



# **EMPLOYEE HANDBOOK**

2020

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# WELCOME TO CROSSROADS!

We welcome you to our organization and wish you every success here. We believe that each employee contributes directly to the growth and success of Crossroads, and we hope you will take pride in being a member of our team.

Aside from welcoming you as a new employee, we wish to explain that your employment with Crossroads is voluntarily entered into and is considered at will. Either you or Crossroads are free to terminate this employment relationship at any time, with or without cause, so long as there is no violation of applicable federal or state law.

While you are a Crossroads employee, one of our objectives is to provide a work environment that is conducive to both your personal and professional growth. Use the next few months to determine your fit in the culture and your skills match to the job.

Please sign and date this letter below where indicated. A copy of your signed and dated letter will be retained in your personnel file. We hope that your experience with Crossroads will be challenging, enjoyable, and rewarding. Again, welcome!

*By my signature below, I hereby acknowledge that I have read and understand the contents of this handbook.*

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EMPLOYEE NAME  
(PRINT)

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EMPLOYEE SIGNATURE

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DATE



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# FORWARD

Crossroads believes that it's important to keep you fully informed about its policies, procedures, practices and benefits, as well as what you can expect from the organization and the obligations you assume as an employee. These practices are designed to provide consistent treatment of staff. We urge you to become familiar with them, and if you have any questions, please contact your supervisor.

This handbook is intended to provide employees of Crossroads with basic information. It's not a contract or a guarantee of employment for any term. No manager or other employee can guarantee job security. Employment at Crossroads is "at-will."

These guidelines aren't written in stone, and Crossroads maintains the right to make changes at any time and will advise you when this happens. The Leadership of Crossroads has authority to establish additional policies, procedures, rules and benefits, not covered in this handbook, which are deemed necessary to implement leadership decisions.

The key decision-making bodies at Crossroads are the Spiritual Board of Directors and The Leadership Team.

Please consult your supervisor if you have any questions. The information in this handbook replaces any previously issued copies.

## SAFE WORK ENVIRONMENT

Crossroads is committed to creating and maintaining an environment that is free of harassment regarding our staff and volunteers. Crossroads does not condone and will not tolerate harassment of any kind.

Crossroads trains all new employees on the policy and the process to report harassment, including a third-party hotline. You can obtain a copy of the Workplace Harassment Policy from the HR department.

Crossroads conducts background checks on all new hires and requires that all employees renew their background check every three years.

## COMMUNICATION / CONFLICT

We handle conflict by following the Matthew 18 principle. Matthew 18:15–17 states, “If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that ‘every matter may be established by the testimony of two or three witnesses.’ If he refuses to listen to them, tell it to the church; and if he refuses to listen even to the church, treat him as you would a pagan or a tax collector.” See the “I Promise” document, pages 10–11.

In other words, if you have a problem with someone, go to that person first, alone! If you are not able to resolve the conflict, only then should you bring in a third party (possibly a supervisor). Should you still not be able to resolve your conflict at this point, involve both supervisors.

# OUR CULTURE

## MISSION

Connecting seekers with a community of growing Christ-followers who are changing the world.

## SEVEN HILLS WE DIE ON

**1. AUTHENTICITY.** We believe we can't be what God has called us to be if we play games with each other. Whether it's what happens on stage, within our smaller communities, in serving teams or in our homes, we need to be able to share our faults and weaknesses and not fake it. That's authenticity, just being real. *Philippians 3:17*

**2. BIBLICAL TRUTH.** Crossroads is a place for people on every part of the spiritual journey, from those just investigating whether there is a God to those who have made following Christ the priority of their life. The Bible presents a dangerous message of life change. We don't assume everyone believes or even knows the Bible, but we do assume everyone who comes through our doors is open to exploring it. We believe the Bible is God's inerrant truth and it's the foundation to everything we do. *2 Timothy 3:16*

**3. CULTURALLY CURRENT COMMUNICATION.** Crossroads is a place that helps connect those who are exploring God's love and truth. The challenge for us is that the Bible was written a long time ago for people in another culture. The fact that we live in 21st century Cincinnati doesn't change the message that God gave 2000 years ago, but it does mean that we need to do some work to connect it to our lives today. Jesus did exactly the same thing when he was teaching. He used the current language and daily life experiences of those around him to communicate truth. That's what we mean by "culturally current communication." *Ecclesiastes 12:10*



**4. DOING LIFE TOGETHER.** We aren't interested in being a place where a lot of people get together for an inspiring service but never move beyond the casual, arm's distance relationships of an auditorium. We want to grow by really "doing life together." People who grow in their relationship with God also grow in their friendships with each other, moving beyond the Auditorium in small groups, Community Groups and through serving. Real community is knowing and being known, loving and being loved, celebrating and being celebrated, serving and being served. *1 Peter 2:4*

**5. EXCELLENCE.** We don't believe in striving for unrealistic perfection. Real excellence is about bringing your best to God's work and to life in general. We want to bring our "A-game" to everything that we do, whether it's our communication and music, how we hold babies in the nursery or how we take care of the building, we want it to reflect excellence for Christ. *Malachi 1*

**6. REPRODUCTION.** Reproduction is about recognizing something that God has created and then reproducing it in his name. We want to send God's message out into the world by reproducing everything from the weekend program to CDs of each message series. Crossroads wants to be a place where Christ-followers reproduce Christ-followers, leaders reproduce leaders and churches reproduce other churches. *Matthew 28: 19-20*

**7. GROWTH.** We don't expect anyone who walks into Crossroads to be a committed Christ-follower, but we do expect everyone who is around our community for any length of time to be growing. We expect every person to be moving closer to reflecting the complete image of Christ in every area of life. This is a safe place for everyone. But safe doesn't mean comfortable. The answers aren't always comfortable. In fact, we often grow only when we are pushed out of our comfort zone. *Colossians 1:10*

## CULTURE GUIDE

For more information on Crossroads' staff culture, see the Culture Guide flip calendar included in your packet.

# I PROMISE...

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**TO USE THE BIBLE AS MY ULTIMATE STANDARD OF TRUTH.** It is God's word and is more accurate than my opinions, feelings, passions and perspectives.

All Scripture is God-breathed and is useful for teaching, rebuking, correcting and training in righteousness, so that the man of God may be thoroughly equipped for every good work. 2 Timothy 3:16-17

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**TO PRACTICE THE SPIRITUAL DISCIPLINES** so that Christ becomes strengthened in me. This includes but is not limited to Bible reading, prayer, tithing, fasting, solitude, etc.

