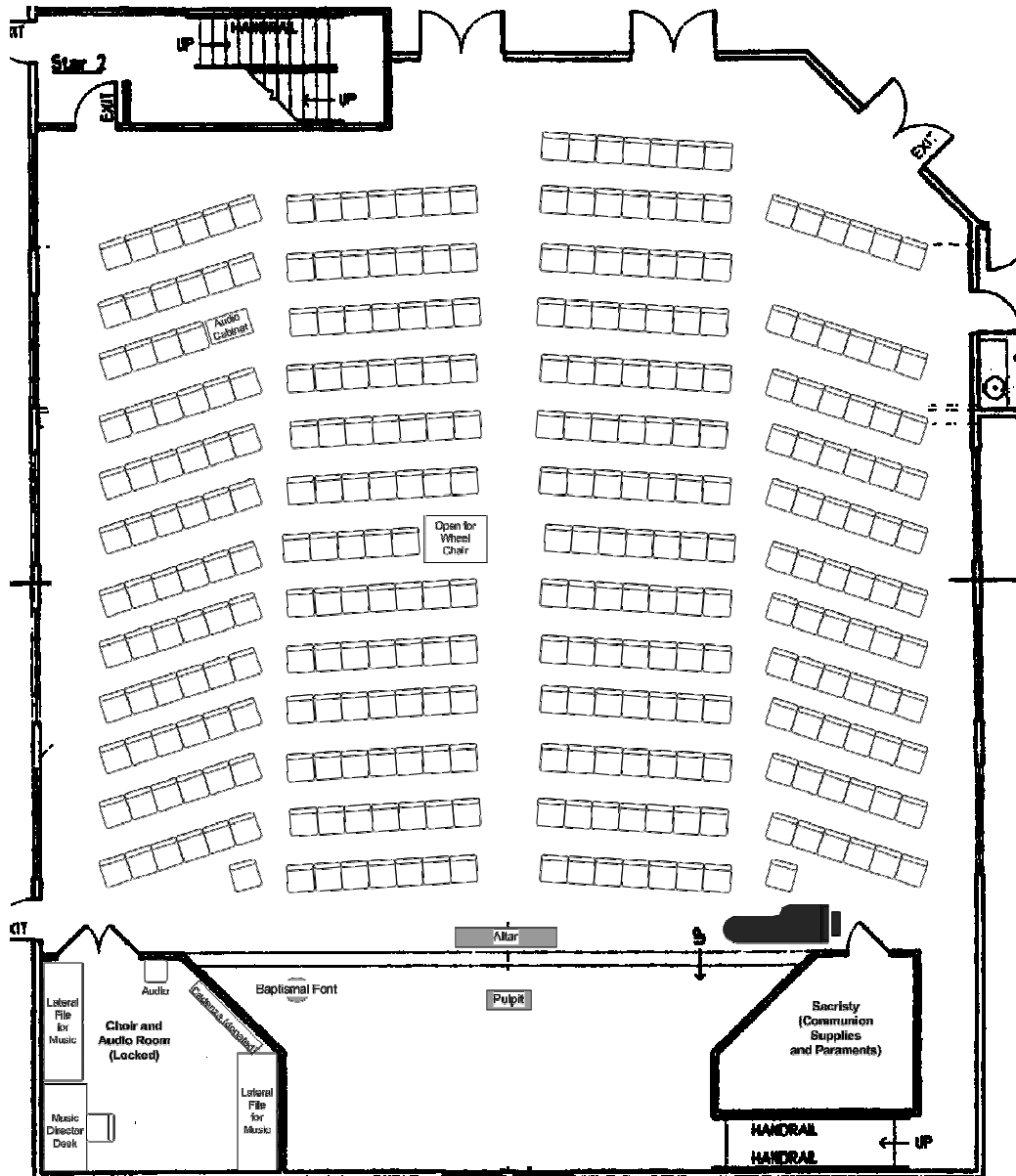
Appendix C.2 - Worship Service Setup

Copy, and Post on Deacons' Bulletin Board

This Setup is based on observations and measurements of over 6 similar sized churches and 5 theatres in the past two years. With 4 foot main aisle, estimated 325 seats, fewer if aisles are widened.

Features of this approach:

- 1. Friendly center aisle, more people will sit forward.
- 2. all aisles angled toward the pulpit
- 3. wedding friendly
- 4. handicapped friendly
- 5. easier to seat people in shorter rows.



Sanctuary Seating Plan
325 Seats

Note:
1. all seats angle towards the Pulpit for greater comfort!
2. Center Aisle for more flexible services AND to be Wedding-friendly!

