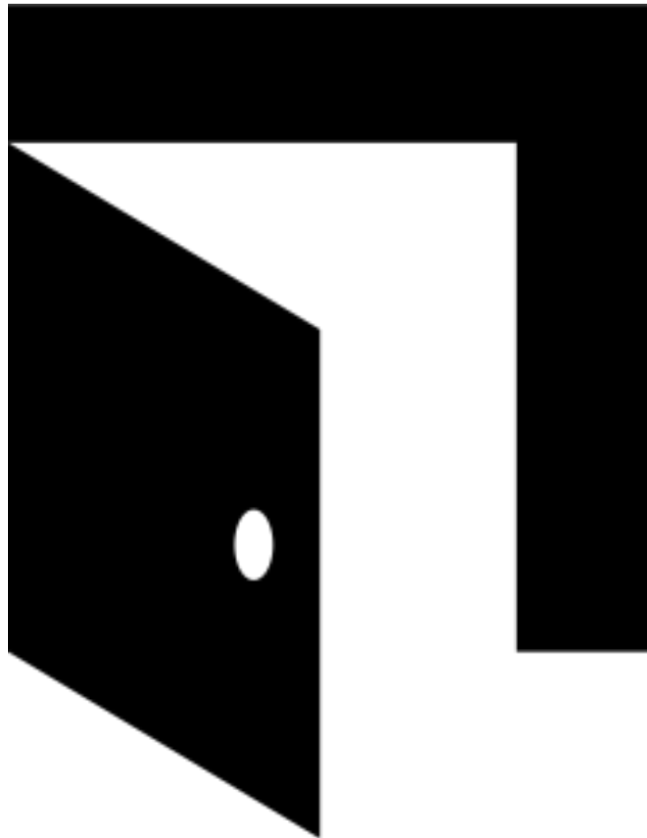


# Operations Manual



**ROTTERDAM**  
**COMMUNITY CENTER**

**of the Rotterdam Community Center,  
a program of Messiah Lutheran Church**

Adopted on November 14<sup>th</sup>, 2022 by the Congregation Council.  
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## **Introduction & Mission Statement**

The purpose of this manual is to outline the business policies and procedures of the Rotterdam Community Center (hereafter “the Community Center”). This document can be revised or amended at any time by vote of the Community Center Advisory Board.

This document seeks to summarize how all existing policies of Messiah Lutheran Church (hereafter “Messiah”) pertain specifically to the Community Center. All existing policies of Messiah, unless specifically noted, also pertain to the Community Center.

The mission of the Community Center is to be “an open table for the people of Rotterdam and the Greater Schenectady area of New York, where neighbors of all backgrounds can gather safely and without judgement to support, learn and grow together.”

The “three legs” of that open table, all crosscut by a focus on diversity, equity and inclusion, are:

- food security
- mental health & wellbeing
- arts, culture & self-expression

Formed by the historic 2021 consolidation of the former Trinity Reformed Church into Messiah, the former Trinity site is now a resource for everyone in the local community, no matter their religious affiliation.

## **Chapter 1: Advisory Board and Governance Structure**

This chapter of the *Community Center Operations Manual* describes how the Rotterdam Community Center is governed.

The Community Center is governed by a Community Center Advisory Board (hereafter “the Advisory Board”) in line with the vision, core values, mission, goals and objectives of Messiah Lutheran Church.

As stated in Chapter 13 of Messiah’s *Constitution, Bylaws and Continuing Resolutions*,

*The voting membership of the Community Center Advisory Board shall consist of the pastor(s) and up to nine elected individuals including a minimum of three voting members of this congregation and two community partners. Any voting member of this congregation or community partner may be elected, subject only to the limitation on the length of continuous service permitted in that office. A member’s place on the Community Center Advisory Board shall be declared vacant if the member is absent from four successive regular meetings of the Community Center Advisory Board without cause. Consistent with the laws of the state in which this congregation is incorporated, this congregation may adopt procedures for the removal of a member of the Community Center Advisory Board in other circumstances.*

*The members of the Community Center Advisory Board except the pastor(s) shall be elected at a legally calling meeting of the congregation on the first Sunday in February. Their term of office shall be for three years with the term of office beginning at the beginning of the March meeting of the Community Center Advisory Board and ending at the beginning of the March meeting of the Community Center Advisory Board.*

*No advisory board member shall be eligible to serve more than two terms consecutively, including partial terms to fill a vacancy. Should a member’s place on the Community Center Advisory Board be declared vacant, the Congregation Council shall elect, by majority vote, a successor until the next Annual Meeting of the Congregation.*

*Officers (Chair, Vice Chair and Secretary) of the Community Center Advisory Board shall be approved from elected advisory board members by vote of the Congregation Council in the month of March for one year terms.*

*The Advisory Board shall advise the Community Center staff on all matters of governance, operations, policy development and financial development of the Community Center. Final approval of all financial and budgetary decisions rests with the Congregation Council in line with the Constitution, Bylaws and Continuing Resolutions of this congregation.*

All current members of the Advisory Board and their terms of service shall be publicly posted on Messiah's website in a "Congregation Leadership" document and on the Community Center's website in a *Business Plan*.

### **Advisory Board Meetings**

The Advisory Board will meet at 6:30pm on the first Wednesday of every month, with the exception of no meetings in June or July. This schedule may be temporarily amended by vote of the Advisory Board. Emergency meetings of the Advisory Board may be called by the Advisory Board Chair or Executive Director.

### **Advisory Board Code of Conduct & Ethics Policy**

All Advisory Board members are expected to uphold and support the mission and goals of the center. On an annual basis, all members of the Advisory Board are required to affirm their support of this policy by filling out the accompanying *Advisory Board Registration Form (Appendix I)*.

Advisory Board members must agree to:

1. Fulfill their board roles and responsibilities to their greatest ability.
2. Serve the Rotterdam and greater Schenectady communities with integrity and respect for all people.
3. Endeavour to stay informed about the needs of the community.
4. Participate in efforts to inform the community about programs and events at the Community Center.
5. Demonstrate positive leadership through faithfulness, truthfulness, honesty, open communication, courtesy, and compassion for all people.
6. Respect and adhere to the structure of the board and board member requirements.
7. Work cooperatively and collaboratively with all board members and staff of the community center.
8. Agree to uphold and abide by the majority rule of the board, even when they have an opposing opinion.
9. Maintain confidentiality of board discussions held in executive session and refrain from sharing confidential board information with others.
10. Avoid outside activities that are in conflict with the mission and purpose of the community center.
11. Support the Director of Operations in implementing the policies and procedures of the Community Center.
12. Uphold the policies and procedures of the Community Center.
13. Support the center with their time, talents, and treasure.
14. Decline to accept any personal gifts or privileges associated with their position on the Advisory Board.
15. Be a strong advocate and representative of the Community Center.
16. On an annual basis, make a meaningful financial contribution of record to the Community Center.

## **Advisory Board Committees**

The Advisory Board will organize a number of committees, often chaired by an Advisory Board member, to assist in governance of the Community Center as follows:

### **Policy and Business Development**

Makes recommendations to the Advisory Board regarding the *Operations Manual*, the *Business Plan* and all other policies and procedures of the Community Center. Leads strategic planning efforts and grows services provided by the Community Center. Collaborates with the Executive Director, the Financial Secretary and Financial Development Committee to conduct an annual assessment of the Center's financial needs and submit all budget and expenditure requests to Messiah's Congregation Council.

### **Board Development and Recruitment**

Recruits new members to fill vacant Advisory Board positions and accepts recommendations for potential future board members. Recruits new members for all Advisory Board committees. Oversees annual Advisory Board Trainings, conducts annual assessment of board strengths and weaknesses and develops strategies to improve functions of the Advisory Board and its committees.

### **Building and Grounds Management**

Works directly with the Messiah Property and Grounds Chair to address specific repairs, maintenance, and improvements needed on all Community Center property. Plans and implements and recruits volunteers for (in conjunction with the Director of Operations) any maintenance projects needed. Supports the Director of Operations in ensuring all aspects of Community Center safety infrastructure are maintained and inspected as outlined in this manual.

### **Financial Development**

Secures resources and funds from individual donors. Identifies and applies for grants in collaboration with the Executive Director. Develops relationships with foundations and corporate sponsors, plans and implements annual fund raising events.

### **Marketing and Promotion**

Promotes the center with the general public and represents the center at public events. Assists staff in creating marketing materials. Distributes marketing materials in collaboration with Messiah/RCC Committees and Community Partner Organizations. Collaborates with staff to manage the Community Center website and social media accounts.

## Chapter 2: Staff

This chapter of the *Community Center Operations Manual* describes how staff functions at the Community Center.

All staff of the Community Center are employed as staff of Messiah and are subject to all relevant policies and procedures, including its *Employee Handbook*.

The current staff make up, with all other staff members reporting to the Executive Director as Head of Staff, are as follows with accompanying position descriptions:

### **Executive Director (25% of the Pastor's time, roughly 14 hours/ week)**

1. Serve as Executive Director of the Rotterdam Community Center in line with its Business Plan and other relevant policies approved by the Congregation Council.
2. Cultivate community donors, grant opportunities and other community relationships to support the Community Center.

Demonstrated skill or ability to self-teach in platforms including Microsoft Word, Zoom, Google Docs/ Sheets/ Slides/ Forms/ Calendar, Adobe Express, Weebly/ Square, Facebook, Instagram, CRM software and Mailchimp are required.

### **Director of Operations (40% of the Director of Operations' time, roughly 16 hours/ week)**

1. Keep accurate schedules of all programming on Community Center premises.
2. Keep accurate contact information including email addresses and phone numbers for leaders of all Messiah/ RCC Committees, Community Partner Organizations and Outside Groups who use space on Community Center premises.
3. Communicate to all Messiah/ RCC Committees, Community Partner Organizations and Outside Groups when the Community Center is closed due to weather or unforeseen circumstances.
4. Answer all emails, phone calls and social media inquiries associated with the Community Center with support from the Pastor & Executive Director and the Advisory Board as needed.
5. Be regularly present in the Community Center and oversee the implementation of all policies and procedures of the Community Center.
6. Assist Messiah/ RCC Committees, Community Partner Organizations, Outside Groups and their volunteers in setting up and using spaces or find volunteers as needed.
7. Collect all contracts and documents associated with Community Center and process all space use fees and other monetary contributions.
8. Support Messiah/ RCC Committees, Community Partner Organizations, Outside Groups, staff and volunteers in promoting the Community Center and its programs (print and digital), including maintaining bulletin boards, designing and printing flyers and communicating RSVP lists.
9. Post a schedule of in-person working hours on a weekly basis.



10. Support the Pastor & Executive Director and the Development Committee in financial development of the Community Center.
11. Attend weekly staff meetings and monthly Advisory Board meetings as directed.
12. Oversee the work of Program Interns and the Custodian (in the Community Center).
13. Ensure regular maintenance on health & safety equipment and support the Property & Grounds Committee in fulfilling maintenance requests in the Community Center.
14. Other tasks as assigned by supervisor.

Demonstrated skill or ability to self-teach in platforms including Microsoft Word, Zoom, Google Docs/ Sheets/ Slides/ Forms/ Calendar, Adobe Express, Weebly/ Square, Facebook, Instagram, CRM software and Mailchimp are required.

**Custodian (roughly 6 hours/ week)**

1. Clean bathrooms as well as fill all necessary supplies.
2. Wipe tables down as needed.
3. Vacuum all common areas.
4. Put all garbage from Friday's food pantry in the garbage outside.
5. Check garbage in all common areas and change as needed.
6. Breakdown all boxes and put in recycling bin as needed.
7. Check and report any maintenance issues to the Property & Grounds Chair.
8. Weed garden areas as well as remove any debris as needed.
9. Clean all windows.
10. Replace lightbulbs as needed.
11. Clean after special events with additional remuneration of \$50 per event paid by the party renting the facility.
12. Maintain a supply and equipment list and replenish when needed in accordance with all purchasing and greening policies of the congregation.
13. Review the online parish calendar for special events and communicate with the Head of Staff about additional support needed.
14. Other tasks as assigned by supervisor.

The Parish Bookkeeper will also conduct limited activities and tasks related to the operations of the Community Center.

## **Chapter 3: Messiah/ RCC Committees & Community Partner Organizations**

This chapter of the *Community Center Operations Manual* describes how Messiah/ RCC Committees & Community Partner Organizations function at the Rotterdam Community Center.

The vast majority of programming at the Rotterdam Community Center will be conducted by two types of entities:

1. Messiah/ RCC Committees
2. Community Partner Organizations

The primary difference between these two types of entities relates to liability insurance coverage. Messiah/ RCC Committees may conduct programming under Messiah's general liability insurance, while Community Partner Organizations must furnish a separate Certificate of Insurance. The one exception to this rule is when programming run by a Community Partner Organization is certified by vote of the Advisory Board as a "community center program."

The secondary difference between these two types of entities is Messiah/ RCC Committees will not be required to pay space use fees as covered in "Chapter 9: Space Use" of this policy.

All Messiah/ RCC Committees and Community Partner Organizations must be approved by the Executive Director and the Advisory Board before conducting programming at the Community Center.

A list of all Messiah/ RCC Committees and Community Partner Organizations approved for conducting programming at the Community Center, along with a named Program/ Event Leader and their contact information, will be maintained by the Director of Operations.

To be approved for conducting programming at the Community Center, Program/ Event Leaders of all Messiah/ RCC Committees and Community Partner Organizations must certify their understanding of this document and agree to abide by it by filling out the accompanying *Messiah/ RCC Committee & Community Partner Organization Certification Form (Appendix II)*.

The Executive Director and Advisory Board reserve the right to suspend programming privileges of any Messiah/ RCC Committee or Community Partner Organization if this document is not being followed.

Outside Groups and Staff may also host programming at the Community Center, with the specifics of those groups covered in "Chapter 8: Scheduling" and "Chapter 9: Space Use" of this policy.