Everyone who competes in the games goes into strict training. They do it to get a crown that will not last; but we do it to get a crown that will last forever. 1 Corinthians 9:25

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**TO RECEIVE TRUTH** spoken to me by others. Regardless of how the message is delivered I will remember that the information is being given to help and strengthen the mission of our community and me. I will give the benefit of the doubt to the person delivering the difficult information to me.

As iron sharpens iron, so one man sharpens another. Proverbs 27:17

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**TO PURSUE PERSONAL HOLINESS** and purity in my life. That which is honorable I will strive for. That which is dishonorable I will strive to stamp out.

As obedient children, do not conform to the evil desires you had when you lived in ignorance. But just as he who called you is holy, so be holy in all you do; for it is written: "Be holy, because I am holy." 1 Peter 1:14-16

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# I PROMISE...

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**TO GO DIRECTLY TO THE PERSON** I have a concern with prior to enlisting support from other people. If after the initial difficult conversation, I still don't feel right, I will ask someone who might feel the same way if they will go with me to resume the difficult conversation. If after that interaction I haven't been satisfied then I will find a person in a position of leadership of the church and seek their guidance.

If your brother sins against you, go and show him his fault, just between the two of you...But if he will not listen, take one or two others along...If he refuses to listen to them, tell it to the church... Matthew 18:15-17

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**TO TRUST THOSE IN AUTHORITY** over me. Even when a decision is made that I don't understand I will remember that I don't have all the information nor the responsibility and insight that God gives those in leadership. I will commit to not being a burden to authorities in the church so that their job will be a joy. When this happens I will be blessed.

Obey your leaders and submit to their authority. They keep watch over you as men who must give an account. Obey them so that their work will be a joy, not a burden, for that would be of no advantage to you. Hebrews 13:17

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**TO FOLLOW-THROUGH ON MY COMMITMENTS.** I realize that when I don't do what I said I would do I dishonor God and those I'm in community with. Unfulfilled commitments put an additional burden on others that they shouldn't bear. I commit to follow through on *"I Promise."*

Simply let your 'Yes' be 'Yes,' and your 'No,' 'No'... Matthew 5:37

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**TO REACH NEW PEOPLE.** I'll do anything short of sin to reach my friends, help other people reach their friend- and grow Crossroads as large and impactful as possible. This is a task that will take creativity, flexibility, and resiliency.

Him we proclaim, warning everyone and teaching everyone with all wisdom, that we may present everyone mature in Christ. For this I toil, struggling with all this energy that he powerfully works within me. Colossians 1:28-29

**"I PROMISE."**

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# ON-THE-JOB

## BROAD-BASED FEEDBACK/REVIEWS

All staff should have regular check-ins with their direct reports and managers. This check-in is to review progress based on work priorities. We believe we compensate employees fairly for the work they are being asked to accomplish. Should you believe that your duties have changed or are not in line with your pay, please see your immediate supervisor.

## STAFF COMPENSATION

We recognize that in making the decision to join Crossroads staff, many of us have knowingly made a financial sacrifice without any expectation of accumulating financial wealth. Our heart is to financially or otherwise bless staff, when we can.

In which circumstances could I initiate a salary discussion with my manager?

- a. Change in role and/or responsibility:
  - Vertical move within the organization;
  - Receive more responsibility;
  - Assigned "direct reports" for the first time.
- b. I consistently accomplish outstanding work.
- c. My background or specialization may allow for additional salary.

**ASSUMPTION:** *My supervisor is tuned in to and understands what I do as it relates to items a-c.*

**Note:**

Any salary adjustment is based on the financial health of Crossroads and can be given individually or on a staff-wide basis. Salary increases require manager and Leadership Team representative approval.

## WRITTEN / CREATIVE COMMUNICATION

In order to maintain a consistency of message and uniformity of style, any communication to a broad audience on behalf of Crossroads needs to go through the Design Director. This includes letters, flyers, brochures, emails, handouts, invitations, and programs. The purpose is to make sure everything maintains Crossroads' tone and brand identity. It also ensures error-free content with additional sets of eyes for ideas and proofreading.

### **Social media is one of our main mission fields**

As a staff member, you represent Crossroads to everyone in your social circles and beyond. When choosing what to post, comment, like or share, ask this critical question: Would I say this if I were standing on stage at Crossroads?

Our mission field is people who disagree with us. We make a gospel saturated promise that "Whatever your beliefs about church, whatever your thoughts about God—you are welcome here." Ask yourself: Would someone who disagrees with me feel welcome on my page?

THREE ways we, as missionaries talk:

1. We unify. As such, we do not publicly endorse nor condemn any political party, elected officials or candidates.
2. We honor people. We follow the Biblical mandate to never treat people as our enemies and to love those who would set themselves up against us.
3. We share Good News. The goal of each post should be to build up the people who we are able to influence to think and act like Christ and more deeply believe in Him.

## COMMISSIONING PROCESS

Commissioning is a step wherein Crossroads recognizes an employee as a pastor. Along with baptisms, communion, weddings, and funerals, the Spiritual Board of Directors has established leading a large volunteer ministry area as one of the sacerdotal duties of commissioned pastors at Crossroads. These are people that are in direct spiritual/pastoral oversight in a ministry leadership position of others.

To be commissioned or ordained, one needs to be called to ministry and have that call recognized and affirmed by the Board of Spiritual Directors. There are educational requirements that the employee needs to accomplish in order to fulfill their commissioning/ordination. When an employee is commissioned, the Board then lays hands on the employee, commissioning them as ministers and they receive a letter signed by a member of the Spiritual Board attesting to their commissioning.

Unless the Spiritual Board designates otherwise, commissioned status ends when employment at Crossroads ends. All commissioned employees need to register with the state of Ohio in order to preside at weddings. Commissioned employees need to attend services where we are celebrating the sacraments of baptism and communion in order to be available to assist in administration of these sacraments.

## CATEGORIES OF EMPLOYMENT

**FULL-TIME STAFF** are those who are not in a temporary status and who are regularly scheduled to work at least 40 hours per week. They are eligible for Crossroads' benefit package, subject to the terms, conditions, and limitations of each benefit program.

**PART-TIME STAFF** are those who are not assigned to a temporary status and who are regularly scheduled to work less than 40 hours per week. Regular part-time employees may be hourly or salaried. Regular part-time employees may be eligible for Crossroads' benefit package if they work more than 25 hours per week.

**INDEPENDENT CONTRACTORS** are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. The general rule is that an individual is an independent contractor if the payer has the right to control or direct only the result of the work and not what will be done and how it will be done. The earnings of a person who is working as an independent contractor are subject to Self-Employment Tax. Contractors are not employees and are paid on a 1099 and subject to Self-Employment Tax. Contracting assignments in this category are of a limited duration. Contracting beyond any initially stated period does not in any way imply a change in employment status. Contractors retain that status unless and until notified of a change. Contractors are not eligible for Crossroads' benefit package.