Appendix C.3 - Chancel Guild Guidelines

Copy, and Post on inside of the Sacristy Door

<open for input from Chancel Volunteers>

Appendix C.4 - Usher and Greeter Guidelines

Copy, Post and give to ALL Deacons, Ushers, and Greeters

This is a ministry of service. Your main purpose is to look for visitors and make the first move toward them. Be careful not to get involved talking to one another or other familiar faces while "on duty."

Greeter/User Qualities

To carry out the above ministry, we only need a few qualities:

- Show a love for Christ, a joyful heart, desire to serve, a welcoming attitude, open and friendly,
- be optimistic about _____ Church, and the visitor's visit
- be helpful and resourceful, punctual, well groomed and appropriately dressed, and
- be physically able to stand for 30-45 minutes.

Grooming hints:

- be bathed, hair combed/brushed,
- dressed well (men: dress shirt & slacks - tie & jacket would be better) name tag, breath mints handy.

Greeter/Usher Checklist

- ✓ Wear name tag.
- ✓ Appointed post at 20 minutes before the Service with bulletins. Bulletin should be correctly facing the person receiving it.
- ✓ Greet everyone by name, if you know it. If not, this is an opportunity to meet and greet.
- ✓ Identify first time OR returning visitors. After introductions, escort them to coat rack, restroom, or nursery as necessary.
- ✓ To identify first time OR returning visitors, let them know you don't know everyone, and just ask, "Is this the first time you are joining us for worship?"
- ✓ If a first time or returning visitor, ask "Welcome to _____ Church. May I help you find seating?" ("May I show you and your child to the nursery?")
- ✓ If an usher is available, introduce the first/returning visitor to the usher who will seat them and again introduce them to the people near/around them.
- ✓ Point out our REGISTER to first/returning

visitors.

- ✓ If there is no usher, one of the Greeters should escort them to their seat(s).
- ✓ Both greeters and ushers should follow up after service and engage in conversation and questions with first time or returning visitors.
- ✓ When ushering, always know where there are empty seats. Walk a few feet in front of those being seated and motion with the hand where the seats are. Most people will follow. Encourage those in "the back" to join the Congregation and sit in a row.
- ✓ Whenever possible, first time or returning visitors may appreciate being seated with others with similarly aged children.
- ✓ Ask people to wait to be seated during hymns. Discourage ALL movement during prayers.
- ✓ Keep all doors closed once the service begins.
- ✓ Assist in opening doors for anyone needing assistance (wheelchairs, etc)
- ✓ To ensure a person in a wheelchair is part of the congregation; remove a chair from an aisle at least 5 rows from the back.
- ✓ At least one person should greet and usher late arrivals, up to the start of the Sermon.
- ✓ When the Sermon begins, leave bulletins near the door.
- ✓ **REMEMBER TO RETURN AND GREET ANY FIRST TIME OR RETURNING VISITORS WHEN THE SERVICE IS OVER. SHOW THEM TO OUR INFORMATION TABLE. NEVER LEAVE THEM ALONE! INTRODUCE THEM TO OUR PASTOR(S).** Let them know you look forward to seeing them again next week.
- ✓ If you have any questions while serving on Sunday's, please refer them the Deacon on Duty.
- ✓ If you cannot serve on your assigned Sunday, try to find a replacement. Never hesitate to contact the Greeter/Usher coordinator,

_____ at 732 - ____ - _____.

Appendix C.5 - Audio Setup Procedures

Copy, Post and give to All Audio Volunteers

<open for input from Music committee>

Appendix C.6 - Use of the Sanctuary Piano

Copy, Post on the Piano and give to ALL Piano Players

Your playing the piano is a blessing to the Church! We welcome the playing of the piano for rehearsal, practice, private practice, Church Services and other _____-sanctioned activities. We ask that you follow a few guidelines to ensure that we can continue to allow this use.

- ✓ Normally, use of the piano is for actively worshiping communicant member. Exceptions should be requested from the Music Director.
- ✓ The piano is kept closed and locked at all times it is not in active use. You are responsible for closing and locking *before* you leave.
- ✓ During Church Office hours, get the key from the office. You must return it when done.
- ✓ Other times, arrange with the Music Director to have the piano opened for the duration of your use.

- ✓ Only your hands and your music belong on the piano. Nothing else, especially handbags, beverages, and books should ever be placed on the piano
- ✓ Do not move the piano, contact the Deacons for all movements
- ✓ Prevent non-musical, e.g. children, use of the piano.
- ✓ Use by non-_____ groups must follow guidelines of section 4.7.2 Community Outreach.
- ✓ Care instructions can be found at Appendix F.1

Approval for continued use will be determined based on experience with the individual's following these guidelines.