## Chapter 4: Volunteers

This chapter of the *Community Center Operations Manual* describes how volunteers function at the Community Center.

The mission of the Community Center relies on volunteers to be the helping hands to serve our community members in need. Our volunteers include families, seniors, religious organizations, military members, school groups, and many others who help us.

### Volunteer Certification

Whether volunteering with a program sponsored by a Messiah/ RCC Committee OR by a Community Partner Organization, all volunteers must certify they understand and agree to abide by all portions of this document. Volunteers at the Community Center may be certified in a number of ways:

1. At regularly scheduled General Volunteer Orientations led by the Director of Operations.
2. At program specific Volunteer Orientations led by relevant Messiah/ RCC Committee or Community Partner Organization Program/ Event Leaders.
3. Volunteer groups made up of predominately youth (such as high school and college groups) may be certified in a group format by an adult leader of that group such as a teacher, school administrator, etc.

Adult volunteers must individually complete the accompanying *Volunteer Registration Form (Appendix III)*. Individual youth volunteers must have their certification form completed by a parent or guardian. Volunteer groups made up of predominately youth may be covered by a single adult leader of that group completing the certification form.

### Volunteer Rights and Responsibilities

Volunteers are the backbone of our programs and serve a vital role in the success of our organization. Volunteers have the right:

1. to work in a clean, healthy and safe environment
2. to be given a copy of the Community Center's Volunteer Policy and any other policy that affects their work or that they are expected to adhere to
3. to be provided with an orientation to the programs they serve in
4. to have personal information kept confidential
5. to be provided with any applicable training to do their job

### Principles of Volunteering

The following are core principles of volunteering at the Community Center:

1. Volunteering benefits the community and the volunteer
2. Volunteer work is not compensated in any manner
3. Volunteering is always a matter of choice
4. Volunteering is a way to have a positive impact on the community, environment, and needs of others

5. Volunteering respects the rights, dignity, and culture of others
6. Volunteers are expected to be responsible and accountable for any donations received from the community

### **Equal Opportunity Volunteering**

The Community Center provides equal volunteering opportunity for everyone regardless of age, gender identity, gender expression, race, culture, national origin, religion, marital status, sexual orientation, political beliefs, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon one's ability to perform the job.

### **Gifts, Tips and Soliciting**

Volunteers are forbidden from accepting any tips or gifts from clients. Promoting or soliciting a volunteer's own business enterprise, political agenda, or religious beliefs while volunteering at the Community Center is not permitted.

### **Feedback**

A volunteer's time is greatly appreciated and we encourage all volunteers to discuss any ideas or concerns they have with the programs or operations of the Community Center. If at any time a volunteer would like to share feedback, do not hesitate to speak with the Program/ Event leader or the Director of Operations.

### **Substance Use**

Outside of pre-approved events with alcohol held in line with Chapter 9 "Space Use" of this document, the Community Center is a substance free environment. We require staff, volunteers and guests to refrain from consuming alcohol at all programming not otherwise pre-approved at the Community Center. We require staff, volunteers and guests to refrain from using recreational marijuana in any form or from using illegal substances at any programming at the Community Center. Violating this policy will result in immediate removal from the Community Center.

### **Volunteer Code of Conduct**

All volunteers must agree to abide by the following Code of Conduct:

1. There must be proper and authorized use of Community Center equipment, supplies, and property.
2. Removal of Community Center property from the premises without prior permission is not allowed at any time.
3. All health and safety policies must be adhered to at all times.
4. Volunteers will treat guests, clients, staff, and other volunteers with dignity and respect at all times.
5. Threatening, aggressive, or violent behavior or language is not permitted at any time and may lead to dismissal.
6. Discriminatory behavior and language, bullying or harassment of any kind is not permitted.
7. Behavior or actions that would in any way jeopardize the safety or wellbeing of others is not permitted.

8. Unauthorized disclosure of confidential information concerning the clients, volunteers, participants, leaders, staff, or programs/events of the Community Center is not permitted.
9. Gambling on premises is not permitted.
10. Smoking on premises is only allowed behind the building in the designated smoking area. Please be sure to extinguish all tobacco products and place them in the receptacles provided. Do not leave cigarette butts on the ground.
11. Volunteers are expected to dress in a manner suitable for a casual workplace.
12. Volunteers are encouraged to be well versed in all programming of the Community Center and be willing to promote participation and support of the Community Center amongst all guests.

## Chapter 5: Harassment Prevention, Reporting & Response

This chapter of the *Community Center Operations Manual* describes policies for the prevention, reporting and response to all forms of harassment at the Rotterdam Community Center.

Messiah has an in-depth and publicly available *Safe Church Policy* outlining our commitment to prevent, report and respond to all forms of harassment, including sexual harassment.

What follows is an overview of how prevention and reporting as outlined in that policy applies to the Community Center. Staff, Community Partner Organizations, volunteers and guests should refer to Messiah's *Safe Church Policy* for more in depth information.

Prevention, reporting and response to all forms of harassment, including sexual harassment, as it relates to the Community Center, falls into one of three different scenarios:

1. Abuse of a child.
2. Adult-adult abuse.
3. Abuse in the workplace.

It is the responsibility of the Executive Director, the Safe Church Team, the Advisory Board and the Congregational Council to review compliance with this policy.

### Screening

All staff and volunteers who have regular and direct contact with children/youth/vulnerable adults must:

1. Fill out the approved *Child & Youth Leader Registration Form (Appendix IV)*. This form will:
  - a. Ask whether the applicant has ever participated in, been accused of, pled guilty/ no contest to, or been convicted of abuse or any sexual misconduct.
  - b. Ask whether the applicant has been convicted of or pled guilty/ no contest to any criminal offense of any kind (not including minor civil offenses).
  - c. Request the applicant provide the names of two references with references being checked prior to employment or the beginning of volunteering.
  - d. Ask whether the applicant has read and understands this policy.
2. Complete an annual interactive volunteer sexual harassment prevention training that meets or exceeds the minimum standards as outlined by the New York State Department of Labor and Division of Human Rights.
3. Complete a background check prior to employment or the beginning of volunteering.
4. All individuals in a volunteer supervisory role with children/youth must have been active members of Messiah Lutheran Church or the relevant Community Partner Organization for at least six months.
5. All records will be kept confidential in a locked cabinet in the Main Office.

## **Prevention of Harassment of Children, Youth and Vulnerable Adults**

1. Children/youth/vulnerable adults must be supervised while attending all programs and events at the Community Center with two adults present.
2. All programs and events with children, youth and vulnerable adults must occur in open view.
3. The required ratio of adult supervisors to children or youth is one to eight.
4. An annually updated Child & Youth Registration Form or one-time Event Permission Form is required before a child or youth can participate in events at the Community Center without a parent or guardian present.
5. Separate sleeping areas for individuals of different genders will be provided at all overnight events. Adults will be designated to each area and will be present for the entire overnight event. Male and female adults must be present for all multi-gender overnights.
6. Each overnight event requires discussion of a written set of boundaries and expectations between adults, children and youth near the beginning of the event.
7. In cases where inappropriate comments or actions take place in a public event, all individuals are encouraged to get the attention of the program/ event leader, the Director of Operations, or the Executive Director, who in turn will call 911. In case of immediate danger, individuals are encouraged to call 911 themselves and then inform the Program/ Event Leader, the Director of Operations and the Executive Director.

## **Prevention of Adult-Adult Harassment**

1. Staff and volunteers are to avoid one-to-one meetings where they cannot be viewed by others.
2. Staff and volunteers are expected to be cautious with touch. Limit physical contact to a brief side-by-side hug or pat on the shoulder, hand or forearm. Hugs can be misconstrued as meaning something more than the giver intended.
8. In cases where inappropriate comments or actions take place in a public event, all individuals are encouraged to get the attention of the Program/ Event leader, the Director of Operations, or the Executive Director, who in turn will call 911. In case of immediate danger, individuals are encouraged to call 911 themselves and then inform the Program/ Event leader, the Director of Operations and the Executive Director.

## **Prevention of Sexual Harassment in the Workplace**

The Community Center is committed to maintaining a workplace free from all forms of abuse or harassment, including sexual harassment. Sexual harassment is a form of workplace discrimination. All staff, volunteers and community partners are required to work in a manner that prevents sexual harassment in the workplace. This policy is one component of the Community Center's commitment to a discrimination-free work environment. Sexual harassment is against the law and all staff, volunteers and community partners have a legal right to a workplace free from sexual harassment. Staff, volunteers and community partners are urged to report sexual harassment by filing a complaint internally with the Community Center or filing a complaint with a government agency or in court under federal, state or local antidiscrimination laws:

1. Sexual harassment will not be tolerated. Any staff member, volunteer or community partner who engages in sexual harassment or retaliation will be subject to remedial and/or disciplinary action (e.g., counseling, suspension, termination).
2. No person covered by this portion of the policy shall be subject to adverse action because the staff member, volunteer or community partner wishes to report an incident of sexual harassment, provides information, or otherwise assists in any investigation of a sexual harassment complaint. The Community Center and Messiah will not tolerate such retaliation against anyone who, in good faith, reports or provides information about suspected sexual harassment. Any staff member, volunteer or community partner who retaliates against anyone involved in a sexual harassment investigation will be subjected to disciplinary action, up to and including termination. All staff members, volunteers and community partners working in the workplace who believe they have been subject to such retaliation should inform our Executive Director, who will in turn inform the Messiah Safe Church Team. All staff, volunteers and community partners who believe they have been a target of such retaliation may also seek relief in other available forums, as explained in the Appendices of the *Messiah Safe Church Policy*.
3. Sexual harassment is offensive, is a violation of our policies, is unlawful, and may subject the Community Center and Messiah to liability for harm to targets of sexual harassment. Harassers may also be individually subject to liability. Staff, volunteers and community partners of every level who engage in sexual harassment, including managers and supervisors who engage in sexual harassment or who allow such behavior to continue, will be penalized for such misconduct.
4. The Community Center and Messiah will conduct a prompt and thorough investigation that ensures due process for all parties, whenever management receives a complaint about sexual harassment, or otherwise knows of possible sexual harassment occurring. The Community Center and Messiah will keep the investigation confidential to the extent possible. Effective corrective action will be taken whenever sexual harassment is found to have occurred. All employees, including managers, supervisors and rostered ministers, all volunteers and all community partners are required to cooperate with any internal investigation of sexual harassment.
5. All staff members, volunteers and community partners are encouraged to report any harassment or behaviors that violate this policy. The Community Center and Messiah will provide all staff, volunteers and community partners with a *Workplace Abuse Report Form (Appendix VI)*.
6. Staff, volunteers and community partners are required to report any complaint that they receive, or any harassment that they observe or become aware of, to the Executive Director, who will in turn report to the Messiah Safe Church Response Team with a *Workplace Abuse Report Form (Appendix VI)*.
7. All staff, volunteers and community partners must follow and uphold this policy. This policy must be provided to all staff, volunteers and community partners. It will be posted prominently in Main Office.



## **Social Media**

1. All staff, volunteers and community partners are expected to keep the same professional boundaries in social media communications as they would in person.
2. All staff, volunteers and community partners are expected not to post pictures of or information about children or youth on the internet without the permission of their parent or legal guardian. This permission is included in the annually updated *Child & Youth Registration Form*.
3. All staff, volunteers, and community partners who communicate with children or youth are subject to parental and organizational oversight. Communications of a sexual nature, sexting, harassment, threats, obscenities or intimidation are strictly forbidden.

## **Mandated Reporting of Child Abuse**

A report of child abuse and/ or neglect can be made by any person who has reasonable cause to suspect that abuse or neglect. Certain professionals such as doctors, nurses, teachers, police officers, and child care center workers are mandated by New York State law to report suspected child abuse and neglect to the state hotline, the New York State Central Register (SCR).

At the Community Center the following individuals must report suspected child abuse:

1. Staff members who are rostered leaders.
2. All other staff members, including custodial staff and nursery or child care staff.
3. All volunteers and Program/ Event Leaders who have reasonable cause to suspect child abuse or neglect (which includes verbal reports and/or observations).

## **The Child Abuse Reporting Process**

1. Call 911 if you believe a child is in immediate danger.
2. Contact the Director of Operations or Executive Director, who will in turn notify the Messiah Safe Church Team, and Messiah's President (unless they are implicated in the abuse). In an emergency situation and these people cannot be found, proceed with the reporting process and follow up with the Director of Operations or Executive Director, who will in turn follow up with the Messiah Safe Church Team later.
3. You may call the child protection national hotline (1.800.4ACHILD), which can give advice and guidance and may be helpful before reporting to the statewide number.
4. All reports must be made to the NY State Central Register Mandated Reporter Hotline (1.800.342.3720).

Steps 1 through 4 must be taken within 24 hours, preferably immediately if the situation allows for it.

5. Complete a *Child or Adult-Adult Abuse Report Form (Appendix V)* which can also be found in the Director of Operations' Office and online. Once completed, this documentation will be kept in a locked drawer for confidentiality purposes in the Main Office.

6. Confidentiality regarding the reporting process is essential. The person who made the report is not to discuss the situation with anyone except the church volunteers and staff members mentioned in the Step 2, or legal authorities.
7. It is the responsibility of legal authorities to notify the alleged offender of the allegations. However, Messiah does understand its mission to provide pastoral care to the abuser and abused after the accused is notified.
8. For reasons of confidentiality, the Messiah Safe Church Team co-chairs will be appointed as the liaisons between the legal authorities and Community Center staff or any individuals involved in the investigation, the Advisory Board and Congregation Council.
9. All those involved must document their involvement in the reporting process and any follow-up action they have taken. This documentation will be kept in a locked drawer for confidentiality purposes in the Main Office.