**TEMPORARY OR SEASONAL STAFF** are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Temporary/Seasonal assignments in this category are of a limited duration. Temporary/Seasonal employment beyond any initially stated period does not in any way imply a change in employment status. Temporary/Seasonal Staff are not eligible for Crossroads' benefit package.

**INTERNS** are those who work on a full-time or part-time basis as an educational opportunity. Interns are not eligible for Crossroads' benefit package.

*Categories of employment and overtime eligibility are based on job responsibilities and federal and state laws. You will be informed of your employment category and overtime eligibility status by your supervisor.*

# LEGAL REQUIREMENTS / STUFF

## EQUAL EMPLOYMENT OPPORTUNITY

Crossroads believes that every staff member has the right to work in surroundings that are free from all forms of unlawful discrimination. Under the laws enforced by EEOC, it is illegal to discriminate against someone (applicant or employee) because of that person's race, color, religion, sex, national origin, age (40 or older), disability or genetic information. It is also illegal to retaliate against a person because he or she complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

## AMERICANS WITH DISABILITIES ACT

Our organization is committed to providing equal employment opportunities to otherwise qualified individuals with disabilities, which may include providing reasonable accommodation where appropriate. In general, it is your responsibility to notify your supervisor of the need for an accommodation. Upon doing so, your supervisor may ask you for your input or the type of accommodation you believe may be necessary, or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals.

## IMMIGRATION REFORM & CONTROL ACT

The U.S. Immigration and Naturalization service requires you provide specific information within three days of employment. You must complete Section 1 of Form I 9 and provide us with specific documents that establish your identity and employment eligibility. Identity can be established by providing a current state issued driver's license, a state issued identification card or another document such as a school I.D. with photograph, voter's registration card or military service record. Employment eligibility documents are social security cards, a birth certificate or an immigration document. You may not continue employment without these identification documents.

## DRUG-FREE WORKPLACE

Crossroads has a responsibility to provide a drug-free workplace for all employees. You have an equal responsibility to not use or possess illegal drugs. Counseling, educational programs and rehabilitative services are available, should the need arise.



## MILITARY LEAVE

Full-time employees will be granted a leave of absence to attend a summer camp, cruise or school conducted by the National Guard, the Army, Navy, Air Force, Coast Guard or Marines, whether this training is needed to fulfill a military obligation or on a voluntary basis. During that period, we will pay the employee the difference between their normal base salary and their military pay for up to ten days, if the military pay is less than the employee's salary. In cases where the military training program calls for an absence of more than two weeks, the employee may take vacation in addition to the two week leave of absence or they may request further leave of absence without pay, subject to the approval of their supervisor.

## TAX OBLIGATIONS

A deduction is withheld from your gross earnings every payroll period for federal and state income tax purposes in accordance with current law. The amount of the deduction is based on your gross earnings, marital status and the number of allowances you claim on the Federal W4 form you complete annually. You may change the number of allowances on your W4 form at any time by completing a new W4 online in our payroll system.

## COBRA

You and your covered dependents will have the opportunity to continue medical and dental benefits for a period of 18 to 36 months under the provisions of the Consolidated Omnibus Budget Reconciliation Act (COBRA) when group medical and dental coverage for you and your covered dependents would otherwise end due to your death or because:

- your employment terminates, for a reason other than gross misconduct
- your employment status changes due to a reduction in hours
- your child ceases to be a "dependent child" under the terms of the medical and dental plan
- you become divorced or legally separated
- you become entitled to Medicare

In the event of divorce, legal separation, or a child's loss of dependent status, you or a family member must notify the plan administrator within 60 days of the occurrence of the event.

The plan administrator will notify the individuals eligible for continuation coverage of their right to elect COBRA continuation coverage.

## **WORKERS' COMPENSATION**

All staff are covered by Workers' Compensation Insurance. If you are injured or develop an occupational disease in the course of, or arising out of, your employment with Crossroads, you will be eligible to receive compensation benefits as provided under the laws of the states of Ohio and Kentucky.

## **UNEMPLOYMENT**

Should your employment with Crossroads end, Crossroads is not a covered employer and does not pay unemployment taxes.

## **WAGE GARNISHMENT**

As required by law, Crossroads will honor garnishments of staff wages as a court or other legal judgment may instruct, including child support. The law also provides for an administrative fee to be charged when a garnishment occurs.

## **SOCIAL SECURITY**

Social Security is a government managed insurance program that helps provide economic security for you and your family. Its main features include retirement, disability, and survivors' income benefits. Medicare is also part of the program, providing health insurance for persons 65 or older. Disabled persons are entitled to Medicare if they've been eligible for Social Security Disability Benefits for at least two years. To help finance the program, a percentage tax on the current rate of your annual earnings (up to a maximum amount established by the federal government) is withheld from your paycheck. For non-commissioned pastors, the church pays an identical amount in the same period. The Social Security Administration recommends that each insured employee verify the accuracy of his Social Security account every two years. Cards for this purpose can be obtained from your local Social Security office.

## **EMPLOYMENT OF MINORS**

Under certain circumstances, the church may employ individuals aged 16 or 17 for part-time positions. If hired, these employees must obtain a state-issued work permit and must provide accurate proof of age. The immediate supervisor will ensure that these individuals are not assigned to any work that is considered a "hazardous occupation" by child labor laws.

## INTELLECTUAL PROPERTY (IP) POLICY

Crossroads owns all intellectual property created by Crossroads' volunteers and/or employees when the type of services rendered by the volunteer/employee involve the subject matter of the intellectual property created.

*Example: John Smith is in charge of accounts payable for the church and writes a manual to train other church employees on how to handle accounts payables. The church would own that content.*

Crossroads owns all intellectual property created by volunteers and/or employees when the intellectual property is created using Crossroads' resources, property, and/or scheduled work time.

*Example: Sally Jones is in charge of accounts payable for the church and writes a non-fiction book on healing during her normal work hours. She also uses the church's computer to write the book. The church owns that content.*

Crossroads owns all intellectual property created by Crossroads' volunteers and/or employees when the title, job duties and/or job description (regardless of whether such are reduced to writing of such volunteer/employee infers or specifically requires the creation of intellectual property.

*Example: John Smith is hired to write articles for the church. The church owns that content.*

Crossroads owns all intellectual property created by independent contractors engaged to render services for Crossroads, regardless of the type of services rendered, unless explicitly excluded from the relevant agreement.