Appendix D - Facility Stewardship Volunteer Procedures

Appendix D.1 - Master Schedule: Facility Stewardship Volunteers

Copy, Post, and give to all Volunteers

Key: **W**- Weekly, **M** – Monthly, **S** –during that month, **V** - volunteers decide as needed.

	January	February	March	April	May	June	July	August	September	October	November	December
Weekly Worship Cleaning Team												
Dust/Vacuum Sanctuary/entry/Narthex	W	W	W	W	W	W	W	W	W	W	W	W
Scrub Main Floor Bathrooms	W	W	W	W	W	W	W	W	W	W	W	W
Refill paper and soap containers	W	W	W	W	W	W	W	W	W	W	W	W
Clean Smudges on Main Floor Doors and Door Windows	W	W	W	W	W	W	W	W	W	W	W	W
Clean main downstairs Doors and Door Windows	W	W	W	W	W	W	W	W	W	W	W	W
Clean main staircase	W	W	W	W	W	W	W	W	W	W	W	W
Empty Dust from Vacuum	W	W	W	W	W	W	W	W	W	W	W	W
Scrub Basement Bathrooms	W	W	W	W	W	W	W	W	W	W	W	W
Monthly Office Cleaning Team												
Classroom Dust/Vacuum	M	M	M	M	M	M	M	M	M	M	M	M
Clean Offices	M	M	M	M	M	M	M	M	M	M	M	M
Clean all interior windows	M	M	M	M	M	M	M	M	M	M	M	M
Clean Fellowship Area (downstairs)	M	M	M	M	M	M	M	M	M	M	M	M
Deacons												
Inventory and Purchase Supplies	M	M	M	M	M	M	M	M	M	M	M	M
Sharpen Mower Blade					S		S		S			
Change Mower Oil					S		S		S			
Put Gasoline Stabilizer in all Gasoline!									S			
Change Mower Plugs and Filters				S								
Piano Tune and Clean					S					S		
Heating/Cooling/HVAC Clean and Tune					S							
Clean/organize Mechanical Rooms, Sacristy and Deacons' Maintenance Room					S				S			
Lord's House Work Team -- Internal												
Plan Work Day, buy supplies			S					S				
Clean Exterior Windows				S					S			
Check/Replace all dead/marginal bulbs				S					S			
Vacuum and Shampoo				S					S			

	January	February	March	April	May	June	July	August	September	October	November	December
Carpets												
Vacuum and Shampoo Pews				S					S			
Clean/Polish Piano (Appendix F.1)				S					S			
Scrub Kitchen and Washrooms				S					S			
Clean out, defrost and sanitize refrigerator				S					S			
Second Floor (TBD)												
Lord's House Work Team -- External												
Plan Work Day, buy supplies/plants			S					S				
Fertilize/Herbicide Lawn				S					S			
Clean/weed around trees, shrubs, beds, weed wack				S					S			
Lawn Mowing Volunteers												
Weed Wack Party!				M	M	M	M	M	M			
Mow Lawn					W	W	W	W	W	W		
Landscape Volunteers – "Adopt a Bed"												
Bed maintenance teams , weeding, pruning, fertilizing, repairing, planting				V	V	V	V	V	V			
Chancel Guild												
Clean/Press Paraments	M	M	M	M	M	M	M	M	M	M	M	M
Clean Chancel area, clean spill stains	M	M	M	M	M	M	M	M	M	M	M	M
Inventory and Purchase Supplies	M	M	M	M	M	M	M	M	M	M	M	M

Appendix D.2 - Volunteer's Facility/Grounds Project/Improvement Proposal

Copy and post blank copies on the Deacons' Bulletin Board

Actively worshipping communicant members are encouraged to proposal a project for the improvement of the facility and/or grounds of _____ Church. This form is intended to be a simple means of ensuring that the Deacons have adequate info to assess for approval.

*It is not necessary for the form be typed;
 just writing the your idea on this form will be adequate.
 Provide to a Deacon for discussion at the next regular meeting*

Project:	
Date Proposed:	
Date approved:	
Church Member who will be responsible for the project, volunteers and reporting monthly:	
Scope of Work:	
Proposed start and completion dates:	
Proposed Contractor, or volunteer method (work teams, work days, etc.):	
Room(s) affected:	
Maximum requested budget (with explanation of factors that may require a follow-on proposal for more funding):	
Description of what will constitute "completion":	
Three (3) bids attached or explanation why bids are not needed:	
Attachments?	