### **The Adult-Adult Abuse Reporting Process**

1. Call 911 if you believe you or anyone else is in immediate danger.
2. If a volunteer, community partner, or staff member misuses their authority in any way, the victim should report the abuse to the program/event leader, the Director of Operations or Executive Director immediately (unless they are implicated in the abuse). This person in turn will notify Messiah's President.
3. If the harassment or abuse is of a serious and/or sexual nature, it will be reported to the Messiah Safe Church Team, who will consult with the Executive Director and President (unless they are implicated in the abuse).
4. The victim, in consultation with the Executive Director, President or Messiah Safe Church Team depending on the situation, is encouraged to complete a *Child or Adult-Adult Abuse Report Form (Appendix V)* which can also be found in the Main Office and online. This documentation will be kept in a locked drawer for confidentiality purposes in the Main Office. Confidentiality regarding the reporting process is essential. The person who made the report is not to discuss the situation with anyone except the church staff members mentioned in the Step 3, or legal authorities.
5. Anyone who believes they have been a target of sexual harassment may also seek assistance in other available forums, as explained in the Appendices of Messiah's *Safe Church Policy*.
6. If outside legal authorities are involved, it is their responsibility to notify the alleged offender of the allegations. However, Messiah does understand its mission to provide pastoral care to the abuser and abused after the accused is notified.
7. For reasons of confidentiality, the Messiah Safe Church Team co-chairs will be appointed as the liaisons between the legal authorities and all individuals involved, and Congregation Council.
8. All those involved must document their involvement in the reporting process and any follow-up action they have taken. This documentation will be kept in a locked drawer for confidentiality purposes in the Main Office.
9. If the adult perpetrator or alleged perpetrator is not an active member, staff member or volunteer at the Community Center, reporting abuse is more complicated. For example, the

abused adult may not be ready to receive help. This category of abuse should not be minimized, but the problem is beyond the scope of this document. Rostered ministers and other staff can help with referrals and sources of help for the abuser, the abused or the person who suspects the abuse. In the extreme case when someone is reporting that someone is in danger, then 911 should be called immediately.

### **Abuse in the Workplace Reporting Process**

1. Preventing sexual harassment in the workplace is everyone's responsibility. The Community Center and Messiah cannot prevent or remedy sexual harassment unless it knows about it. Any staff member or volunteer who has been subjected to behavior that may constitute sexual harassment is encouraged to report such behavior to the Director of Operations and Executive Director, who will in turn report to the Messiah Safe Church Team or call 911 in case of immediate emergency.
2. Anyone who witnesses or becomes aware of potential instances of sexual harassment should report such behavior to the Director of Operations and Executive Director who will in turn report to the Messiah Safe Church Team or call 911 in case of immediate emergency.
3. Reports of sexual harassment in the workplace may be made verbally or in writing. A form for submission of a written complaint (*Workplace Abuse Report Form, Appendix VI*) and can be found in the Main Office and online. All are encouraged to use this complaint form. Individuals who are reporting sexual harassment on behalf of other individuals should use the complaint form and note that it is on another person's behalf.
4. Staff and volunteers who believe they have been a target of sexual harassment may also seek assistance in other available forums, as explained as explained in the Appendices of Messiah's *Safe Church Policy*.
5. All program/event leaders, supervisors and managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior or for any reason suspect that sexual harassment is occurring, are required to immediately report such suspected sexual harassment to the Director of Operations and Executive Director, who will in turn report to the Messiah Safe Church Team.
6. In addition to being subject to discipline if they engaged in sexually harassing conduct themselves, supervisors, managers and leaders will be subject to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue. Supervisors, managers and leaders will also be subject to discipline for engaging in any retaliation.
7. If outside legal authorities are involved, it is their responsibility to notify the alleged offender of the allegations. However, Messiah does understand its mission to provide pastoral care to the abuser and abused after the accused is notified.
8. For reasons of confidentiality, the Messiah Safe Church Team co-chairs will be appointed as the liaisons between the legal authorities and all individuals involved, and Congregation Council.
9. All those involved must document their involvement in the reporting process and any follow-up action they have taken. This documentation will be kept in a locked drawer for confidentiality purposes in the Main Office.

## **Response to Child Abuse Allegations**

1. If a report of suspected abuse is made to the NY State Central Register Mandated Reporter Hotline or law enforcement, the Safe Church Team, in consultation with the Executive Director and President (unless they are implicated), will contact the congregation's insurance company, the ELCA Hudson-Mohawk Conference Dean and the Bishop of the ELCA Upstate New York Synod. The Executive Director and President (unless they are implicated) will decide if an attorney should be contacted.
2. The Congregation Council will be notified of the general receipt of a report of suspected abuse.
3. Any paid staff person suspected of sexual or physical abuse of a child or youth will be suspended from their position with pay for up to 90 days during the investigation period. Any volunteer suspected of child abuse will be suspended from their position and any other responsibilities during the investigation period.
4. If the volunteer or staff member confesses or is found guilty, then that person will be removed or dismissed from their position or office in accordance with Chapter 9 and/or Chapter 15 of *Messiah's Constitution, Bylaws and Continuing Resolutions*.
5. If the media and/or the larger community becomes involved, then it is advised to have one person act as a Community Center spokesperson (most likely the Executive Director or President) who can prepare a public statement with accurate but limited information. The ELCA Hudson-Mohawk Conference Dean and the Bishop of the ELCA Upstate New York Synod should be consulted on the best way to convey this information to Community Center stakeholders and the larger community.
6. Any victim or perpetrator of abuse or suspected abuse will receive appropriate and confidential pastoral care to the highest extent allowed by this policy, as well as referrals to professional counseling services. Secondary victims, such as friends and relatives, may also need support and/or pastoral care.

## **Response to Adult-Adult Abuse Allegations**

1. Upon written or verbal receipt of an allegation of abuse, the Executive Director, President or Safe Church Team, depending on the nature of the abuse, will conduct an immediate review of the allegations, and take any interim actions such as calling 911 in case of immediate emergency or instructing the accuser or reporter to refrain from communications with the accused, as appropriate. If an allegation of abuse is verbal, the accused or reporter is encouraged to complete a "Child or Adult-Adult Abuse Report Form" in writing.
2. If a "Child or Adult-Adult Abuse Report Form" is submitted in any case, the Safe Church Team, the Executive Director and President will be immediately notified (unless they are implicated in the abuse). The Safe Church Team, in consultation with the Executive Director and President, will contact the congregation's insurance company, the ELCA Hudson-Mohawk Conference Dean and the Bishop of the ELCA Upstate New York Synod for further guidance and support. The Executive Director and President will decide if an attorney should be contacted.

3. If someone other than the adult victim of abuse submitted an allegation, the Safe Church Team will discern with the victim if they wish to pursue the matter further either internally or externally.
4. The Congregation Council will be notified of the general receipt of a report of suspected abuse.
5. If documents, emails or phone records are relevant to the investigation, the Safe Church Team will take steps to obtain and preserve them.
6. The Safe Church Team will request and review all relevant documents, including all electronic communications.
7. The Safe Church Team will interview all parties involved, including any relevant witnesses;
8. The Safe Church Team, in consultation with the volunteers and staff listed in Step 2, will create written documentation of the investigation (such as a letter, memo or email), which contains the following:
  - a. A list of all documents reviewed, along with a detailed summary of relevant documents.
  - b. A list of names of those interviewed, along with a detailed summary of their statements.
  - c. A timeline of events.
  - d. A summary of prior relevant incidents, reported or unreported.
  - e. A decision and final resolution of the complaint, together with the basis for that decision and any corrective action(s).
9. Written documentation and associated documents will be kept in a locked drawer in the Director of Operations' Office.
10. The Safe Church Team will promptly notify the individual who reported the individual(s) about whom the complaint was made of the final determination and assist the Congregation Council in implementing any corrective actions identified in the written document in accordance with Chapter 9 and/or Chapter 15 of *Messiah's Constitution, Bylaws and Continuing Resolutions*.
11. The Safe Church Team will notify the individual who reported an allegation of the right to file a complaint or charge externally as outlined in the Appendix of *Messiah's Safe Church Policy*.

### **Response to Abuse in the Workplace Allegations**

All complaints or information about sexual harassment will be investigated, whether that information was reported in verbal or written form. Investigations will be conducted in a timely manner, and will be confidential to the extent possible.

An investigation of any complaint, information or knowledge of suspected sexual harassment will be prompt and thorough, commenced immediately and completed as soon as possible. The investigation will be kept confidential to the extent possible. All persons involved, including complainants, witnesses and alleged harassers will be accorded due process, as outlined below, to protect their rights to a fair and impartial investigation.

Any staff member may be required to cooperate as needed in an investigation of suspected sexual harassment. The Community Center and Messiah will not tolerate retaliation against employees who file complaints, support another's complaint or participate in an investigation regarding a violation of this policy.

While the process may vary from case to case, investigations should be done in accordance with the following steps:

1. Upon receipt of complaint, the Safe Church Team will conduct an immediate review of the allegations, and take any interim actions such as calling 911 in case of immediate emergency or instructing the respondent to refrain from communications with the complainant, as appropriate. If complaint is verbal, encourage the individual to complete a "Workplace Abuse Report Form" in writing. If they refuse, the Safe Church Team will prepare a Workplace Abuse Report Form based on the verbal reporting.
2. The Safe Church Team will notify the Executive Director and President (unless they are implicated in the abuse), that an allegation has been received. The Safe Church Team, in consultation with the Executive Director and President, will contact the congregation's insurance company, the ELCA Hudson-Mohawk Conference Dean and the Bishop of the ELCA Upstate New York Synod for further guidance and support. The Executive Director and President will decide if an attorney should be contacted.
3. The Congregation Council will be notified of the general receipt of a report of suspected abuse.
4. If documents, emails or phone records are relevant to the investigation, the Safe Church Team will take steps to obtain and preserve them.
5. The Safe Church Team will request and review all relevant documents, including all electronic communications.
6. The Safe Church Team will interview all parties involved, including any relevant witnesses;
7. The Safe Church Team, in consultation with the volunteers and staff listed in Step 2, will create a written documentation of the investigation (such as a letter, memo or email), which contains the following:
  - a. A list of all documents reviewed, along with a detailed summary of relevant documents.
  - b. A list of names of those interviewed, along with a detailed summary of their statements.
  - c. A timeline of events.
  - d. A summary of prior relevant incidents, reported or unreported.
  - e. A decision and final resolution of the complaint, together with the basis for that decision and any corrective action(s).
8. Written documentation and associated documents will be kept in a locked drawer in the Main Office.
9. The Safe Church Team will promptly notify the individual who reported the individual(s) about whom the complaint was made of the final determination and assist the Congregation Council in implementing any corrective actions identified in the written document in

accordance with Chapter 9 and/or Chapter 15 of *Messiah's Constitution, Bylaws and Continuing Resolutions*.

10. The Safe Church Team will notify the individual who reported an allegation of the right to file a complaint or charge externally as outlined in the Appendix of *Messiah's Safe Church Policy*.

### **The Community Center's Response to a Sexual Offender**

1. If a registered or known sexual offender, meaning that their crime and offense is on public record or is disclosed by an applicant during the screening process, wants to use space, volunteer, or seek paid employment at the Community Center, then the Executive Director and Advisory Board Chair may first want to contact the Community Center's insurance agent, the ELCA Hudson-Mohawk Conference Dean, the Bishop of the ELCA Upstate New York Synod or an attorney for further guidance.
2. The Congregation Council, the Advisory Board and the Safe Church Team will be notified of the situation. If, in consultation with everyone listed in Step 1, it is decided to allow this person to participate in Community Center activities, then the Congregation Council and Safe Church Team must work with the known offender to develop and sign a Covenant of Conduct in which this person agrees to the following:
  - a. Verifies the history of the offense, conviction or adjudication that was disclosed.
  - b. Consents to not participate in any activities involving children, youth or vulnerable adults and to possibly be barred from other community center activities.
  - c. Consents to supervision throughout community center activities, to never be alone on the property and agrees to be the only person in the restroom.
  - d. Consents to refraining from engaging children or youth in private conversation in any way at all Community Center programming.
  - e. Consents to leave the premises if youth or vulnerable adults are present.
  - f. Relinquishes any rights to access all buildings on the Community Center premises.
3. The Congregation Council and Safe Church Team will communicate with all Advisory Board members, staff, and program leaders, and let them know that boundaries have been set, what those boundaries are and that the offender will be monitored and looked after. These restrictions are to be imposed for a minimum of three years with periodic reviews.
4. The Congregation Council and Safe Church Team will obey all known court-imposed orders and treatment requirements. Any violation will result in steps of discipline in line with Chapter 9 and/or Chapter 15 of *Messiah's Constitution, Bylaws and Continuing Resolutions*. The Congregation Council and Safe Church Team will report any suspected sexual offense immediately as outlined above.
5. If the sexual offender does not disclose a conviction or adjudication and the Community Center learns of it later (including through the screening process), then the offender will be denied the application to a position and/or be removed from any paid or voluntary position or duties in line Chapter 9 and/or Chapter 15 of *Messiah's Constitution, Bylaws and Continuing Resolutions*. If this person wants to remain involved in the Community Center, they must also agree to the steps listed above.

## Chapter 6: Emergency Response

This chapter of the *Community Center Operations Manual* describes how to respond to emergencies at the Rotterdam Community Center.

Emergency Response at the Community Center falls into one of four categories:

1. Weather Related Emergency
2. Medical Emergency
3. Intruder/ Active Shooter Emergency
4. Fire / Carbon Monoxide Emergency

### **Weather Related Emergency**

In the event of a weather related emergency which would impact Community Center programs or events, the Director of Operations will contact the Advisory Board Chair and Executive Director to determine if the Community Center will be closed. If a decision is made to close the Community Center, the Director of Operations will issue an email alert to all program and event leaders and post an alert on the Community Center website and on social media. A physical sign will be posted on the door (using masking tape only!), if possible. Community Center program/event leaders are responsible for alerting participants about a cancellation.