# YOUR RESPONSIBILITIES

## ETHICS

It is the policy of Crossroads to conduct itself in a lawful and ethical manner. Good judgment and the greatest sense of ethical behavior and fairness are required at all times. Anyone who violates this trust will have exhibited behavior that is unacceptable to Crossroads, and will be subject to progressive disciplinary action, up to and including termination. This includes, but is not limited to, misuse of company time and assets, gossip, reporting false information, and violation to the "I Promise" commitment.

## PERSONNEL FILES & RECORDS

In order to ensure that all staff information is current, it is the responsibility of each staff member to promptly update our payroll system of any changes in personnel data such as:

- address
- telephone number
- marital status
- person to be notified in case of emergency
- beneficiary under the insurance program
- the number of dependents for tax withholding or for insurance coverage

## SECONDARY EMPLOYMENT

Secondary employment is highly discouraged because it may dilute the focus of your work at Crossroads. If you wish to supplement your income through outside employment, and are a full time employee, you must discuss such employment with your ministry leader. Outside employment should not interfere with your work, create a conflict of interest affecting Crossroads or subject Crossroads to public criticism or embarrassment (such as multi-level marketing programs). Failure to adhere to this policy may be grounds for progressive disciplinary action, up to and including termination.

## PERFORMANCE MANAGEMENT

In order to deliver the Crossroads mission, we want to reward great performance, reinforce good performance and correct poor performance. To accomplish this, we have a performance management system that includes, performance planning, employee development, performance coaching & feedback, performance reviews and Performance Improvement Plans (PIP).

## ABSENCES & TARDINESS

You are important to the overall success of Crossroads. Therefore, it is extremely important that you are dependable and prompt. Absenteeism and tardiness create hardship for everyone, so unless it is absolutely unavoidable, you are expected to be at work, on time, everyday. If you are unable to come to work, or if you are going to be tardy, report your absence or tardiness to your supervisor as soon as possible.

## SICK DAYS

We want to encourage everyone who is sick to stay home and get well. This will enable you to get better more quickly and prevent others from getting sick. So, if you are sick, please stay home. Call your direct supervisor (and direct reports if applicable) prior to your workday starting. If you have to leave a message, please follow up with your supervisor with doctor's visits, expected time out, or any relevant information.

Excessive absenteeism is defined by 10 or more days absent in any 12 months, barring a short-term disability situation. Excessive absenteeism may be treated with progressive disciplinary action, up to and including termination.

There are no paid sick days for part-time staff.

## RECORDING HOURS OF WORK

All non-exempt (hourly staff) are responsible for tracking their time through our payroll system. Falsification of time records and recording time of other employees are a violation of the church policy and could result in dismissal.

In a pay period (defined as Monday through Sunday) any time worked over 40 hours will be paid time and a half. "Time worked" does not include any sick time, holidays, vacations, personal days, administrative time and any other paid non-working hours. For example, if a week included a holiday but the employee still worked 40 hours, then they would be paid 40 hours work and 8 hours holiday pay. All time tracking must be completed in the payroll system and approved by the manager.

All overtime hours must be approved by your immediate supervisor prior to the work being done. Failure to get approval in advance may result in disciplinary action, up to and including termination.

## DEFINING EXEMPT & NON-EXEMPT

Non-exempt (hourly staff and staff members who, because of the type of duties performed, the usual level of decision making authority, and the method of compensation, are subject to all Fair Labor Standards Act (FLSA) provisions including the payment of overtime. Non-exempt staff must be compensated for all hours worked overtime at the premium (time-and-one-half) rate of pay. All states have this requirement for overtime hours as a result of the FLSA and its Fair Pay revisions of August 2004 which take precedence over state laws.

Exempt (salaried staff) are staff members who, because of their positional duties and responsibilities and level of decision making authority, are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA). Exempt staff are expected to work whatever hours necessary to accomplish the goals and deliverables of their exempt position. Because of the nature of ministry and our involvement with volunteer leaders, it will be common for regular full-time staff, who exempt, to work more than their regular weekly work hours and exempt staff have more flexibility in their schedules to come and go as necessary to accomplish this work. If the work concerns spiritual/pastoral functions (not just ordination) then the minister is not covered by FLSA and it's minimum wage or overtime requirements.

## MINISTERIAL EXEMPTION

Part of being on staff requires that you read, sign and follow the principles outlined in the "I Promise" document. The notion that you work on staff at Crossroads automatically propels you into ministry service. Everyone on staff is in ministry and is expected to represent the hands and feet of Jesus to our community. This means that you may be called to participate in religious duties, including: baptism, infant dedication, communion, prayer, encouraging, pastoring and teaching. While these duties may not be your key job responsibilities, everyone on staff may be called and are expected to participate in them. There are certain staff roles whose key job responsibilities include the above listed duties. Those roles tend to fall (but are not exclusively) in the following categories:

- Spiritual Growth
- Commissioned Pastors
- Kids' Club/Student Ministries
- Some Communications roles
- Campus Pastors
- ReachOut GO Trip leaders (foreign or domestic)

## TERMINATION OF EMPLOYMENT

It is hoped that you will not have to leave your employment. Should you decide to leave, the only pay you are entitled to at termination is pay owed for actual time worked. Also, medical and dental benefits will terminate the last day worked. Medical, Dental and all other benefits end on date of separation.

**RESIGNATION.** If you choose to leave the employment at Crossroads, we would appreciate at least a four (4) week notice. Four weeks will give us time to successfully transition your job responsibilities. A written notice of resignation must be submitted to your immediate supervisor and to Human Resources.

**TERMINATION.** If Crossroads should terminate your employment, the decision will be reviewed with your supervisor, Human Resources, and other leaders. In addition, certain terminations may be reviewed by the Board of Spiritual Directors. Crossroads relies on the accuracy of the information supplied in the employment application, as well as any other data presented during the hiring process and employment. Any misrepresentations, falsifications, or material omission in any of this information may result in progressive disciplinary action, up to and including termination. Crossroads is not a covered employer and does not pay unemployment taxes.

**EXIT INTERVIEWS.** Exit interviews are generally conducted with all individuals who choose to leave staff voluntarily. We hope to engage in constructive discussion about your experience with Crossroads.

**RETURNING PROPERTY.** During the exit interview we will collect any church property; this includes any items purchased with ministry funds. Crossroads may withhold from the employee's final check the cost of any items not returned, in accordance with federal and state law.