Appendix D.3 - Carpet Stain Care¹⁴

Copy and Post near cleaning supplies in the Deacons' Maintenance Room
--

Sooner or later, something is going to get spilled on the carpet. An important factor in removing spots or stains is treating them immediately. The longer you delay, the more difficulty you may encounter in removing them. The following hints will help in preventing permanent stains:

First: Scrape up semi-solid substances with a round spoon or dull knife. Blot liquids with clean white cloths, paper towels or tissues. Avoid brushing or rubbing. "Blot" means to firmly push down on the cloth with your fingers while moving your fingers in a clockwise direction and then in a counter-clockwise direction.

Second: To avoid spreading the spot or stain, follow suggested cleaning techniques provided in the Stain Removal Chart and work from the edge of the area toward the center. Use small amounts of spot removal solutions, blotting occasionally with clean white cloths to absorb any excess. Avoid over wetting or soaking the carpet.

Third: Be sure to pre-test spot removal solutions in an inconspicuous area of the carpet because colors of some types of carpet can fade or bleed when they become wet. To pre-test, apply a few drops of spot removal solution(s) on each color of the carpet. Hold a clean white cloth, paper towels or tissues on the wet area and count to ten. Then examine the material for dye transfer and also examine the carpet. If the dye bleeds or the carpet appears changed, do not use the

solution(s), and consult a professional carpet cleaner.

Note: Sometimes a stain only seems to be removed. It may still be present, though temporarily obscured by soil on the carpeting. The stain will darken over time but the continual, though gradual, increased soiling of the carpeting will continue to hide it. However, when the rug is cleaned and the surface soil removed, that forgotten stain becomes readily apparent. This problem can sometimes be corrected by having carpeting professionally cleaned or re-dyed.

¹⁴ The stain removal chart and key information was provided by S. C. Johnson Wax,.
'Shout' & 'Carpet Science' are registered trademarks of S. C. Johnson and Son, Inc.

Stain Removal Chart:

To use the stain removal chart, check the alphabetical listing of stains to find the type of stain to may also be used for this step. Refer to the chart for the procedures recommended to remove the stain. Beginning with the number indicated, follow each step (listed below) until the stain is removed.

Type of Stain	Procedure
Acids	4, 1, 5, 7
Alcohol, Beer, Wine	1, 3, 5, 9
Ammonia or Alkali	3, 1, 3, 5, 7
Animal Urine, Bleach	1, 3, 5, 7
Blood	1, 4, 3, 5, 6
Butter	2, 1, 3, 4, 3, 5, 8
Candy, Ice Cream	1, 4, 3, 2, 5, 8
Chewing Gum, Oil, Cooking Oil	2, 1, 4, 3, 5
Chocolate, Milk	1, 4, 3, 2, 5
Cocktails.....	1, 2, 5, 9
Coffee, Tea	1, 3, 5, 8
Cologne, Perfume	2, 1, 4, 3, 5, 9
Cosmetics, Crepe Paper, Fruit, Fruit Juices, Ointment	2, 1, 3, 5, 9
Dye, Furniture Stain or Polish, Inks, Lipstick, Water Colors	6, 2, 1, 4, 3, 5, 8
Egg, Gelatin, Glue	1, 4, 3, 5
Food Stains, Medicine	6, 2, 1, 4, 3, 5, 9
Grease	1, 3, 5
Household Cement	2, 1, 4, 3, 5, 6
Metal Polish	2, 1, 3, 5, 6
Mildew, Paint, Rust	6
Nail Polish.....	6, 2, 8
Permanent Wave	1, 4, 3, 5, 7
Shoe Polish	2, 1, 4, 3, 5, 8
Soft Drinks.....	1, 4, 3, 5, 8
Soot, Syrup	1, 3, 5
Tar, Wax	2
Unknown Stains	6, 2, 1, 3, 4, 3, 5, 9
Vomit	1, 4, 3, 5, 9
Water Stains	6, 1, 3, 5, 8

Cleaning Procedures for chart above,
 see chart for which to use and order to use

- Mix one teaspoon of mild detergent with one cup of lukewarm water. Dip clean cloth into solution and gently blot the stain; continue until no more stain is removed. Shout® or Carpet Science® Foam Carpet Cleaner
- Apply a small amount of dry cleaning solution (or solvent based spot remover for clothing) to the stain, then blot; continue until no more stain is removed.
- Mix 1.3 cup white vinegar with 2.3 cup lukewarm water. Apply a small amount, then blot; repeat if necessary.
- Add one tablespoon ammonia to 3.4 cup water. Apply small amount and blot; repeat if necessary.
- Place a half-inch layer of clean, dry tissues, or other white absorbent material, over damp area and weight it down with books or a heavy object. Allow to dry.
- Contact a professional carpet cleaner for advice or assistance.
- Color loss may indicate dye loss from the fiber. A professional carpet cleaner may be able to re-dye the fibers.
- Stubborn discoloration may indicate that dye from the stain has been absorbed by the fiber, actually recoloring it.
- Various stains from the same category (such as alcoholic beverages) may have different formulas and ingredients. Some may remove dye (7); others may act as dyes (8).