If a weather emergency takes place while people are on the Community Center premises, the Davis Room is the primary "shelter in place" space.

In the event the Director of Operations and Executive Director are not on the premises during a weather related emergency, the Program/Event Leader on premises should contact the Director of Operations at 518.364.3216 and the Executive Director at 518.253.9978 to apprise them of the situation as soon as it is safe to do so.

### **Medical Emergency**

In the event of a major medical emergency during operation hours of the Community Center, the Executive Director, Director of Operations or Program/ Event Leader on premises will call 911 and alert first responders, although this does not preclude others from calling 911 as well.

The Executive Director, Director of Operations or Program/ Event Leader on premises is responsible for maintaining calm, and urging individuals to stay in place unless otherwise directed by first responders.

The Executive Director, Director of Operations or Program/ Event Leader, or other CPR trained individual will first check to make sure 911 has been called and will make a decision about whether the patient should be moved, unless otherwise directed by a 911 operator. In any case, the patient will be comfortably laid on a flat surface.



An AED, Narcan kits and a first aid kit are available in the Main Office. An additional First Aid Kit and Narcan kit is available in the Food Pantry Reception area. If directed by the 911 operator, the Executive Director, Director of Operations or Program/ Event Leader or other trained individual will be responsible for coordinating care, whether it be using the AED, administering CPR, administering Narcan or administering any first aid needed. It is the responsibility of the Director of Operations to insure an AED, Narcan kits and first aid kits are fully stocked and functional on an annual basis.

In the event the Director of Operations and Executive Director are not on the premises during a medical emergency, the Program/Event Leader on premises should contact the Director of Operations at 518.364.3216 and Executive Director at 518.253.9978 to apprise them of the situation as soon as it is safe to do so.

The Executive Director, Director of Operations or Program/ Event Leader should fill out an *Incident Report Form (Appendix X)*, found in the Main Office and online.

### **Intruder/ Active Shooter Emergency**

When a hostile person(s) is actively causing deadly harm, or the imminent threat of deadly harm, or is barricaded on Community Center premises, the Executive Director, Director of Operations or Program/ Event Leader is responsible for maintaining calm and directing others to follow these procedures:

1. Everyone should lock themselves in the room they are in at the time of the threatening activity.
2. If communication is available, call 911.
3. Do not stay in open areas.
4. Lock the window and close blinds or curtains.
5. Stay away from windows.
6. Turn all lights and audio equipment off.
7. Try to stay calm and be as quiet as possible.
8. The Executive Director, Director of Operations or Program/ Event Leader is responsible for helping children carry out this procedure.

If individuals are caught in an open area, such as a hallway or the sanctuary area, they are responsible for deciding what action to take:

1. They can try to hide, but make sure it is a well-hidden space or they may be found as the intruder moves through the building looking for victims.
2. If they think they can safely make it out of the building by running, then do so. If they decide to run, do not run in a straight line. Keep any objects between the individual and the hostile person(s). When away from the immediate area of danger, the individual should summon help any way you can and warn others.
3. If the person(s) is causing death or serious physical injury to others and an individual is unable to run or hide, they may choose to play dead if there are other victims around you.

4. The last option an individual may have, if caught in an open area, may be to fight back. This is dangerous, but depending on the situation, this could be an option.
5. If an individual is caught by an intruder and they choose not to fight back, follow their directions and don't look the intruder in the eyes.
6. Once law enforcement arrives, obey all commands. This may involve individuals being handcuffed or made to put their hands in the air. This is done for safety reasons, and once circumstances are evaluated by law enforcement, they will give individuals further directions to follow.

In the event the Director of Operations and Executive Director are not on the premises during an intruder/ active shooter emergency, the Program/Event Leader on premises should contact the Director of Operations at 518.364.3216 and Executive Director at 518.253.9978 to apprise them of the situation as soon as it is safe to do so.

The Executive Director, Director of Operations or Program/ Event Leader should fill out an *Incident Report Form (Appendix X)*, found in the Director of Operations' Office and online.

### **Fire/ Carbon Monoxide Emergency**

If anyone detects fire, smoke or a significant gas smell on Community Center premises, or if anyone hears a fire or carbon monoxide detector going off, that person is responsible for alerting the Executive Director, Director of Operations and/or Program/ Event Leader on premises. That person is also responsible for calling 911 in case of a fire or National Grid at 1.800.867.5222 in case of a gas smell.

All portions of the Community Center building are covered by fire/ carbon monoxide detectors. It is the responsibility of the Building and Grounds Management Committee to ensure these detectors are in good working order on an annual basis. These detectors however do not currently call out to 911 automatically. Individual fire/ carbon monoxide detectors are available in the following locations:

- Kitchen
- Fellowship Hall
- Food Pantry
- Old Furnace Room
- New Furnace Room
- Performance Hall

All portions of the Community Center building have fire extinguishers readily available. It is the responsibility of the Building and Grounds Management Committee to ensure these extinguishers are properly inspected and are in good working order on an annual basis. Fire extinguishers are available in the following locations:

- Lobby
- Kitchen
- Fellowship Hall

- Performance Hall
- Lower Level Near Elevator
- Lower Level Next to Side Door
- Lower Level Next to Back Door

All portions of the Community Center building have evacuation maps and emergency contact lists readily available. It is the responsibility of the Director of Operations to ensure these evacuation maps and emergency contact lists are accurate and updated as needed. Evacuation maps and emergency contact lists are posted in the following locations:

- Kitchen
- Food Pantry Hallway
- Main Office Door
- Fellowship Hall
- Lobby
- Performance Hall
- Lower Level Near Side Door
- Lower Level Near Back Door

In the event of a fire and an individual knows how to operate a fire extinguisher and feels the best course of action is to attempt to extinguish the fire, they should locate an extinguisher and, without risking injury attempt to extinguish the fire. If the fire is beyond the point of a safe attempt to extinguish it, that individual should isolate the fire by closing doors in the area before evacuating.

The Executive Director, Director of Operations and/or Program/ Event Leader on premises, once alerted, is tasked with making sure everyone safely evacuates the building calmly while quickly walking, not running, with special attention given to children and people with disabilities.

Ground level exits include the main entrance lobby, the side exit door at the right hand front side of the performance hall, and the rear exit. Once evacuated, everyone should assemble at the far end of the parking lot near the intersection of Broadway and Westcott street.

The Executive Director, Director of Operations and/or Program/ Event Leader on premises should then verify 911 or National Grid has been called as appropriate and do a head count to determine if anyone is missing. Any missing persons should be immediately reported to first upon their arrival. No one is to reenter the building until an "all clear" is issued by the Fire Department or National Grid.

In the event the Director of Operations and Executive Director are not on the premises during a fire/ carbon monoxide emergency, the Program/Event Leader on premises should contact the Director of Operations at 518.364.3216, Executive Director at 518.253.9978 and the Building and Grounds Management Chair to apprise them of the situation as soon as it is safe to do so.

The Executive Director, Director of Operations or Program/ Event Leader should fill out an *Incident Report Form (Appendix X)*, found in the Main Office and online.

## Chapter 7: Storage

This chapter of the *Community Center Operations Manual* describes how various types of entities can store items at the Rotterdam Community Center.

If staff, a Messiah/ RCC Committee or a Community Partner Organizations require storage space, they must request space via email to the Director of Operations at [communitycenter@messiahschenectady.org](mailto:communitycenter@messiahschenectady.org).

Storage space requests will be reviewed at weekly staff meetings and if storage space is approved, a public *Storage Space Assignment List* will be updated and posted accordingly.

All staff, Messiah/ RCC Committees and Community Partner Organizations must agree to abide by the following storage regulations:

1. Items not in their assigned storage spaces may be removed and thrown away without prior permission.
2. All groups and individuals provided with a storage space are responsible to securely lock up their storage space and provide the Director of Operations with a copy of the key.
3. Whenever a lock for an approved storage space is replaced, the Director of Operations must be given a copy of the key for the replacement lock.
4. The use of assigned storage spaces by staff, Messiah/ RCC Committees and Community Partner Organizations for personal belongings at the Community Center should be limited and relate to that staff member, Messiah/ RCC Committee or Community Partner Organization's role at the Community Center.
5. Storing toxic, combustible, or dangerous materials is not allowed. The Director of Operations has the authority to determine if an item is hazardous and cannot be placed in a storage area. The Community Center reserves the right to remove any toxic, combustible, or dangerous materials from storage spaces.
6. The Director of Operations will conduct a safety inspection of all storage areas to assure no insects, rodents, or dangerous items are in a storage area. A written notice (usually by email) will be issued five days prior to the safety inspection unless there is an emergency situation within a storage area which would warrant immediate inspection of the space. Any dangerous materials or items found in a storage space during a safety inspection will be removed and discarded in an appropriate manner.
7. All staff, Messiah/ RCC Committees and Community Partner Organizations should notify the Director of Operations if there is any problem with their storage area.
8. The Community Center reserves the right to reassign a storage area or to discontinue providing a storage area for any staff member, Messiah/ RCC Committee or Community Partner Organization.

## Chapter 8: Scheduling

This chapter of the *Community Center Operations Manual* describes how various types of entities can reserve space at the Rotterdam Community Center.

Three types of entities can schedule space at the Community Center, some governed by slightly different procedures:

1. Messiah/ RCC Committees
2. Community Partner Organizations
3. Outside Groups

All three types of entities **MUST** schedule space at the Community Center at least two weeks in advance of the desired date of use.

### **Messiah/ RCC Committees & Community Partner Organization Certification**

Fulfilling space use requests by Messiah/ RCC Committees & Community Partner Organizations certified to conduct programming at the Community Center will be prioritized over Staff and Outside Groups.

The first step for Messiah/ RCC Committees & Community Partner Organizations to schedule space at the Community Center is to be certified for conducting programming at the Community Center.

As stated in “Chapter 3: Messiah/ RCC Committees & Community Partner Organizations” of this document, to be approved for conducting programming at the Community Center, Program/ Event Leaders of all Messiah/ RCC Committees and Community Partner Organizations must certify their understanding of this document and agree to abide by it by filling out the accompanying *Messiah/ RCC Committee & Community Partner Organization Certification Form (Appendix II)*.

All Messiah/ RCC Committees and Community Partner Organizations must be approved by the Executive Director before conducting programming at the Community Center.

A list of all Messiah/ RCC Committees and Community Partner Organizations approved for conducting programming at the Community Center, along with a named Program/ Event Leader and their contact information, will be maintained by the Director of Operations.

### **Messiah/ RCC Committee & Community Partner Organization Space Requests**

Once a Messiah/ RCC Committee or Community Partner Organization is certified to conduct programming at the Community Center, their Program/ Event Leader will complete a *Space Use Request Form (Appendix VII)*. Community Center staff will review all requests at minimum at weekly staff meetings. The Director of Operations will notify the Program/ Event Leader in writing (generally by email) if their request can be honored immediately after that meeting and if so, will complete all necessary paperwork in line with “Chapter 9: Space Use” of this policy.

Once the Director of Operations has completed all necessary paperwork with the Program/ Event Leader and they have paid a deposit as outlined in “Chapter 9: Space Use” of this policy, they will update the Community Center Google Calendar listing the spaces reserved and the Program/ Event Leader.

Messiah/ RCC Committees & Community Partner Organizations must resubmit space use requests on an annual basis.

### **Outside Groups**

Outside groups may request space for one-time events (birthdays, weddings, dinners, etc.) This is strongly encouraged, as it continues to build an “open table” at the Community Center and provides a key revenue stream for both maintaining operations and making capital improvements to the Community Center.

If an Outside Group would like to reserve space at the Community Center, the first step is to complete the *Space Use Request Form (Appendix VII)*. Community Center staff will review all requests at minimum at weekly staff meetings. The Director of Operations will notify the Outside Group Leader in writing (generally by email) if their request can be honored immediately after that meeting and if so, will complete all necessary paperwork in line with “Chapter 9: Space Use” of this policy.

Once the Director of Operations has completed all necessary paperwork with the Outside Group Leader and paid a deposit as outlined in “Chapter 9: Space Use” of this policy, they will update the Community Center Google Calendar listing the spaces reserved and the Outside Group Leader.

Preference for Outside Group space use requests will be given to members of Messiah and Community Partner Organizations.

### **Staff, Volunteer Leaders and Informal Space Use**

During the regularly conducting of business, Community Center Staff and Volunteer Leaders will regularly need to use spaces for informal meetings, conversations or to make preparations for programming at the Community Center.

Community Center Staff and Volunteer Leaders will communicate by email with the Director of Operations & Executive Director about their intentions to use space in such a manner. Director of Operations will update the Community Center Google Calendar listing the spaces reserved and the Program/ Event Leader accordingly.

Some Messiah/ RCC Committees & Community Partner Organizations can request blanket approval from the Executive Director for informal use of their assigned spaces in the Community Center if it is necessary for the completion of that group’s mission. As an example, food pantry groups will be able to restock shelves whenever necessary. The Executive Director will email this “blanket approval” information to the Director of Operations upon approval of the request.

All informal uses of space in the Community Center will be conducted in line with all policies in the *Community Center Operations Manual*.



## Chapter 9: Space Use

This chapter of the *Community Center Operations Manual* describes how facilities are to be used in the Rotterdam Community Center once a space has been reserved.