## MINISTRY TRANSFERS

One of the things our church celebrates is growth. As staff members grow, there may be opportunities for them to be transferred to other positions on staff. A staff member's ability to move is tied to their level of performance in their current role, as rated by their manager. Consistently accomplishing outstanding work is necessary for any movement to be considered and the manager will need to sign off on the transfer. Exceptions can be made should the staff member not have specific gifts that allow them to consistently accomplish outstanding work in the current role, when the staff member has gone above and beyond in order to be successful. Transfers are only made with their manager's recommendation.

## STAFF GIVING

All staff are responsible for tithing 10% of gross of their Crossroads income to Crossroads. Additionally, if there is a Crossroads giving campaign, all staff are expected to make a monetary commitment of any size above and beyond their regular giving, as long as they were a part of the community enough to be a part of the campaign journey. If you were not part of the journey, there is no expectation of a monetary commitment.

### WE WILL OFFER FLEXIBILITY/GRACE/UNDERSTANDING TO FOLKS:

- If they are within a couple of percentage points and are working their way to completion.
- If you are having trouble fulfilling your campaign commitment and need extra time as long as they are tithing.
- If they were/are a part of another church and are committed to them. Part of being on staff means our "yes" is "yes," including our giving. Within three to six months, it is expected for staff to switch over to giving to Crossroads.





# YOUR BENEFITS

## VACATION

Vacation time allows us to step back from our work, and gives us time just to have some fun. Incorporating a time of rest into our lives helps us to rejuvenate our mind, body, and spirit. At Crossroads, we value time off and encourage our staff members to take all vacation time on a calendar year.

**VACATION POLICY.** Vacation hours for full and benefits-eligible, part-time employees are on an annual basis. Paid vacation applies to both full and regular benefits-eligible part-time staff members.

**ELIGIBILITY.** Benefit eligible Crossroads staff members are eligible for vacation per the schedule below. Vacation time is granted at the beginning of the calendar year and is awarded at the discretion of the manager. If you are hired after October 1st, you are eligible to take half of your earned vacation for the balance of the calendar year.

Number of Completed Years of Service*	Amount of Vacation Earned on a Calendar Year**
<b>1–2 years</b>	<b>2 weeks of normal work week</b>
<b>3–7 years</b>	<b>3 weeks of normal work week</b>
<b>8+ years</b>	<b>4 weeks of normal work week</b>

*\* In the calendar year that this year is completed. For example, if someone started in 2020, they would be eligible for 3 weeks of vacation in 2023 because they would complete their third year of service in 2023.*

**ADMINISTRATION OF VACATION.** At Crossroads, we value communication and planning. In order to continue smooth operations and plan for backup, we ask that you provide:

- At least 24-hours advanced notice for a one-day vacation or personal holiday.
- A two-week notice when taking more than one day of vacation.
- Please provide notice to your immediate supervisor and track your vacation time in the payroll tracking system.

**PERSONAL DAYS.** Personal days are designed to allow staff members to take time off that may not be included on the holiday schedule or to take necessary time off within the first six months of employment. They are intended to be used for things like doctor, attorney, and accountant visits or personal time off. Personal holidays cannot be accumulated and carried to a later year, and are not paid out at termination.

**CARRYOVER.** Although we strongly encourage Crossroads staff members to use their vacation benefit in the year in which it is earned, we understand that there may be a rare time when taking all earned vacation within a year is just not feasible. Those staff members may carry over 1 week of vacation time (with prior approval of their ministry leader). Carry over vacation must be used prior to April 1 of the next calendar year.

**TERMINATION.** Vacation hours are not accrued and therefore hours that have not been used are NOT paid out to staff members when they leave Crossroads.

## HOLIDAYS

Crossroads observes eleven (11) holidays each year, plus three (3) additional “personal days” (as outlined in the Vacation section of this handbook). Due to the unique nature of our work, traditional holidays are sometimes considered a work day (Good Friday and Christmas Eve, for example). Therefore special allowances have been made. Crossroads has a limited benefits package for benefits eligible part-time staff who work more than 25 hours per week. Most benefits (medical, dental, life, 403(b)) are the same as regular full-time staff who work at least 40 hours per week.

All full time and benefits-eligible part time staff members qualify for paid time off eight hours maximum, but not to exceed the number of hours an employee works in a regular workday. For benefits eligible part-time staff, if a holiday falls on a day that you are regularly scheduled to be in the office and can't because we are closed, your holiday benefit would be the hours that you would have regularly worked in any given week on that day. If a holiday falls on a day where you aren't regularly scheduled, you would not be eligible for holiday pay.

## LEAVE OF ABSENCE

A leave of absence (LOA) is defined as an approved absence from work for a specified period of time for medical, parental, military or personal reasons. (See LOA definitions below for more detail on each type of leave.) Crossroads complies with all requirements of the Family Medical Leave Act of 1993 (FMLA). FMLA provides up to 12 weeks of unpaid leave for eligible staff members to care for the staff member's child upon birth or placement to care for a serious health condition that makes the employee unable to perform his or her job. The provisions of the FMLA have been incorporated into the LOA policies below. If an employee finds that he/she must be out of work for more than three (3) days, he or she should contact Human Resources to determine if a LOA may be necessary.

### January

- New Year's Day;
- Dr. Martin Luther King, Jr. Day
- The Day After Super Bowl Sunday

### February

- Presidents' Day

### March/April

- Easter Monday

### May

- Memorial Day

### July

- Independence Day

### September

- Labor Day

### November

- Thanksgiving Day;
- Friday after Thanksgiving

### December

- Christmas Day;
- Christmas Holiday (to be assigned at the beginning of each year)