Appendix E- Facility and Fellowship Procedures

Appendix E.1 - Kitchen Procedure

Copy and Post on Kitchen Door

The kitchen is for _____ Church Fellowship Activities. The ability to serve food and beverage for church activities is a blessing. To continue this blessing, it is necessary that we follow a minimum set of mutual guidelines.

Priority:

The first priority is to facilitate recognized church fellowship activities. See sections 4.7.1 Church Fellowship and 5.7.1.3 Food Fellowship and the Kitchen for more details. Other uses will be judged on a case by case basis.

Use Guidelines:

Please follow the following minimum procedures to ensure that all can use it.

- ✓ Please, NO leftovers, take them home.
- ✓ Clean up after yourself, put all trash and disposables in plastic bags and dispose in the *outside* receptacle. Do not leave inside.
- ✓ Clean all dishes, pots, pans, utensils, dry them and put back in their drawer/cabinet. Do not leave items on counter or in “drying rack.”
- ✓ Use of ranges and stoves must be cleared by the Deacons to ensure that proper safety procedures are understood.
- ✓ Take your utensils, pots, pans, etc. home with you.

Cleaning and Disposal Guidelines:

In order to maintain sanity and usefulness of the space, the following cleaning and disposal guidelines will be used.

- ✓ As a minimum, cleaning and clean-out will follow Appendix D.1.
- ✓ Items not clearly belonging to _____ Church will be placed in the *Lost and Found* box in the church office.

Continued use:

The Deacons are responsible and accountable for evaluating each use and deciding if use by the group/individual can be continued.

**Remember,
Leave the place in better condition than you found it!**

Appendix E.2 - Refrigerator Procedures

Copy and Post on Refrigerator

This refrigerator is for _____ Church Fellowship Activities.

Priority:

The first priority is to store items for future recognized church activities. See section 4.7.1 Church Fellowship and section 5.7.1.3 Food Fellowship and the Kitchen for more details

Use Guidelines:

Please follow the following minimum procedures to ensure that all can use it.

- ✓ Please, NO leftovers, take them home.
- ✓ With the exception of church staff, please do not put personal items in this refrigerator.
- ✓ In order to allow easy re-organization for church activities, church staff should place their items on the upper right shelf.
- ✓ Any item stored must have clear identification written on it. This includes the *name, phone number, the name and **date*** of the activity for which the food/beverage will be used.
- ✓ During Sunday Services, another use for the refrigerator is to transfer meals during Sunday that are being passed from one family to another to help with sickness or new babies.

Cleaning and Disposal Guidelines:

In order to maintain sanity and usefulness of the space, the following cleaning and disposal guidelines will be used.

- ✓ Items may be removed without prior notice if:
 - Item is more than 1 week past the “use by” date,
 - Item does not have a clear marking per the use guidelines above, or
 - Appears to be a “leftover.”
- ✓ The Deacons will periodically request that the church staff verify that items on the shelf are theirs.
- ✓ As a minimum, cleaning and clean-out will follow the schedule of Appendix D.1.

Continued use:

The Deacons are responsible and accountable for evaluating each use and deciding if use by the group/individual can be continued.

**Remember,
Leave the place in better condition than you found it!**

Appendix E.3 - Food Fellowship and Clean-up Policy and Procedures

Copy, Post and give to ALL People planning a Food Fellowship

Fellowship is a blessing. Bringing in food and drink is a wonderful means to facilitate fellowship. To continue this blessing, it is necessary that we follow a minimum set of mutual guidelines.

Priority:

The first priority is to facilitate _____ Church sponsored fellowship activities.

Use Guidelines:

As the Deacons' are responsible and accountable for the stewardship of the facility and all fellowships, we ask that you follow these few guidelines to ensure that this blessing can be continued.