### Space Use Regulations

Facilities at the Community Center are available to organizations subject to the following regulations:

1. The beliefs and practices of the organization must not be discriminatory or contrary to the spirit of the congregation or the laws of the community, state, or nation.
2. Wine and beer may only be served at events in accordance with all local, state and federal laws if a member of the staff is present. Wine, beer, and other alcohol may be served at catered events in accordance with all local, state and federal laws at the church by a caterer that is appropriately licensed.
3. Demonstrations may not be conducted with fire, explosives, firearms or weapons of any kind, or caustic or volatile materials or any other materials that may be dangerous to life or property.
4. Smoking of any product (cigarettes, vapes, pipes, cigars, e-cigarettes, etc.) is not allowed inside the community center at any time
5. A designated smoking area is located outside on the back side of the Community Center. Smoking products must be fully extinguished and placed them in the receptacle provided. Cigarette butts should not be left on the ground. Smoking is not allowed near the front entrance at any time.
6. Using recreational marijuana in any form or using illegal substances at any programming at the Community Center is forbidden.
7. Displays shall not be affixed to any building surface without prior permission from the Director of Operations.
8. Adequate adult supervision must be provided for children, youth and vulnerable adults using the Community Center. Messiah's *Safe Church Policy* and "Chapter 5" of the *Community Center Operations Manual* must be observed.
9. Organizations using the property will assume full responsibility for damage done during their occupancy and will be expected to reimburse the congregation for repairs or unusual cleaning.
10. Any group using the facility is responsible to clean the space(s) they have used, remove all trash to the approved outdoor trash receptacles, clean all surfaces, sweep and/or mop floors as needed. All food and beverages must be removed from the facility unless the group/program has a designated storage area approved in line with "Chapter 7" of the *Community Center Operations Manual*.
11. All materials and equipment used by a group must be removed from the facility unless a designated storage space has been approved in line with "Chapter 7" of the *Community Center Operations Manual*.
12. Special permission will be required from Messiah's Parish Musician for use of Community Center owned musical instruments.

13. Special permission will be required from the Director of Operations for use of the Community Center’s sound system or related equipment.
14. Community Partner Organizations and Outside Groups are required to provide a Certificate of Liability Insurance showing insurance coverage for their members during the time that their group meets on Community Center property. This certificate should provide a minimum of \$1,000,000 liability insurance protection. This requirement does not apply to one time weddings, funerals or similar events. This requirement does not apply to Community Partner Organizations designated by vote of the Advisory Board as a “community center program.”
15. Per a Rotterdam Town ordinance, all events must be concluded by 10:00pm.

**Payment of Fees**

Fees for using space at the Community Center provide a key revenue stream for both maintaining operations and making capital improvements to the Community Center. Fees are charged to all Community Partner Organizations and Outside Groups as described below unless prior approval has been given by the Executive Director in consultation with the Advisory Board Chair. Alternative arrangements (particularly in a new program’s first year) must be approved by the Advisory Board.

For one time events, 25% of the total space use event fee is due to the Director of Operations to reserve a space while the remaining balance is due before the event begins.

For reoccurring events, the first month’s fee is due to the Director of Operations to reserve a space and subsequently due to the Director of Operations by the last day of the month to pay for the following month’s space use.

**Fee Schedule for One Time Events**

- Performance Hall: \$250
- Fellowship Hall: \$150
- Kitchen: \$100
- Davis Room: \$75
- Recording Studio: \$75
- Conference Room: \$75
- Lobby: \$50
- Nonprofit Hub Offices: \$50 each

In the event that more than one room is rented, fees will be as follows:

- Performance Hall, Fellowship Hall and Kitchen: \$400
- Performance Hall with Fellowship Hall: \$300
- Performance Hall with Kitchen: \$300

Note: When renting any of the spaces at the Community Center, access to sound and video equipment is NOT included. Rental of equipment and services will be at an additional rate, with prior approval from audio-visual personnel, as follows:

- Use of projector, screen and sound system: \$400 additional fee, with cost of \$50 per hour for audio visual personnel
- Use of sound system (non-movie): \$50 per hour for audio visual personnel

**Fee Schedule for Reoccurring Programming (all spaces excluding small downstairs rooms)**

Community Partner Organizations with less than twenty-five members:	\$50 / month
Community Partner Organizations with more than twenty-five members:	\$100 / month
Community Partner Organizations with more than fifty members:	\$200 / month
Monthly rental of nonprofit hub offices:	\$200 / month

Space use fees for reoccurring programming with entities other than Community Partner Organizations will be negotiated on a case by case basis by the Executive Director and approval by the Advisory Board.

Employees of Rotterdam Community Center have the ability to book space at the Community Center for one time events when there is no monetary gain without paying the fees above.

## Chapter 10: Health, Safety & Security

This chapter of the *Community Center Operations Manual* describes all systems, policies and procedures related to health, safety and security at the Community Center not covered in other aspects of this manual.

### **Pets**

If anyone would like to have a dog or cat visit the Community Center, prior approval should be sought from the Director of Operations. In any case, Community Center Staff and relevant Program/ Event Leaders must ensure all individuals abide by the following regulations on Community Center premises:

1. Up to date proof of rabies vaccination must be available.
2. All dogs must be kept on a leash unless otherwise approved by the Director of Operations.
3. All cats must be kept in a cat-carrier unless otherwise approved by the Director of Operations.
4. Aggressive animals are not allowed on Community Center premises at any time. Community Center Staff and relevant Program/ Event Leaders reserve the right to ask that an aggressive animal be removed from the premises at any time.
5. A pet's owner is responsible for cleaning up any pet accidents.
6. A pet's owner is responsible for any costs associated with repairing Community Center property damaged by their pet.
7. Service dogs are allowed in the Community Center in line with the Americans with Disabilities Act (ADA) without vests or additional documentation. ADA guidelines state that service animal owners can only be asked if the service dog is required due to a disability and what tasks the service dog performs. Under no circumstances should an owner be asked about the nature of their disability.

### **Food Handling and Storage**

1. All food and food products must be kept in sealed, labeled and dated containers.
2. All food and food products must not be stored near toxic products (ex. cleaning products).
3. All food and beverage servers must wash their hands before handling food, wash their hands after using the restroom and wear food service gloves.
4. Food that requires refrigeration cannot be stored at the Community Center after an event without prior authorization from the Director of Operations.
5. Cooking food on Community Center premises requires prior approval of the Director of Operations.

### **COVID-19 & Infectious Diseases**

1. Masking is optional during events, meetings, and gatherings on Community Center premises.
2. Individuals are strongly encouraged to be fully vaccinated and boosted as recommended by New York State and the CDC.
3. Individuals who choose to continue masking are encouraged to wear N95 or KN95 masks.

4. Individuals are encouraged to regularly wash or disinfect their hands. All staff, volunteers, and participants who are distributing or preparing food, as well as those who are physically touching others, will be required to wash or disinfect their hands. Hand sanitizer will be provided by the Community Center throughout the building.
5. All individuals who have been exposed for a cumulative total of 15 minutes or more over a 24-hour period to someone with a positive COVID-19 case in the last five days must refrain from attending indoor activities. If someone is not feeling well, they should refrain from attending indoor activities.
6. This policy will be reviewed on an annual basis or whenever New York State and CDC guidance changes.

### **Heating, Ventilation & Air Conditioning Systems**

Any concerns with the heating, ventilation, or air conditioning should be reported to the Center Coordinator and the Building & Grounds Chair immediately.

The Community Center reserves the right to temporarily cancel any program, or function in the event of a heat, ventilation, or air conditioning emergency.

### **Gas & Water Systems**

If anyone at any time smells gas they must immediately evacuate the building and report this to the Director of Operations, who will in turn call National Grid. In the Director of Operations' absence, evacuate the building and call National Grid immediately. Any concerns with water temperature, pressure, or leaks should be reported to the Director of Operations and the Building & Grounds Management Committee. The Director of Operations' number is 518.364.3216.

### **Parking**

Parking on the Community Center premises is only allowed for staff, and participants of a Community Center program or event. Unauthorized vehicles can be towed at owner's expense. Those who are authorized to park on the Community Center premises do so at their own risk. The Community Center reserves the right to restrict parking at any time. The Community Center is not responsible for any damage or theft of vehicles parked on the premises.

For all events where parking needs beyond the existing fifty-five demarcated parking lot spots (including three spots for people with disabilities) is anticipated (i.e. parking on the grass), a written parking safety plan must be submitted to the Director of Operations before the event.

### **Security System**

The monitored/secured front doors shall remain closed at all times unless permission is granted by the Director of Operations to temporarily prop the doors open. In the event approval is given to prop the front doors open the program/ event leader is responsible to assign a door monitor to remain in the lobby at all times.

## **Phone/ Internet**

The internet provider for the Community Center is Verizon FIOS. Any problems with the internet connectivity should be reported to the Director of Operations. WiFi passwords must be kept confidence by staff and Program/ Event Leaders. A public WiFi system will be provided for use by guests.

The modem & WiFi router is located in the Main Office. This runs to a switch in the Old Furnace Room with mesh systems nodes hardwired from there into the following locations to ensure WiFi coverage throughout the building:

- Performance Hall/ Friendship Hall Wall
- Conference Room
- Hallway underneath the Performance Hall

## **Trash/ Recycling/ Composting**

Three gallon duo trash (black) and recycling (blue) bins are provided in the following locations:

- Male, Female and All Gender Restrooms
- Rooms 1 - 6
- Davis Room
- Recording Studio
- Conference Room
- Main Office

Twenty-five gallon duo trash (black) and recycling (blue) bins are provided in the following locations:

- Lobby
- Friendship Hall (2)
- Kitchen
- Performance Hall
- Food Pantry Welcome Area

A composting bin is provided in the Kitchen.

A barrel for bottles and cans is provided in the Fellowship Hall.

Outdoor bins for trash, recycling and compost are provided behind the garage.

At the conclusion of all events, Messiah/ RCC Committees, Community Partner Organizations and Outside Groups are required to empty all indoor receptacles into the outdoor bins.

Guidance on what goes in each type of bin will be posted.

## **Fire/ Carbon Monoxide Detection**

All portions of the Community Center building are covered by fire/ carbon monoxide detectors. It is the responsibility of the Building & Grounds Management Committee to ensure these detectors are in good working order on an annual basis every year in August. These detectors however do not currently call out to 911 automatically. Individual fire/ carbon monoxide detectors are available in the following locations:

- Kitchen
- Friendship Hall
- Food Pantry
- Old Furnace Room
- New Furnace Room
- Performance Hall

All portions of the Community Center building have fire extinguishers readily available. It is the responsibility of the Building & Grounds Management Committee to ensure these extinguishers are properly inspected and are in good working order on an annual basis every year in August. Fire extinguishers are available in the following locations:

- Lobby
- Kitchen
- Friendship Hall
- Performance Hall
- Lower Level Near Elevator
- Lower Level Next to Side Door
- Lower Level Next to Back Door

## **Evacuation Maps & Emergency Contact Lists**

All portions of the Community Center building have evacuation maps and emergency contact lists readily available. It is the responsibility of the Director of Operations to ensure these evacuation maps and emergency contact lists are accurate and updated as needed. Evacuation maps and emergency contact lists are posted in the following locations:

- Main Office Door
- Kitchen
- Food Pantry Hallway
- Friendship Hall
- Lobby
- Performance Hall
- Lower Level Near Side Door
- Lower Level Near Back Door

Egress must be maintained at all times. Stairwells, hallways, etc. must not be blocked, particularly by seasonal decorations.

Emergency exit lights must be illuminated in line with local safety code and additional safety lighting must be prioritized in future renovations.



## Chapter 11: Key Holders

This chapter of the *Community Center Operations Manual* describes who has access to keys and policies for their control and storage.

### **Master Key (security system override)**

Two master keys to override the security system is held by the Director of Operations. One is located in the desk in the Director of Operations at the Rotterdam Community Center. One is located at Messiah Lutheran Church, in the desk in the Director of Operations.

### **Key Cards/Fobs/Access Codes**

A key card, fob or access code for all exterior doors is held by the Executive Director, Director of Operations, custodian, Council President, Advisory Board members, and Program/ Event Leaders of Messiah/ RCC Committees and Community Partner Organizations. A one-time access code will be given to outside groups (for one-time events). This code will be active for the day of the event and will be deactivated the day after the event.

### **New Furnace Room**

The key for the New Furnace Room located across from the Conference Room is held by the Executive Director, Director of Operations, Advisory Board Chair, Building & Grounds Management Committee Chair, the Messiah Property & Grounds Committee Chair and the Custodian. A copy of all interior door keys can be found inside the New Furnace Room. The keys for each interior space are labeled and in the key holder box.

### **Control of Keys**

Only select individuals will be issued a copy of any key(s) associated with Community Center property as noted above. Key holders will agree to the following policy:

1. Request for keys must be submitted to the Director of Operations in writing (electronic request is acceptable). The request must explain what key(s) are needed, why they are needed, what dates they are needed for and what date they will be returned by.
2. The Director of Operations will respond to the request, in writing (electronic response is acceptable) as promptly as possible and make arrangements to transfer the requested key(s) and have *Keyholder Form (Appendix VIII)* signed.
3. If the request is denied, the Director of Operations will explain why.
4. Anyone denied access to a key(s) is not allowed to obtain the key(s) from another source.
5. Approved key holders CANNOT loan their key(s) to anyone else.
6. Approved key holders CANNOT use their key(s) to provide access to the RCC building or interior spaces for an individual who was denied a key(s).
7. Locks on any doors or storage spaces CANNOT be changed without prior approval from the Director of Operations.
8. The Director of Operations must be furnished with a copy of the key for any locks placed on approved storage spaces.
9. Approved key holders are responsible to keep their key(s) in a secure location.

10. If key(s) are lost please notify the Director of Operations immediately. The Community Center will cover the cost to reissue any key(s) lost for one instance only. Additional instances for the cost of replacing lost key(s) will be billed to the key holder.
11. Upon an individual's separation from the Community Center (moving out of the area, resignation of your position at RCC, etc.) they are expected to surrender all key(s) to the Director of Operations.
12. The Advisory Board, Director of Operations, Executive Director, or Congregation Council reserves the right to request a key holder surrender their key(s) to the Director of Operations, for any reason.
13. A list of key holders will be maintained by the Director of Operations.

### **Keyholder Form**

All individuals who hold keys to the Community Center are required to sign a *Keyholder Form* (Appendix VIII).