## TYPES OF LEAVE OF ABSENCE (LOA)

	WHO IS ELIGIBLE	THE BENEFIT(S)	TO CARE FOR
<b>MEDICAL LOA</b>	All full time and benefits eligible part-time staff with a medical condition requiring a leave for less than 14 consecutive calendar days.	Staff is eligible to use sick days for up to 14 continuous calendar days.	Their own serious medical condition.
<b>FAMILY MEDICAL LEAVE ACT (FMLA)</b>  FMLA runs concurrently with all applicable leaves for eligible staff	Staff members who have worked 1,250 hours in the previous 12 months.	Eligible for unpaid job protection for up to 12 weeks.	Own serious medical condition. Birth or adoption of a baby or placement of child in foster care. To care for parents or child(ren) with serious health condition. Military leave arising out of a qualifying exigency.
<b>SHORT TERM DISABILITY (STD)</b>	All full time and benefits eligible part time staff members with an anticipated leave greater than fourteen days.	Eligible for paid job continuation, up to \$500 after on the 15th day of leave for 13 weeks.	Their own serious medical condition.
<b>LONG TERM DISABILITY (STD)</b>	All full time and benefits eligible part time staff members who have exhausted Short Term	Eligible for 60% of wages for up to 180 days.	Their own serious medical condition.
<b>MATERNITY LOA</b>  Adoptive Moms are eligible for up to 4 weeks of paid leave.	Crossroads' Moms upon the birth of a child.	Up to 13 weeks of paid leave (Short Term Disability (STD) and CR Self Funding).	Self and baby.
<b>PATERNITY LOA</b>	Crossroads' Dads upon the birth of a child.	Up to one week of paid leave.	Mom and Baby or adoption.
<b>PERSONAL LOA</b>	All full time and benefits eligible part time staff, upon review and approval of the Executive Pastor.	No more than 6 weeks unpaid leave in a 12-month period.	Themselves or others when other leaves don't apply.
<b>BEREAVEMENT</b>  In the event that the facility is rendered unusable, staff shall report to the alternate location listed in your site's emergency procedure file.	Full-time Staff	Eligible for up to 3 paid days off when attending a funeral of a family member.	Leave needs for other funerals should be discussed with your supervisor first.
<b>MILITARY LEAVE</b>	Staff members called to active duty.	Eligible for coverage for the first 30 days of leave. Eligible for continuation of group health benefits for up to 24 month at own expense.	
<b>JURY DUTY</b>	Full-time and Part-time Staff	Eligible to be paid for up to their normal daily work schedule.	
<b>VICTIMS OF CRIME</b>	Full-time and Part-time Staff	Crossroads will grant unpaid leave to staff to attend or participate in legal proceedings pertaining to the crime.	

## ADOPTION ASSISTANCE REIMBURSEMENT PLAN

According to scripture, one of the groups we are called to defend is the fatherless. God applies his blessing when we follow this calling, and he deals clearly with those who withhold justice (Deut. 27:19). Therefore, Crossroads offers financial assistance to staff members who are called to adopt children. The Adoption Assistance Reimbursement Plan can help you defray the high costs of public, private or international adoptions of children less than 18 years of age. Up to \$5,000 in eligible expenses may be reimbursed per child. The \$5,000 per-adoption maximum applies even if both adoptive parents are on staff at Crossroads. There is also a lifetime maximum reimbursement amount of \$10,000 per staff member.

The Adoption Assistance Reimbursement Plan will reimburse expenses for:

- Agency and placement fees;
- Legal fees and court fees;
- Transportation and court costs.

Once you have accumulated \$5,000 in eligible expenses, complete an adoption assistance reimbursement application (available from Human Resources).

**ELIGIBILITY.** The expenses must have been incurred on or after the date you became eligible for the Plan, and you must still be on staff with Crossroads at the time you request reimbursement.

**TAX IMPLICATIONS.** Adoption assistance is exempt from federal, state, and local income taxes but not from social security, Medicare or unemployment taxes. These taxes will be deducted at the time the reimbursement is made. In the case of an adoption of a child from a foreign country, the reimbursement for approved expenses can only be made when the adoption is finalized. Staff members who intend to exclude the reimbursement from their taxable income must complete IRS Form 8839, Qualified Adoption Expenses, and attach the form to their IRS Form 1040 for the calendar year of the reimbursement. Check with your tax advisor for your particular situation.

## MEDICAL INSURANCE

Participating employees are also covered under our medical insurance plan's prescription drug and vision care programs.

Eligible full-time and benefits-eligible part-time staff members may enroll in a single, a single plus one dependent or a family contract immediately upon hire.

Information and enrollment forms may be obtained from Human Resources. All benefits are subject to revisions or change at any time.

Our organization pays the full cost of a single, a single plus one dependent or a family contract.

A booklet containing the details of the plan and eligibility requirements may be obtained from Human Resources.

Refer to the actual plan document and summary plan description if you have specific questions regarding this benefit plan. Those documents prevail over any verbal conversations.

Upon termination you may be entitled to continuation or conversion of the group medical insurance plan in accordance with the terms of the policy and/or applicable state and federal law. For more information contact Human Resources.

## DENTAL INSURANCE

Eligible full-time and benefits-eligible part-time, regular staff members may enroll in a single, a single plus one dependent or a family contract immediately upon hire. Information and enrollment forms may be obtained from Human Resources.

Our organization pays half the cost of a single, a single plus one dependent or a family contract.

A booklet containing the details of the plan and the eligibility requirements may be obtained from Human Resources.

Refer to the actual plan document and summary plan description if you have specific questions regarding this benefit plan. Those documents prevail over any verbal conversations.

Upon termination you may be entitled to continuation or conversion of the group dental insurance plan in accordance with the terms of the policy and/or applicable state and federal law. For more information contact Human Resources.

*Note: See the annual Benefits Brochure for detailed information on benefits at [www.crossroads.net/hr](http://www.crossroads.net/hr).*

## **DISABILITY INSURANCE**

Participating staff members may also be covered under the plan's Short Term Disability, Long Term Disability and Accidental Death and Dismemberment riders.

## **LIFE INSURANCE**

Eligible full-time and benefits-eligible part-time, regular staff members may enroll in this plan immediately upon hire.

You must complete an insurance form and designate your beneficiary. The cost of this insurance is fully paid by Crossroads.

Complete details of these plans may be obtained from Human Resources. Supplemental Life Insurance coverage is also available. See Human Resources for details.

## **MENTAL HEALTH BENEFIT**

Crossroads recognizes that there is a connection between physical, spiritual, emotional and financial health. This policy supports our benefit-eligible staff to foster a mentally healthy workplace. Staff has several options of utilizing the mental health policy benefit.

Crossroads offers listening appointments for all Crossroads staff. Our organization provides eligible staff members mental health reimbursements for staff and their family.

## **RETIREMENT PLAN**

Our organization provides eligible staff members with a 403(b) retirement plan. This plan is intended to be used in combination with your Social Security benefits and personal resources to provide you with supplemental income upon retirement.

You can obtain a copy of the Summary Plan Description which contains the details of the plan including eligibility and benefit provisions from the benefits administrator. In the event of any conflict in the description of any plan, the official plan documents, which are available for your review, shall govern. If you have any questions regarding this plan, contact HR.



## GO TRIPS

We are called to Mobilize, Connect, Change the world. One of the ways we do that is through GO Trips. We mobilize people and resources, we connect through relationships and we change the world from your neighborhood to the ends of the earth.

If you want to GO somewhere, it's the staff person's responsibility to get approval their boss first before signing up for a trip, unless Crossroads is requesting the staff person to attend, then the requesting department should work with the manager to get approval.

Partial scholarships may be given to staff because their participation on the trip.