- ✓ Ensure through Direct Contact with the Deacon Chair, contact information on the Deacons' bulletin board, that the Deacons are aware of the fellowship, including what is being served. See Appendix E4 for procedure.
- ✓ The Deacons will request that the fellowship is placed on the _____ Web and Posted Calendar

Cleaning and Disposal Guidelines:

- ✓ We do not have Custodian/Sexton service so clean-up and continued use is up to you.
- ✓ Please plan ahead and clean up before you leave.
 - Vacuum area(s) you were in
 - Treat any stains, notify Deacons of this treatment using the Maintenance forms on the Deacons' Bulletin Board to allow their follow-up
 - Equipment, supplies, and carpet care instructions are in the Deacons' maintenance room,
 - Return all serving items to the cabinet you found them, washed and dried.
 - Ensure that all tables, counters, sinks, etc. are clean, clear and dry.
 - *Take leftovers home!* We do not have adequate storage for leftovers.
 - *Return* all furniture to where you found them.
 - Put your garbage in a big garbage bag and put in the outside garbage receptacle. Do NOT leave inside.
- ✓ Items not clearly belonging to _____ Church will be placed in the *Lost and Found* box in the church office.

Continued use:

The Deacons are responsible and accountable for evaluating each use and deciding if use by the group/individual can be continued.

**Remember,
Leave the place in better condition than you found it!**

Appendix E.4 - _____-Sponsored Events in Church Facilities Policy and Procedures

Copy, Post and give to ALL People planning a Church-Sponsored Activity

We welcome the blessing gained by using Church Facilities for _____-Sponsored Activities.

Priority:

The first priority is to facilitate _____ Church sponsored fellowship activities.

Use Guidelines:

As the Deacons' are responsible and accountable for the stewardship of the facility and all fellowships, we ask that you follow these few guidelines to ensure that this blessing can be continued:

- ✓ Put your request in writing to the Diaconate identifying:
 - Purpose of the Activity
 - Actively worshipping communicant member who is "sponsoring"
 - Date
 - Room requested
 - START and STOP times
 - Maximum number of people attending
- ✓ Note that your use is NOT approved until it is on the Web Calendar and the Wall Calendar outside the church office
- ✓ If postponed or cancelled, notify the Church Secretary immediately
- ✓ Please do not disturb or "borrow" supplies, decorating, etc. from offices or classrooms without explicit permission by the occupant or lead teacher for that room
- ✓ If you are meeting outside of church office hours, you need to arrange for someone to meet you to open and close the church.

Cleaning and Disposal Guidelines:

- ✓ We do not have Custodian/Sexton Services
- ✓ Please plan ahead and clean up before you leave.
 - Vacuum area(s) you were in
 - Treat any stains, notify Deacons of this treatment using the Maintenance forms on the Deacons' Bulletin Board to allow their follow-up
 - Return all serving items to the cabinet you found them, washed and dried.
 - Ensure that all tables, counters, sinks, etc. are clean, clear and dry.
 - *Take leftovers home!* We do not have adequate storage for leftovers
 - *Return* all furniture to where you found them
 - Put your garbage in a big garbage bag and put in the outside garbage receptacle. Do NOT leave inside.
- ✓ If you have food or drinks you must follow Appendix E.3- Food Fellowship and Clean-up Policy and Procedures
- ✓ Items not clearly belonging to _____ Church will be placed in the *Lost and Found* box in the church office.

Continued use:

The Deacons are responsible and accountable for evaluating each use and deciding if use by the group/individual can be continued.

**Remember,
Leave the place in better condition than you found it!**

Appendix E.5 - Use of the Church Building in Outreach Activities Policy and Procedures

Copy, Post and give to ALL volunteers

<open for input by Outreach Ministries Committee>

We welcome the blessing gained by using Church Facilities for _____-Sponsored Activities.

Priority:

The first priority is to facilitate _____Church sponsored fellowship activities. To the degree that we can, we will support outreach activities.

Use Guidelines:

As the Deacons' are responsible and accountable for the stewardship of the facility and all fellowships, we ask that you follow these few guidelines to ensure that this blessing can be continued:

- ✓ .
- ✓ .

Cleaning and Disposal Guidelines:

- .
- .
- .
- ✓ If you have food or drinks you must follow Appendix M "Food Fellowship and Clean-up"
- ✓ Items not clearly belonging to _____Church will be placed in the *Lost and Found* box in the church office.

Continued use:

The Deacons are responsible and accountable for evaluating each use and deciding if continued use by the group/individual can be continued.

**Remember,
Leave the place in better condition than you found it!**

Appendix E.6 - Church Picnic Guidelines

Copy, Post and give to ALL volunteers

This appendix provides guidelines to assist the volunteer group. The Picnic Committee is encouraged to use these as a baseline and innovate as practicable to keep the picnics fresh and relevant.

<open for input by Picnic Committee>

- Tent in Parking lot?
- Games in Parking Lot?
- Installed nets, soccer, volleyball, etc.
- Concerts, music in Parking lot?