## **Chapter 12: Diversity, Equity, Inclusion and Justice**

This chapter of the *Community Center Operations Manual* describes the Community Center's commitment to principles of diversity, equity, inclusion and justice.

The mission of the Community Center is to be "an open table for the people of Rotterdam and the Greater Schenectady area of New York, where neighbors of all backgrounds can gather safely and without judgement to support, learn and grow together." This mission is most effectively fulfilled through a commitment to inclusiveness as a core value and practice.

The Community Center maintains that building and sustaining diversity requires an ongoing commitment to inclusion that must find full expression in its organizational culture, values, norms, and behaviors. The Community Center supports diversity across all lines of difference, including age, economic circumstance, ethnicity, sex, race, range of ability, religion, sexual orientation, and gender identity/expression. We aim to lead by example, viewing and encouraging diversity as a fundamental and abiding strength of nonprofits throughout the Capital Region.

The Community Center recognizes that its effectiveness will be enhanced and its mission well served when the practice of inclusion is reflected in all aspects of the organization and specifically in the following areas:

### **Board Membership**

Our Advisory Board reflects the rich and growing diversity of Rotterdam, New York and the surrounding community.

### **Programming**

We create and implement programs using our awareness of cultural differences and treat all guests with respect. We seek input from staff and volunteers at all levels of the organization and work with a diverse group of stakeholders to ensure that our programs are inclusive.

### **Policies and Procedures**

Our commitment to inclusiveness is evident in our organizational policies and procedures, as part of our strategic plan, and within our organizational goals.

### **Employment**

Our staffing at every level of the organization is reflective of the rich and growing diversity of Rotterdam, New York and the surrounding community. Associated recruitment and hiring practices reflect a commitment to the value of inclusion. We foster a workplace that respects each individual, seeks and values diverse perspectives, and ensures each staff member can actively contribute to fulfilling the organization's mission.

**Donors**

We share our commitment to inclusion as a core value and practice with current and potential donors and encourage donors to consider and embrace these values.

The Community Center hopes that its demonstrated commitment to promoting diversity and inclusion represents an organizational standard for the nonprofit sector.

## Chapter 13: Publicity & Communications

This chapter of the *Community Center Operations Manual* describes how events and programs at the Community Center will be publicized and promoted.

When a Messiah/ RCC Committee or Community Partner Organization submits a *Space Use Request Form (Appendix VII)*, they will indicate if the nature of their program or event (i.e. recovery programs) precludes public promotion.

All promotional materials regarding programming and events at the Community Center must receive verbal approval from the Director of Operations.

If the nature of an event or program does not preclude public promotion, all programming at the Community Center will be promoted in the following ways that relies on Community Center staff, the Marketing & Promotion Committee and Program/ Event Leaders all working together:

### Staff Responsibilities

- 16 x 9 graphic for use in Messiah/ Community Center emails, videos, websites and Facebook pages
- 8.5 x 11 printed flyers left for distribution in the Community Center Lobby
- Square Instagram graphic
- Facebook Event on Messiah & Community Center Facebook Pages
- Press release (if needed)
- Community Center outside sign (if needed)

### Marketing & Promotion Committee Responsibilities

- Promotion in the *Daily Gazette Community Calendar*, *Times Union Community Calendar*, *Spotlight News Community Calendar* and *Spectrum News 1 Community Calendar* (if needed)

### Program/ Event Leader Responsibilities

- Word of mouth promotion
- Distribution of flyers in the community
- Sharing of social media content

A distribution list of local spaces to distribute flyers will be maintained by the Director of Operations and provided to all Program/ Event Leaders. The Director of Operations will assist in promoting major events as they are able.

### Bulletin Boards

There are three bulletin board spaces in the Community Center that must be kept up to date by the Director of Operations with support from the Publicity Committee. Each area has a bulletin board for Community Center Programs and Neighborhood Programs:

- Lobby
- Fellowship Hall
- Food Pantry Welcome Area

Nothing can be posted on a Community Center Bulletin Board without prior approval of the Director of Operations.

### **Brochures**

A printed brochure outlining programming at the Community Center will be designed or updated by the Advisory Board on a quarterly basis.

### **Public Relations**

All press inquiries must be referred to the Executive Director by staff, program/ event leaders and volunteers whenever possible in order to maintain consistent messaging. The Executive Director may in turn delegate press contacts as needed.

### **Collaborative Promotion**

All staff and program/ event leaders should endeavor to promote all other publicly promoted programming at the Community Center to the fullest extent possible.

### **Mail**

All physical mail is dropped off inside the (Curry Road) Side Door/ Old Main Entrance. The Director of Operations is tasked with picking up all mail and distributing it as needed.

## **Chapter 14: Financial Management and Records Retention**

This chapter of the *Community Center Operations Manual* describes how all funds are to be handled at the Community Center and other relevant financial matters.

### **Space Use Fees**

All Messiah/ RCC Committees, Community Partner Organizations and Outside Groups interested in using space at the Community Center will be required to sign a Space Use Agreement, which will outline the space use rules and any applicable fees.

For one time events, 25% of the total space use event fee is due to the Director of Operations to reserve a space while the remaining balance is due before the event begins.

For reoccurring events, the first month's fee is due to the Director of Operations to reserve a space and subsequently due to the Director of Operations by the last day of the month to pay for the following month's space use.

A late fee of 25% will be charged for any space use fee paid more than five days late without prior authorization by the Director of Operations.

Space use fees must be paid by check or money order issued to Messiah Lutheran Church. Payment can be submitted to the Director of Operations or mailed to:

ATTN: Director of Operations  
Messiah Lutheran Church  
2850 Guilderland Avenue  
Schenectady, New York 12306

All space use fees given to the Director of Operations must be retained in the Community Center Lockbox and physically brought to Messiah's Lockbox by 5:00pm every Friday.

It is the responsibility of the Director of Operations to ensure all space use fees are being collected. The Director of Operations will notify the Director of Operations if a space use fee is received by mail.

### **Donations**

All Messiah/ RCC Committees and Community Partner Organizations are encouraged to accept donations from participants. All cash donations should be kept in a secured container until the conclusion of the event.

Cash donations should be counted by the Event/ Program Leader and another witness. Cash donations should be placed in a sealed envelope along with a written statement noting the name of the event, date of event, cash amount, and signed by the Program/ Event Leader and another

witness. The envelope should be given to the Director of Operations, who will count the cash and issue a signed acknowledgement of receipt indicating the amount of cash, date received, and name of the event. Two copies of the acknowledgement should be made. One copy will be filed in the Main Office and one copy will be placed in the Messiah Lockbox along with the cash donation.

Donations made by check can be written to Messiah Lutheran Church and given to the Director of Operations or mailed to:

ATTN: Director of Operations  
Messiah Lutheran Church  
2850 Guilderland Avenue  
Schenectady, New York 12306

All donations given to the Director of Operations must be retained in the Community Center Lockbox and physically brought to Messiah's Lockbox by 5:00pm every Friday.

Virtual donations are always preferred and a QR code that sends individuals to the community center's Network for Good donation page must be displayed at all Community Center events.

### **Purchasing**

Messiah's existing *Purchasing Policy* will be followed by all staff, Advisory Board members and Program/ Event leaders.

### **Credit Cards**

Messiah's existing *Credit Card Policy* will be followed by all Community Center staff, Advisory Board members and Program/ Event Leaders.

### **Records Retention**

Messiah's existing *Records Retention Policy* will be followed by all Community Center staff, Advisory Board members and Program/ Event leaders.

All records will be retained at Messiah Lutheran Church in line with that policy unless otherwise noted in this *Operations Manual*.

### **Reimbursement**

As a program of Messiah Lutheran Church operating as part of its Social Action Ministry Team, Messiah's existing *Reimbursement Policy* will be followed by all Community Center staff, Advisory Board members and Program/ Event leaders.

### **Accounting/ Payment/ Record Keeping**

All accounting, payments and record keeping will be handled by Messiah's Treasurer and Financial Secretary unless otherwise noted in this document.



It is the responsibility of the President to ensure monthly Financial Secretary & Treasurer's Reports are shared with the Advisory Board Chair, who will in turn share them with Advisory Board members.

## Chapter 15: Fundraising, Development & Impact Reporting

This chapter of the *Community Center Operations Manual* describes all fundraising, development and reporting processes for the Community Center.

### Operations Fundraising

Revenue towards regular operating expenses of the Community Center fall into one of four categories as defined below:

#### 1. Donations

Significant donations from individuals or businesses cultivated on annual basis by the Executive Director, the Financial Development Committee and the Advisory Board through quarterly appeals, end of the year appeals, annual dinners and other fundraising events.

#### 2. Space Use Fees

Regular space use fees paid by Community Partner Organizations and Outside Groups.

#### 3. Grants

Grants written by the Financial Development Committee in partnership with the Advisory Board and Executive Director.

#### 4. Events

Small one time donations solicited at all possible events and programming at the Community Center by the Executive Director, Director of Operations, Advisory Board and volunteer Event/ Program Leaders.

Beginning in the month of August each year, the Advisory Board Chair will enter into conversation with the Executive Director, the Advisory Board, the Financial Development Committee Chair and other relevant leaders to develop projections for the upcoming fiscal year (January 1 - December 31<sup>st</sup>) in the four categories listed above.

All operations fundraising projections must be submitted by the Advisory Board Chair to the Messiah Budget & Finance Committee before its November meeting.

Every December the Financial Development Committee Chair with support from the Executive Director & Advisory Board will develop a list of targeted grant opportunities to be pursued in the upcoming fiscal year. This list will be submitted to the Congregation Council by its January meeting

Every December the Advisory Board with support from the Executive Director will develop a fundraising schedule for the upcoming fiscal year. This schedule will be submitted to Messiah's Congregation Council by its January meeting.

### **Operations Budgeting Requests**

Beginning in the month of August each year, the Advisory Board Chair will enter into conversation with the Executive Director, the Building and Grounds Committee, the Messiah Property & Grounds Chair, the Messiah Personnel Chair and other relevant Messiah/ RCC Committee Leaders about all necessary budget requests for the upcoming fiscal year (January 1 - December 31<sup>st</sup>)

All operations fundraising projections and budget requests must be submitted by the Advisory Board Chair to the Budget & Finance Committee before its September meeting.

Budgets for the upcoming fiscal year will be approved by the Budget & Finance Committee, the Congregation Council and ultimately the Congregation at its Annual Budget Meeting of the Congregation on the first Sunday in December.

### **Capacity/ Capital Campaigns**

All special capacity or capital campaigns for the Community Center must be approved by the Executive Director, the Advisory Board and Messiah's Congregation Council.

### **Impact Tracking**

All Messiah/ RCC Committees and Community Partner Organizations are required to submit statistics by the last day of the month using the *Impact Tracker Form (Appendix IX)*. These aggregate statistics will support the work of the Executive Director, Advisory Board and Financial Development Committee in telling the story of the Community Center in developing broader community support.

### **Mailing List/ Client Management Software**

All Messiah/ RCC Committees and Community Partner Organizations (unless otherwise prevented by the nature of their program) are required to collect volunteer submissions to the Community Center Mailing List both on paper and virtually. Names, Phone Numbers, Email Addresses and Mailing Addresses will be collected on a volunteer basis.

It will be the responsibility of the Director of Operations to on a monthly basis input this information into Network for Good, the Community Center's Client Management (CRM) software, to facilitate tracking and donor cultivation.

### **Annual Report, Quarterly Newsletters & End of the Year Appeal**

During the month of January, the Advisory Board with support from the Executive Director is responsible for developing an Annual Report on the Community Center that will be reviewed at the Annual Meeting of the Congregation on the first Sunday of February.

During the months of April and July, the Advisory Board with support from the Executive Director is responsible for developing a quarterly newsletter reporting on impact over the last quarter and plans for the following quarter.

During the month of October, the Advisory Board with support from the Executive Director is responsible for developing an End of Year Appeal reporting on impact over the last year and plans for the year ahead.

All annual reports, quarterly newsletters and end of year appeals will be distributed to the everyone on the Community Center Mailing List as well as members and friends of the congregation.

### **Strategic Planning**

Every five years in concert with Messiah's regular strategic planning process (i.e. 2020 and 2025, 2030 and 2035), the Advisory Board and Executive Director will undertake an in-depth review process with relevant community stakeholders before making recommended changes to the Mission Statement and *Business Plan* of the Community Center.

## Chapter 16: Incident Reporting

This chapter of the *Community Center Operations Manual* describes how staff and volunteer Program/ Event Leaders are to document and report on all health and safety incidents.

Incidents at the Community Center that must be reported include any accidental or purposeful actions that may cause minor or severe injuries or incidents that are results of negligence or inadequate safety precautions. The victims may be staff or volunteers who were injured while performing their duties or guests who were on the premises.

Incidents must be reported as soon as possible to expedite investigation and increase likelihood of important findings. The sooner the cause or details of the accident are identified, the sooner the company can establish preventative measures for the future.

### **What should be reported?**

Incidents that involve very minor injuries like small cuts, non-extensive bruises etc. and would not normally require any action on behalf of the Community Center (e.g. the breaking of a drinking glass) do not have to be reported (although staff or Program/ Event Leaders could report them if they want).

Incidents that involve (or could have involved) more severe injuries and require investigation and action from the Community Center must be dutifully reported. Staff and Program/ Event Leaders of Messiah/ RCC Committees or Community Partner Organizations are obliged to report any of the following:

- Fatalities
- Damage to the head, skull and face
- Damage to any of the senses (e.g. partial or complete loss of hearing, sight etc.)
- Incapacitation or dislocation of limbs that hinder functionality and movement (including paralysis and amputation)
- Damage to the skin (e.g. extensive burns, bruises or cuts)
- Blows or injuries to the spine, back and ribs
- Harm to the nervous system or loss of consciousness through electrocution, hypothermia etc.
- Poisoning
- Contamination from hazardous substances or transmission of diseases
- Any other incident that requires a 911 call, hospitalization or medical care

Especially when staff members need medical coverage, the accident must be reported immediately since workers/ compensation benefits may have to be approved after the investigation.