Staff is not required to take vacation for their 1st GO trip of the year. If staff wants to take more than one GO trip, vacation may be required for subsequent GO trips.

For more information GO Trips, check with the Director of ReachOut.

# EXPENSE AUTHORIZATION & PAYMENT

## PHILOSOPHY

Each year Crossroads prepares a zero-based budget for each ministry area. As we build ministry, our principle is to bless people. The budget is a guideline but not a “use it or lose it” type system. Generally, ministry teams are empowered to spend within their budget, although there may be seasons when we are asked to conserve cash flow. One thing to keep in mind: money follows ministry. If a ministry area shows growth, budgets may be reconfigured so that more money flows into an area in which God is obviously working.

## EXPENSES

The IRS requires that business expenses be submitted within 60 days of the expense. If they are not submitted during that time, you may be reimbursed, but it may need to be paid to you as taxable income per IRS guidelines. Please be sure that the volunteers in your ministry area submit expenses, if any, as quickly as possible. Volunteer reimbursements must be submitted through Ariett with appropriate receipts attached.

Meal expense for meetings and lunches should be very close to \$10 per person. If a volunteer has done a remarkable job, feel free to raise that amount, on occasion. Lunch meetings between employees should be considered an appropriate Crossroads expense only in the event that there is not another time to meet during the day to cover the same topics. Employees are encouraged to use the Atrium as much as possible to meet with volunteers. Training and large group events do not need to be catered on a regular basis. Please order food to be picked up and brought to Crossroads. Ask volunteers to do the set up to meet the usual standards of excellence.

## FUNDRAISING

Individual ministries may not raise funds on their own or endorse efforts of non-Crossroads ministries without the senior pastor’s prior approval. In seeking to meet the financial needs of its individual ministries, Crossroads makes decisions by considering all the needs within the church. If you believe your ministry requires additional resources, please see your ministry team leader.

## BUDGETS

Crossroads has a fiscal year ending on August 31. Budgets for the coming year are prepared and submitted prior to fiscal year end.

## EXPENSE AUTHORIZATION & PAYMENT

Ariett is used for payment requests, advanced authorization requests and reimbursement requests. All purchases over \$1,000 must be approved by your ministry area leader. Any purchase over \$2,500 must be approved by either the CFO or the Executive Pastor. When incurring an expense that will result in an invoice to Crossroads, please request the vendor to include your name on the invoice. The invoice should be emailed to [accountspayable@crossroads.net](mailto:accountspayable@crossroads.net) at which it will be routed to the appropriate staff for coding and approval(s). Crossroads' payment terms are net 30 and all invoices are paid electronically (direct deposit). For detailed instructions of Crossroads' procurement process, please reference Knowledge Owl.

## CREDIT CARDS

Corporate credit cards are available to employees whose duties require a credit card, as determined by ministry team leaders. Employees are required to submit their credit card expense report statements monthly on the 5th. Employees prepare their expense report statements following procedures that are outlined in Knowledge Owl.

## TIPS

Crossroads values the support of vendors and the folks who serve us in support of ministry. Whenever being served, either in a restaurant or with caterers, the standard practice is to tip gratuity between 10 and 20%.

## MILEAGE

The IRS sets a standard rate each year for travel when using personal automobile reimbursement. Crossroads will reimburse staff per our policy for the following repeated (at least monthly) travel expenses:

- Travel from the site you usually work to another site
- Extended travel (more than 40 miles) to meet anyone on behalf of Crossroads
- Staff traveling during the weekend (more than 40 miles round trip from their home to a site) to work
- Travel that is both repeated and frequent (monthly at minimum for three months).

*Please see our Travel Reimbursement Policy in the HR Folder on the Crossroads Google Drive for more detail.*

# THE OFFICE

## OFFICE EQUIPMENT

Crossroads provides technology tools to facilitate ministry work—please use them for ministry purposes. We also recognize that your personal world and your work world are intertwined, so it's sometimes helpful to store personal stuff on your Crossroads-supplied equipment (e.g. personal photos). We're cool with that as long as you help us out by following the guidelines below.

All of the tools below are Crossroads property and should be returned upon termination of employment.

**COMPUTERS.** The computer you received from Crossroads is to be used primarily for ministry purposes. If you choose to use it for personal purposes, please consider the following:

1. Installing personal software on your Crossroads-supplied computer complicates support. It's cool to do if it's a common application (like iTunes). If it's less common than iTunes, shoot a note to Help Desk to ask their advice.
2. We do not back up personal devices (computers, phones, or tablets). Any files you wish to have access to on your Crossroads device should be stored in a personal cloud storage solution (think iCloud or Dropbox). That way, if you should leave Crossroads, or something should happen to your device, you don't lose all your stuff that's a good thing!).
3. On that note, it is a good idea to keep your work email work, and your personal email personal. Using your Crossroads Gmail and Google Drive as your personal AND professional account clutters things up and makes finding what you need difficult.
4. Installing Crossroads-owned software on your personal computer is theft.
5. Installing non-Crossroads-owned software on a Crossroads-supplied computer is also potentially theft. If you are unsure of or have questions about a software's licensing status, please contact the Help Desk.
6. Computer, phones, and tablets are property of Crossroads, and can be reused when you are finished with them. Please keep them in good physical condition and sticker free.

**EMAIL.** Your crossroads.net email address should be used only for Crossroads business purposes. All email is the property of Crossroads, which gives Crossroads the right to review your email, including items you may have deleted. Don't worry, we're not in the practice of it—we just say things like this to keep the lawyers happy.

**INTERNET ACCESS.** Downloading materials that do not reflect Crossroads values is forbidden and could be grounds for disciplinary action, up to and including termination.

**DESK PHONES.** Desk phones are available on request from the IT Helpdesk, as needed. Please remember that our telephones are for Crossroads use. We know you'll occasionally need to make personal phone calls, and that's OK so long as it's a local call. If it's long-distance, please use your cell phone.

**CELL PHONES AND TABLETS.** Some positions have greater needs place on their time, so Crossroads may offer a cell phone/ monthly stipend or a tablet to help staff manage their time. These tools are available to full-time and benefits-eligible (regularly scheduled more than 25 hours/week) employees whose work dictates the need, i.e. heavy volunteer interaction.

Because of the costly financial burden, Crossroads does not port your personal number from your existing carrier while you are under contract. In these cases we may provide a stipend to compensate you for work usage incurred until your personal contract has expired. Please let IT know 45 days from your expiration so that we can schedule an appointment with you to begin the porting process.

## WORK WEEK

The typical workweek will depend on your position. The offices are open Monday–Friday from 9am to 5pm, and 9am is the official start time for the day. All administrative/support personnel will work this schedule.