- Seating? Tables?
- Purchasing Food Guidelines
- Supplies
- Scheduling
- Publicizing
- ✓ Items not clearly belonging to _____ Church will be placed in the *Lost and Found* box in the church office.

**Remember,
Leave the place in better condition than you found it!**

Appendix F - Operational Information

Appendix F.1 - Sanctuary Piano Tuning and Maintenance

Piano Maintenance Log:

Date	Event	Contact		
May 2001, Serial Number 162890, Model 190 Deluxe Walnut Satin, Chippendale	Purchased and Delivered	Altenburg Piano,	Elizabeth, NJ	+1 908 351 2000
2 July 2003	Tuned	Dietmar E. Ullrich	Edison, NJ 08820	+1 732 548 7408 +1 732 892 8391

Note: add each maintenance to this log as it happens

Wood Care

The wood is walnut, satin finish with open pores. It should be treated twice a year with a thin coat of lemon oil using a soft cotton cloth.

Care and Terminology

The Care And Maintenance Of Your Piano¹⁵
 Your new piano is a beautiful piece of furniture, as well as, one of the world's finest pianos. It is your advantage to take good care of your new piano. It probably represents one of the largest money outlays in your home. Such an investment in music should be protected because music affects the emotional well being of every member in your household. Your investment in such a fine piano is lost if you do not keep the instrument tuned and in good regulation.

The piano is normally an instrument of long life. Abuse, not use, is too often responsible for quick deterioration of its sensitive inner mechanism, and neglect, the failure to give the piano the care it needs, is the most needless kind of abuse. The piano action is a marvel of engineering, which needs to be kept in good adjustment as accurately as any fine watch. The intricate parts of this mechanism are sturdy and are designed to

absorb, for many years, the hardest blows a pianist's fingers can deliver, and they will do so as long as they are kept in good condition and in the proper relationship to each other.

You should play your new piano as often as possible. By playing and maintaining the piano you will receive the full benefits of owning such a great piano. Also, you will learn to appreciate the superb craftsmanship and artistry of the people who created your new piano.

Where To Place Your New Piano

Your new piano may be placed against any wall in a well insulated home, except in direct line with sunlight, a heating and/or air conditioning vent. The best location is usually an inside wall. If possible, and for best performance, try to keep the room temperature between 72° and 75°, with a relative humidity factor of 40 to 50 percent. As stated in the Warranty, excessive dryness and extreme humidity are both harmful to the piano. Excessive dryness reduces the moisture content of the soundboard and cabinet components, and can weaken the glue joints of the pinblock. This could lead to costly repairs, in any brand of piano. Dampness can cause rust to form on the strings, swelling to the soundboard and action parts, which then causes sluggish and/or sticking keys. No piano is immune to variations in atmospheric conditions.

¹⁵ Piano Care complements of Altenburg Piano of Elizabeth NJ

How To Move Your Piano

When moving a grand piano, the piano should be lifted and carried, rather than rolling the piano. By rolling, a leg could snap off and the piano would probably fall to the floor.

It is always better to hire a qualified and bonded piano mover to insure a safe move. An experienced piano mover, with the wrong equipment, could cause serious damage to the piano.

What Is Tuning?

Tuning is the adjustment made to the piano by the piano tuner to bring each string to its proper tension. There are approximately 230 separate strings in the piano, each with a total of between 160 and 200 pounds of tension.

The standard international pitch is 440 cycles, or vibrations, per second; that is, the pitch that sounds when the "A" above middle "C" is struck. If the piano is allowed to go 1/2 step below pitch, it can mean a difference of 3,000 to 5,000 pounds of tension on the strings and soundboard. When a tuner tells you your piano needs a pitch raise, he means the tension needs to be increased so he can bring the sound back to standard pitch.

How A Piano Goes Out Of Tune

Constant changes in the atmosphere will affect your piano. The wood in the soundboard, pinblock and bridges continually change, swelling when it is humid, shrinking when it is dry. This phenomenon, combined with the tension pulling the piano together, causes the strings to stretch and contract. Some strings stretch at a different rate than others. This is how your piano goes out of tune.

How Often Should A Piano Be Tuned?

All pianos go out of tune, whether played or not, because of expansion and contraction due to atmospheric changes. New pianos should be tuned three to four times the first year.

Thereafter, twice a year, usually six weeks after weather changes.

The best answer is, as often as the user feels it necessary. Pianos used in concerts, recording studios, television and radio are tuned before each performance.

If Not Used For Months, Should I Have The Piano Tuned Anyway?

Yes! If you want your piano to have a long and useful life, it must be kept in tune - even when not in use. The 20 plus tons of tension on the strings is held under proper control when the piano is in tune.