Staff and volunteer leaders are also required to report incidents (regardless of any injuries) that could be dangerous if repeated. These include but are not limited to:

- Explosions
- Slippery surfaces
- Water or gas leaks
- Inadequate insulation of circuits
- Collapses of walls, ceilings etc.
- Breaking of window glasses or frames

### **Procedure**

When a staff member or Program/ Event Leader witnesses, is involved in, or becomes aware of an incident they must report it using the *Incident Report Form (Appendix X)*.

If a staff member or volunteer Program/ Event Leader believes a safety issue must be immediately addressed, they must alert the Director of Operations and Executive Director as soon as possible so any incidents can be prevented.

The Director of Operations along with the Executive Director must respond to all Incident Reports as soon as possible or request an investigation from authorities if appropriate. The Director of Operations or the Executive Director must contact the Advisory Board Chair as soon as possible.

The staff member or Program/ Event Leader who reported the incident must cooperate if called in for questioning to provide details needed. As a general rule, the staff member or Program/ Event Leader must provide information in the incident report as accurately as possible on the following:

- The place of the accident
- The date and time of the accident
- The people involved or injured
- Their position or involvement in the accident
- Their actions immediately after the accident

### **Disciplinary Consequences**

The Community Center places great importance on safety reporting. All staff members/program leaders are required to comply with these policies. Any staff member or Program/ Event Leader who is discovered to have been aware of a serious incident and failed to report it will face appropriate disciplinary consequences. When staff or Program/ Event Leaders are the cause of an incident they must report it immediately to minimize legal repercussions.

## Chapter 17: Grievances

This chapter of the *Community Center Operations Manual* describes how all individuals and groups should handle disagreements and grievances unrelated to harassment or threat of immediate danger.

A grievance is a real or perceived cause for complaint. Individuals and groups may have a grievance about how they have been treated by Staff, Messiah/ RCC Committees, Community Partner Organizations, Outside Groups, Volunteers or Guests. The Community Center recognizes that open communication and feedback are essential elements of a satisfying and productive work environment. Every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance.

All individuals and groups are assured they will not be disadvantaged by the use of such procedures whether decisions are found for or against their grievance. All formal avenues for handling grievances will be fully documented and the individual or group's wishes will be taken into account. All complaints and questions will receive thoughtful consideration in a timely manner and will be discussed with the individual or group who raises them. Individuals or groups at any time have the right to withdraw their grievance. Discussions regarding grievances shall be kept confidential unless otherwise noted in the procedure below.

### Procedure

1. The aggrieved individual or group (through a named representative) is encouraged to first informally explore the problem/ situation directly with the individual or group involved, clearly outlining what they feel should be done to alleviate the situation.
2. If Step 1 does not resolve the grievance, they should next contact the Director of Operations. If a grievance involves the Director of Operations, a grievance should be submitted to the Executive Director. If a grievance involves the Executive Director, a grievance should be submitted to the Advisory Board Chair and President.
3. If Step 2 does not resolve the grievance, they should next submit a written *Grievance Form (Appendix XI)* to the Executive Director. If a grievance involves the Executive Director, they should submit that form to the Advisory Board Chair and President. Either the Executive Director or Advisory Board Chair and President will meet with all parties involved and two additional witnesses to discuss and attempt to resolve the grievance.
4. If Step 3 does not resolve the grievance, the matter will be referred to the Congregation Council who will in turn refer the matter to the Vice President of the Evangelical Lutheran Church in America (ELCA) Upstate New York Synod. The Synod Vice President will resolve the matter in line with "Chapter 15" of Messiah's *Constitution, Bylaws and Continuing Resolutions*.

## **Chapter 18: Conclusion**

This operations manual provides a general summary of policies and procedures for the information and use of staff and volunteers at the Community Center. It does not constitute a written contract. All policies, procedures, provisions, and other terms and conditions described in this manual are subject to addition, deletion, or amendment, with or without notice, at the sole discretion of the Congregation Council with advice from the Advisory Board.

This handbook will be reviewed on an annual basis by the Policy & Business Development Committee and the Director of Operations with recommendations made to the Advisory Board for approved changes before the beginning of each calendar year.



## **Appendices**

All forms in the appendices are encouraged to be filled out virtually at <https://rotterdamcc.org/forms-and-policies>. Paper copies of all forms are also available in the Main Office. All forms will be saved by the Director of Operations virtually and printed to be saved in hard copy according to Messiah's *Records Retention Policy*.

## Appendix I: Advisory Board Registration Form

Thank you for your interest in serving on the Advisory Board of the Rotterdam Community Center (hereafter the Community Center).

This application for a position on our board will help us learn more about the skills, interests, and talents you would bring to our board.

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Choose One: Cell \_\_\_\_ Home \_\_\_\_ Work \_\_\_\_

Email Address \_\_\_\_\_

The Advisory Board will meet at 6:30pm on the first Wednesday of every month, with the exception of no meetings in June or July. This schedule may be temporarily amended by vote of the Advisory Board. Emergency meetings of the Advisory Board may be called by the Advisory Board Chair or Executive Director As a board member your responsibility is to attend the monthly board meetings.

Any board member who misses four successive meetings will be asked to step down.

Can you commit to attending the monthly board meetings? Yes \_\_\_\_ No \_\_\_\_

Board members are expected to provide their time, talents, and an annual financial contribution.

Are you able to commit to this? Yes \_\_\_\_ No \_\_\_\_

We ask every board member to join one of the board committees listed below:

**Policy and Business Development:** Makes recommendations to the Advisory Board regarding the *Operations Manual*, the *Business Plan* and all other policies and procedures of the Community Center. Leads strategic planning efforts and grows services provided by the Community Center. Collaborates with the Executive Director, the Financial Secretary and Financial Development Committee to conduct an annual assessment of the Center's financial needs and submit all budget and expenditure requests to Messiah's Congregation Council.

**Board Development and Recruitment:** Recruits new members to fill vacant Advisory Board positions and accepts recommendations for potential future board members. Recruits new members for all Advisory Board committees. Oversees annual Advisory Board Trainings, conducts

annual assessment of board strengths and weaknesses and develops strategies to improve functions of the Advisory Board and its committees.

**Building & Grounds Management:** Works directly with the Messiah Property and Grounds Chair to address specific repairs, maintenance, and improvements needed on all Community Center property. Plans and implements and recruits volunteers for (in conjunction with the Director of Operations) any maintenance projects needed. Supports the Director of Operations in ensuring all aspects of Community Center safety infrastructure are maintained and inspected as outlined in this manual.

**Financial Development:** Secures resources and funds from individual donors. Identifies and applies for grants in collaboration with the Executive Director. Develops relationships with foundations and corporate sponsors, plans and implements annual fund raising events.

**Marketing and Promotion:** Promotes the center with the general public and represents the center at public events. Assists staff in creating marketing materials. Distributes marketing materials in collaboration with Messiah/ RCC Committees and Community Partner Organizations. Collaborates with staff to manage the Community Center website and social media accounts.

Please indicate which board committee(s) you are interested in:

Financial Development \_\_\_\_

Marketing and Promotion \_\_\_\_

Policy and Business Development \_\_\_\_

Board Development & Recruitment \_\_\_\_

Building & Grounds Management \_\_\_\_

Please list any previous volunteer experience on a board, task force, community association, or with programs/organizations that advocate for equality, diversity, and inclusion? A separate resume or bio sheet can be provided.

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Please indicate the skills or expertise you can bring to our board:

Non-profit Fundraising \_\_\_\_

Social Media \_\_\_\_

Advocacy \_\_\_\_

Financial Management \_\_\_\_

Website Development \_\_\_\_

Writing \_\_\_\_

Community Organizing \_\_\_\_

Legal Expertise \_\_\_\_

Marketing \_\_\_\_

Policy Development \_\_\_\_

Strategic Planning \_\_\_\_

Grant Writing \_\_\_\_

Social Justice \_\_\_\_

Event Planning \_\_\_\_

Human Resources \_\_\_\_

Facilities Management \_\_\_\_

Non-Profit Management \_\_\_\_

Board Training \_\_\_\_

Public Speaking \_\_\_\_

Other \_\_\_\_\_

Have you ever participated in, been accused of, pled guilty/ no contest to, or been convicted of abuse, any sexual misconduct, or a criminal offense of any kind?

Yes \_\_\_\_ No \_\_\_\_

Please provide the names of a first character reference and their contact information:

\_\_\_\_\_

Please provide the names of a second character reference and their contact information:

\_\_\_\_\_

By signing below, I acknowledge I have read and agree to abide by all volunteer policies of the Community Center, particularly the **Advisory Board Code of Conduct & Ethics Policy**, and that to best of my knowledge all the information above is accurate.

Signature: \_\_\_\_\_ Date \_\_\_\_\_

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## Appendix II: Messiah/ RCC Committee & Community Partner Organization Certification Form

Thank you for your interest in representing your Messiah/ RCC Committee or your potential Community Partner Organization as a Program/ Event Leader at the Rotterdam Community Center (hereafter the Community Center).

This application for certification as a Messiah/ RCC Committee or Community Partner Organization authorized to conduct programming at the Community Center helps us to ensure all our various partners are working together towards our common mission, "an open table for the people of Rotterdam and the Greater Schenectady area of New York, where neighbors of all backgrounds can gather safely and without judgement to support, learn and grow together."

Messiah/ RCC Committee/ Community Partner Organization Name

---

The Community Center's *Operations Manual* requires each Messiah/ RCC Committee or Community Partner Organization conducting programming at the Community Center to designate a Program/ Event Leader. Please provide the information below for your organization's designated Program/ Event Leader:

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Choose One: Cell \_\_\_\_ Home \_\_\_\_ Work \_\_\_\_

Email Address \_\_\_\_\_

As an organization that relies primarily on volunteers to conduct most of its programming for the good of the local community, the Community Center delegates significant responsibility to certified Program/ Event Leaders to ensure the programs and volunteers under their leadership follow all policies and procedures of the Community Center.

The designated Program/ Event Leader is asked to carefully read each statement below indicating they understand the corresponding policy, agree to abide by it themselves and agree to enforce that policy with any programs and volunteers under their leadership.

I, the undersigned, agree to:

- Train all volunteers according to the Community Center's Volunteer Policy and enforce the policy with all volunteers and programs under my leadership;

- Abide by the Community Center’s Harassment Prevention, Reporting & Response Policy and enforce the policy with all volunteers and guests of programs under my leadership;
- Abide by the Community Center’s Emergency Response Policy and enforce the policy with all volunteers and guests of programs under my leadership;
- Abide by the Community Center’s Storage, Space Use, Scheduling & Health, Safety & Security Policies and enforce these policies with all volunteers and guests of programs under my leadership;
- Abide by the Community Center’s Diversity, Equity, Inclusion and Justice Policy and enforce this policy with all volunteers and guests of programs under my leadership;
- Collaborate with the Community Center in all matters of publicity, communications, development, fundraising and impact tracking as outlined in its *Operations Manual*;
- Abide by the Community Center’s Incident Reporting Policy and enforce this policy with all volunteers and guests of programs under my leadership;
- Abide by the Community Center’s Grievance Policy and enforce this policy with all volunteers and guests of programs under my leadership;
- Abide by all policies of the Community Center as outlined in its *Operations Manual* and work in a collaborative manner with all staff, volunteers, Messiah/ RCC Committees, Community Partner Organizations and their respective leaders at the Community Center.

The Executive Director and the Advisory Board reserve the right to suspend programming privileges of any Messiah/ RCC Committee or Community Partner Organization if this agree is not being honored.

Program/ Event Leader Signature: \_\_\_\_\_ Date \_\_\_\_\_

Director of Operations Signature: \_\_\_\_\_ Date \_\_\_\_\_

## Appendix III: Volunteer Registration Form

Please fill out the form below to apply to volunteer at all programs of the Rotterdam Community Center.

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Choose One: Cell \_\_\_\_ Home \_\_\_\_ Work \_\_\_\_

Email Address \_\_\_\_\_

Previous volunteer experience \_\_\_\_\_

\_\_\_\_\_

Talents, hobbies, skills \_\_\_\_\_

\_\_\_\_\_

Is this for required community service? Choose One: Yes \_\_\_\_ No \_\_\_\_

Days/times interested in volunteering \_\_\_\_\_

Are you interested in volunteering for a specific program ? If so, which? \_\_\_\_\_

How did you hear about this volunteer opportunity? \_\_\_\_\_

By signing below, I acknowledge I have read and agree to abide by all volunteer policies of the Community Center. In understand any breach of these policies may warrant disciplinary action up to and including termination. This includes, theft of property, funds, or supplies, willful damage to property, being under the influence of alcohol or other substances, verbal or physical harassment of guests, volunteers, staff, board members, donors, or others, disclosure of confidential information, falsification of records for personal gain or on behalf of any other volunteer, staff or client, slander or misrepresentation of programs or participants.

By signing below, I authorize Rotterdam Community Center, Messiah Lutheran Church and its staff and/or volunteers to utilize appropriate photographic and/or video images of me at relevant programming and understand I will not receive compensation, should any photograph and/or video of me be published. I, hereby release, forever discharge and agree to hold harmless Rotterdam Community Center, Messiah Lutheran Church, its staff and/or volunteers from and against any and all kind of liability, claims, demands, lawsuits, and expense of any kind arising from personal injury,



sickness, death or property damage of any kind whatsoever which may be incurred by virtue of my participation in any programming at Rotterdam Community Center. I, the undersigned, certifies that I have full authority to sign this Permission to Retreat, Photo Release and Waiver.