## PAYDAY

Compensation is paid semi-monthly for all staff, and is distributed on the 15th and the last day of the month. In the event that a regularly scheduled payday falls on a weekend, staff will be paid on the preceding Friday. Staff is paid via direct deposit of funds to either a savings or checking account at their bank of choice (providing the bank has direct deposit capability). To activate direct deposit, you must fill out the direct deposit information on our current payroll systems website. Due to banking requirements, it may take several weeks for activation of the Direct Deposit. Pay stubs are available electronically via our payroll system website. W2's are mailed out in January. Current and subsequent years W-2's are available on the current payroll system website.

## DRESS CODE

The dress code is casual.

## BADGES

We all have a responsibility to keep our sites safe and welcoming for our co-workers and the public. Your role in this is to make sure you stay alert to your surroundings, report any issues you may see or concerns you have to your site's Facility Manager.

Always wear your badge while in the office (at any site). Your badge should be worn on a lanyard where it is visible. If, due to your role, a lanyard doesn't work, you can get a clip with a retractable cord, but this is not preferred.

Never let anyone into the office if they don't have a working badge. Even if they look familiar. Just ask "Hey do you have your badge?" and use it as a chance to introduce yourself.

Badges should be returned to Crossroads as the termination of employment.

## TRANSPORTATION

**CONTRACTED WORKERS.** Due to insurance constraints, contracted workers are forbidden to drive for Crossroads (as part of their work duties).

**VOLUNTEERS.** Volunteers that drive while doing ministry for Crossroads are required to have a copy of their Motor Vehicle Report on file at the church. See the staff accountant for more details.

**RENTALS/INSURANCE .** Should your job require you to drive and you are in an accident in your personal vehicle, your personal insurance will be the first form of coverage. The church's insurance will only come into play should your personal insurance be inadequate to cover the damages.

Should your job require you to rent a vehicle and if a certificate of insurance is required, email [finance@crossroads.net](mailto:finance@crossroads.net). This certificate will cover you under the church's blanket of coverage in the event of an accident. Additional coverage from the rental agency is unnecessary.

Please check with [centralbuyer@crossroads.net](mailto:centralbuyer@crossroads.net) for negotiated rates for U-Haul and Enterprise.



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# FACILITIES

## USE

The buildings are to be used for the ministry of Crossroads as well as for community events. In order to book a Crossroads facility for ministry events, please do so through the use of a Facilities Request form, found on [crossroads.net](http://crossroads.net). Outside use of the building is handled via the Outside Event Request form, also found on [crossroads.net](http://crossroads.net). Lastly, our Atrium area is open to the community every day from morning until night. We think we have a pretty cool building and we want to share it for business meetings, small group meetings or whatever.

## HOURS

The hours vary per site. Please see [crossroads.net/locations](http://crossroads.net/locations) for open hours at each location.

## ALARM SYSTEM

Building security systems are armed each night at 10pm and disarmed when the facility staff e-enters the building. We are charged for every false alarm triggered. The city charges on a sliding scale with fees as high as \$800 per event! In order to prevent these fees we ask that you do not enter the building during the times when it is closed.

Also, should you trigger an alarm, you will be fined. The initial fine is \$100 and multiple events will result in progressive disciplinary action. Please, if you do not know how to operate the alarm systems, let your supervisor know and you will be trained.

## GUESTS

Guests must be escorted at all times in the portions of the buildings that are locked, especially the offices. All guests must sign in at the front desk and wear a name tag. This is for the safety of our guests and staff members.



## TOURS

Tours are conducted by appointment only.

## SMOKING

The buildings are smoke free facilities. No smoking will be allowed in any part of the buildings, at any time. Smoking is also not allowed near entrances to the buildings.

## EMERGENCY PROCEDURES

As with all emergencies, the number one priority is to remain calm. In order to facilitate that, we have listed some likely scenarios and appropriate responses below. In all cases, please use your best judgment.

**Note:** For updated security procedures, check with the Director of Security.

**GENERAL.** Know the locations of your evacuation route, outdoor rally point, and indoor refuge area before an emergency occurs by reviewing the Emergency Plan and evacuation/ indoor refuge maps posted.

### **FIRE EMERGENCY.**

*Normal business hours:*

- Evacuate the building.
- The designated rally point is the parking lot in front of the reception area entrance; go right (west) and congregate around the light pole with the yellow stripe. If this rally point is involved in the emergency, the alternate rally point will be Kids' Club rally point fourteen (14).
- Front desk ambassador to bring sign-in book.
- Facilities manager or their designee to bring printout of daily room schedule to rally point.

*Service times and all other times:*

- All staff members report to the fire alarm panel—located just inside the east Atrium entrance. 0–18 Staff stay in KC/Student Section to aid in evacuation of kids and students.
- All others evacuate via nearest exit. Follow audible/posted evacuation instructions.
- Facilities manager or their designee to bring printout of daily room schedule to fire panel.

### **MEDICAL EMERGENCY.**

- Call 911. Give the operator Crossroads' address and direct them to the closest entrance to the emergency
- Contact lead officer from Police detail on radio, channel 1 (during service times).
- Contact facilities on radio channel 1. Facilities will bring red bag to scene of emergency.
- If medical emergency involves a child, the parent is paged via Auditorium/Atrium system (during service times).
- Facilities and emergency coordinator to deploy staff/volunteers to meet emergency responders.

### **TORNADO EMERGENCY.**

- In the event of a tornado warning, emergency coordinator will use enunciator to alert occupants.
- Take shelter and guide others to safe shelter areas. Stay away from windows and outside walls.
- Stay in the shelter area until given the all clear by the emergency coordinator.
- The designated building refuge areas are listed in your sites emergency policies.

### **MISSING CHILD/CODE ADAM EMERGENCY.**

*During service times:*

- Escort parent to main Info Center.
- Call facilities/emergency coordinator on channel 1 and/or alert "headset" KC staff volunteer. They will initiate procedure.
- If 9999 is paged in Auditorium, report to KC Welcome Center to aid in search.

*All other times:*

- Call facilities on channel 1. They will initiate procedure.

### **BOMB AND WEAPON THREAT.**

- If you receive the threat, collect as much info as possible: location, timing, type of device, etc.
- If threat is immediate, get to safety and then call authorities.
- Call 911. Give the operator Crossroads' address: 3500 Madison Road, Cincinnati 45209; nature of emergency; closest building entrance.
- Call facilities/emergency coordinator on channel 1.

**ALTERNATE MEETING LOCATION.** In the event that the facility is rendered unusable, staff hall report to the alternate location listed in your site's emergency procedure file.





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