Does Tuning Affect A Piano's Tone?

Tuning sets the correct pitch of each note. It is impossible for tuning to ever affect the tone of a piano. The tone of a piano can only be changed by voicing the piano hammers.

What Is Voicing?

After considerable use, the hammer felts become hard and the strings cut grooves in the front surface of the hammers. With average home use, the hammers may need revoicing every two or three years. Voicing should only be done by a highly skilled technician.

What Is Touch?

Touch is the energy required to depress a piano key until it causes the hammer to strike a string. A pianist usually refers to touch as the ease and responsiveness with which a piano can be played.

What Is Regulation?

There are about 11,000 parts in the piano case and action. Over 4,000 of these are moving parts, each working in conjunction with other parts to produce the sound of the piano. At your regular tuning, your tuner/technician can check to see if the action regulation is in perfect order.

How Often Should The Action Be Regulated?

About every 5 years, depending on how much the piano is played, you should have the action completely regulated.

The condition under which your piano is played usually governs how often the action should be regulated. If you permit your tuner/technician to make any minor adjustments necessary at each tuning, you will avoid any possible expensive adjustments, which may become necessary at some time in the future. Regular piano service

safeguards any possible damage by mice and/or moths. Regular service insures the playing ability of your piano, protects your investment and guarantees a higher resale value.

Will Regular Maintenance Save Me Money?
Absolutely! Your piano will always be in perfect condition. You will prolong its life. It will have a higher resale value should you ever wish to sell or trade it on another piano.

What Should I Use To Polish The Cabinet?
Keep you piano cabinet clean. The cabinet of your new piano is constructed of the finest quality veneers and hardwoods available and is protected with hand rubbed superior quality polyester and urethane finishes. To clean away dust and smudge marks, use a soft damp cloth. To increase the shine on the cabinet, use a soft cloth and apply a premium quality **Lemon Oil**¹⁶. Apply in long strokes as compared to circular motion. Remember - close the piano when sweeping or dusting.

How Do I Clean The Keys?
Keep the keys clean by wiping them with soft damp cloth. If there is soil on the keys, which a damp cloth will not remove, wipe the cloth across a cake of Ivory soap. Then rub lengthwise along the top of the key until the spot is gone. Dry with a soft cloth. **DO NOT USE SOLVENTS OR OTHER CHEMICALS** to clear your piano keys.

How Do I Clean Inside The Piano?
The inside of your piano should be cleaned from time to time by a qualified piano technician. Cleaning helps to prevent moth damage to the wool felts and corrosion of the metal parts.

What Should I Do If A Pencil Or Coin Falls Inside The Piano?
The action of your piano can be seriously affected by foreign objects. Never try to remove these objects yourself. Call a qualified piano technician

¹⁶ e-mail from August Förster Piano Company
This grand piano walnut Chippendale with open pores you can care with **lemon oil**.
Best regards, Wolfgang Förster

to remove anything, which has fallen into the action.

A qualified piano technician, such as a member of The Piano Technicians Guild, has the knowledge and equipment necessary to maintain your piano the way it should be maintained. This, if done at regular intervals, will cost only a small amount, but, if neglected, could cost much more than regular service.

Appendix F.2- Ready-for-Print Friendship Register

<cut here and submit to printer, print 2 forms per portrait sheet, have cut into 1/2 sheets and put into pads of 50 each, glued at top edge>

____ **cut here!** _____

Date: _____ 200__ **_____ Church – Friendship Registration**
Please Register and help us be a *Friendly Church*

1. Record your name and other pertinent information.
2. Pass the pad to the next person
3. If you are the last person, pass it back noting the names and prayer concerns of others
4. After benediction, greet your fellow-worshippers by name and introduce yourself

<input checked="" type="checkbox"/> Visitor/ New to Area	Use as many lines as you need!			<input checked="" type="checkbox"/> Member of this church	<input checked="" type="checkbox"/> Desire Minister to Phone	<input checked="" type="checkbox"/> Interested in Member- ship	<input checked="" type="checkbox"/> Getting to know you
	Name	Prayer Requests and Praises	Address, Phone, E-mail				

Appendix G - Revision History

0.1	Planning Draft	T. Sterkel	29 March 2002
0.2	Initial Draft	T. Sterkel	1 May 2002
0.3-0.5	Working drafts		
0.6	First Deacon Review Draft	T. Sterkel	22 June 2003
0.7	Second Deacon Review Draft	T. Sterkel	17 July 2003
0.8	Treasurer's Revisions	W. Webster	26 July 2003
0.9	Final edit for Session Review	Deacons	27 July 2003
1.0	Session Concurrence	Deacons	14 August 2003