Signature: \_\_\_\_\_ Date \_\_\_\_\_

Name (if signing for a minor) \_\_\_\_\_

Relationship to minor \_\_\_\_\_

## Appendix IV: Child/ Youth Leader Certification Form

Please fill out the form below to apply to volunteer in a capacity of supervising children and youth at all programs of the Rotterdam Community Center. This form is to be completed annually at the beginning of each program year. It will be securely filed in the Main Office. Please be sure information is as accurate as possible. Child and youth leaders are responsible for updating this information if it changes throughout the program year.

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ *Choose One:* Cell \_\_\_\_ Home \_\_\_\_ Work \_\_\_\_

Email Address \_\_\_\_\_

Previous volunteer experience \_\_\_\_\_

Talents, hobbies, skills \_\_\_\_\_

### **Harassment/ Abuse Prevention**

Have you ever participated in, been accused of, pled guilty/ no contest to, or been convicted of abuse or any sexual misconduct? If so, please explain:

\_\_\_\_\_

Have you ever been convicted of or pled guilty/ no contest to any criminal offense of any kind (not including minor civil offenses)? If so, please explain:

\_\_\_\_\_

Have you completed an interactive volunteer sexual harassment prevention training this year?

\_\_\_\_\_

Have you reviewed the *Community Center Operations Manual* and agree to abide by all the policies contained therein?

---

Have you applied for a background check in the last three years through the Rotterdam Community Center or Messiah Lutheran Church?

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Please provide the names of a first character reference and their contact information:

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Please provide the names of a second character reference and their contact information:

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By signing below, I acknowledge I have read and agree to abide by the relevant policies of Rotterdam Community Center listed above. I understand any breach of these policies may warrant disciplinary action up to and including termination. This includes, theft of property, funds, or supplies, willful damage to property, being under the influence of alcohol or other substances, verbal or physical harassment of guests, volunteers, staff, board members, donors, or others, disclosure of confidential information, falsification of records for personal gain or on behalf of any other volunteer, staff or client, slander or misrepresentation of programs or participants.

By signing below, I authorize Rotterdam Community Center, Messiah Lutheran Church and its staff and/or volunteers to utilize appropriate photographic and/or video images of me at relevant programming and understand I will not receive compensation, should any photograph and/or video of me be published. I, hereby release, forever discharge and agree to hold harmless Rotterdam Community Center, Messiah Lutheran Church, its staff and/or volunteers from and against any and all kind of liability, claims, demands, lawsuits, and expense of any kind arising from personal injury, sickness, death or property damage of any kind whatsoever which may be incurred by virtue of my participation in any programming at Rotterdam Community Center. I, the undersigned, certifies that I have full authority to sign this Permission to Retreat, Photo Release and Waiver.

Signature: \_\_\_\_\_ Date \_\_\_\_\_

## Appendix V: Child or Adult/ Adult Abuse Report Form

If you have witnessed or experienced abuse, you are encouraged to complete this form and submit it to the Messiah Lutheran Church Safe Church Team. You will not be retaliated against for filing a complaint.

Name of the person making the report (hereafter reporter) \_\_\_\_\_

Reporter's Volunteer Position \_\_\_\_\_

Phone \_\_\_\_\_ Choose One: Cell \_\_\_\_ Home \_\_\_\_ Work \_\_\_\_

Email Address \_\_\_\_\_

Description of the incident either reported or witnessed (including who, what, when, where):

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Date(s) harassment occurred:

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Names of witnesses:

---

If suspicion of child abuse exists, when was Child Protective Services notified?

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If suspicion of child abuse exists, when were the police notified?

---

Were any other actions taken?

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Reporter Signature \_\_\_\_\_ Date \_\_\_\_\_

Messiah Safe Church Team Signature \_\_\_\_\_

Date of Receipt \_\_\_\_\_

## Appendix VI: Workplace Abuse Report Form

New York State Labor Law requires all employers to adopt a sexual harassment prevention policy that includes a complaint form to report alleged incidents of sexual harassment.

If you believe that you have been subjected to sexual harassment, you are encouraged to complete this form and submit it to the Messiah Lutheran Church Safe Church Team. You will not be retaliated against for filing a complaint.

If you are more comfortable reporting verbally or in another manner, your employer should complete this form, provide you with a copy and follow its sexual harassment prevention policy by investigating the claims as outlined at the end of this form.

For additional resources, visit: [ny.gov/programs/combating-sexual-harassment-workplace](http://ny.gov/programs/combating-sexual-harassment-workplace)

Complainant Name: \_\_\_\_\_

Complainant's Title \_\_\_\_\_

Phone \_\_\_\_\_ (choose one) Cell \_\_\_\_ Home \_\_\_\_ Work \_\_\_\_

Email Address \_\_\_\_\_

Direct Supervisor's Name \_\_\_\_\_

Your complaint of sexual harassment is made about (*name*): \_\_\_\_\_

Relationship to Complainant (*choose one*) Supervisor \_\_\_\_ Subordinate \_\_\_\_ Coworker \_\_\_\_

Other (*please specify*) \_\_\_\_\_

Please describe what happened and how it is affecting you and your work. Please use additional sheets of paper if necessary and attach any relevant documents or evidence.

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Date(s) harassment occurred:

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Names of witnesses:

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Is the harassment continuing? \_\_\_\_\_

*These last questions are optional, but may help the investigation.*

Have you previously complained or provided information (verbal or written) about related incidents?

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If yes, when and to whom did you complain or provide information?

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---

If you have retained legal counsel and would like us to work with them, please provide their contact information:

---

*Please sign and date below.*

Complainant's Signature \_\_\_\_\_ Date \_\_\_\_\_

Messiah Safe Church Team Signature \_\_\_\_\_

Date of Receipt \_\_\_\_\_

## Appendix VII: Space Use Request Form

Messiah/ RCC Committee/ Community Partner Organization/ Outside Group Name:

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Program/ Event Name:

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Program/ Event Leader Name:

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Leader Phone: \_\_\_\_\_ Choose One: Cell \_\_\_\_ Home \_\_\_\_ Work \_\_\_\_

Leader Email Address: \_\_\_\_\_

Event Date/ Time Beginning: \_\_\_\_\_

Event Date/ Time Ending: \_\_\_\_\_

Setup/ Cleanup Time Needed: \_\_\_\_\_

Event Space(s) Needed (Check all that apply):

Lobby \_\_\_\_

Friendship Hall \_\_\_\_

Kitchen \_\_\_\_

Performance Hall \_\_\_\_

Conference Room \_\_\_\_

Davis Room \_\_\_\_

Studio \_\_\_\_

Food Pantry \_\_\_\_

Welcome Area \_\_\_\_

Office #1 \_\_\_\_

Office #2 \_\_\_\_

Office #3 \_\_\_\_

Office #4 \_\_\_\_

Office #5 \_\_\_\_

Office #6 \_\_\_\_

***For reoccurring programming or a more complicated schedule, a more detailed calendar may be attached to this form. Any other details of this agreement can be included on the additional lines on the back of this form.***

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This agreement can be cancelled by either the organization or the Community Center at any time for any reason with two weeks' notice.

***By signing below, the leader represents they are over the age of minority and have full authority to enter into this Agreement:***

I represent that I understand the terms and conditions of this Agreement, and that any person that enters the Community Center premises and/or participates in a Community Center activity under my supervision or that of any adult I appoint, thereby agrees to the terms and conditions of this Agreement.

It is understood and agreed upon that the organization is granted use of the spaces indicated above, its equipment, adjacent restrooms and may, on occasion and with case by-case permission from the Community Center, use of the kitchen facilities, so long as it does not interfere with other groups use.

It is understood and agreed upon that the organization is responsible for the clean-up of any permitted use area and will strive to leave any permitted use area in the same condition it was encountered. Floors must be broom clean; tables must be wiped down. The organization also agrees to notify the Director of Operations of any maintenance issues.

The organization shall maintain throughout the entire term of this Agreement and shall provide to the Community Center insurance certificates which verify the existence of, liability insurance with the following minimum requirements:

- The Community Center and Messiah shall be named as an additional insured;
- The organization or its insurance carrier shall agree to defend and indemnify the Community Center and Messiah in any action arising out of the negligence of the organization during the term of this agreement;
- Maintain policy limits of at least \$1,000,000 per incident

Additional insurance certificates shall not be necessary for the following types of events or groups:

- Those designated as "programs of the community center" by the Community Center Advisory Board.
- Weddings, funerals and similar gatherings.

A copy of a current insurance certificate including the terms and conditions herein above described will be required at the time of executing this Agreement. No Agreement can be executed without providing this proof of coverage unless stipulated above.

For consideration given and received in connection with the use of the Community Center for the activity, I hereby release, waive, discharge and covenant not to sue the Community Center or Messiah, its trustees, representatives, employees, servants, officers, or agents (hereinafter referred to as "releasees") from any and all liability, claims, demands, actions and causes of action whatsoever

arising out of or relating to any loss, damage or injury, including death, that may be sustained by me, my appointees, members of my organization and guests, invited or not, or to any property belonging to me or my organization, whether caused by the negligence of the releasees, or otherwise, while participating in the activity, or while in, on or upon the premises where the activity is being conducted, or in any place or places connected with the activity.

As part of the consideration for being allowed to use the Community Center, its building and grounds, as well as any appliances and fixtures in the activity, I hereby assume all risk in connection with participation in the activity. I am fully aware of risks and hazards connected with being on the premises of the Community Center and participating in the activity, and fully aware that there may be risks and hazards unknown to me connected with being on the premises of the Community Center and participating in the activity, and I hereby elect to voluntarily participate in the activity, to enter upon the premises of the Community Center and engage in activities knowing that conditions may be hazardous, or may become hazardous or dangerous to me and my person, property, and the persons and property of my organization. I voluntarily assume full responsibility for any risks of loss, property damage or personal injury, including death, that may be sustained by me and/or my organization, or any loss or damage to property owned by me and/or my organization, as result of using the Community Center for the activity or being on the premises of the Community Center for the activity, whether caused by the negligence of releasees or otherwise.

I further hereby agree to indemnify and save and hold harmless the releasees, separately and severally, from any loss, liability, damage or costs they may incur due to me and my organization's use of the Community Center for the activity or being on the premises of the Community Center for the activity, whether caused by the negligence of any or all of the releasees, or otherwise. This includes loss of property to theft, fire or water damage. I further agree to save and hold harmless the Community Center and Messiah and the releasees from any claim by me, my organization, estates, heirs, or assigns arising out of use of the Community Center and/or participation in any form or fashion in the activity. It is my express intent that this Agreement shall bind the members of my family and spouse, if I am alive, and my heirs, assigns and personal representative, if I am deceased, and shall be deemed as a Release, Waiver, Discharge and Covenant Not to Sue the above named releasees.

I also authorize the Community Center, its employees, or agents to render or obtain such emergency medical care or treatment as may be necessary should any injury, harm, or accident occur while participating in the activity.

By signing this release, I acknowledge and represent that:

- I am authorized to sign this Agreement;
- I have read the foregoing Agreement, understand it, and sign it voluntarily as my own free act and deed as a legal representative of my organization;
- I understand the terms of this Agreement are contractual and not mere recitals;
- No oral representation, statements or inducements, apart from the foregoing written Agreement, have been made;

- I further state and acknowledge that I am fully informed of the content of this Agreement, have read it before signing it, and have had the opportunity to have it reviewed by others, including legal counsel of my choosing;
- I execute this Agreement for full, adequate and complete consideration fully intending to be bound by same.

***If payment for the use of the space is agreed upon and different than the corresponding space's Space Use Policy, a memorandum of agreed upon payment arrangements must be attached to this agreement and initialed before the agreement is executed.***

I understand that the use of audio or video equipment is not included, unless arrangements have been made in advance.

Accepted into and on behalf of the Rotterdam Community Center and Messiah Lutheran Church,

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Staff Name & Title

Date

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Main Contact & Legal Representative of Organization

Date

## Appendix VIII: Keyholder Form

By signing below, I agree to abide by all policies and procedures described in the *Community Center Operations Manual* including:

1. I will not make copies of any keys to the Community Center or its interior spaces, for any reason.
2. I will not loan my keys to anyone else, for any reason.
3. I will not use my keys to provide access to the Community Center or its interior spaces to an individual who has been denied key(s).
4. I will not change locks on any door or storage spaces without prior approval from the Director of Operations.
5. I will furnish a copy of a key for any locks placed on approved storage spaces to the Director of Operations.
6. I will keep my key(s) secure.
7. If key(s) are lost I will notify the Director of Operations immediately. I will pay for the replacement cost of a key/key fob/access card if I have lost a key more than once.
8. Upon my separation from the Community Center, I will surrender all keys to the Director of Operations.
9. In the event that I lose the key or key card, I will pay the replacement fee.

By signing below, I acknowledge receipt of the following keys:

Main Entrance ____	Rear Entrance (opposite main) ____	Side Entrance (Curry Rd.) ____
Elevator ____	Main Office ____	Davis Room ____
Recording Studio ____	Recording Studio Closet ____	Old Furnace Room ____
New Furnace Room ____	Food Pantry ____	Food Pantry Office ____
Performance Hall ____	P Hall Single Door ____	P Hall Double Door ____
Friendship Hall ____	F Hall Single Door ____	F Hall Double Door ____
F Hall Chair ____	Office #1 ____	Office #2 ____
Office #3 ____	Office #4 ____	Office #5 ____
Office #6 ____		

Approved Key Holder Name \_\_\_\_\_

Approved Key Holder Signature: \_\_\_\_\_

Date \_\_\_\_\_

CC Coordinator/ Staff Signature \_\_\_\_\_

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## Appendix IX: Impact Tracking Form

In order to better track our impact on our community and develop revenue streams to maintain operations of the Rotterdam Community Center, we require all community partner organizations and relevant committees of Messiah Lutheran Church and the Rotterdam Community Center to fill out this form on a MONTHLY basis.

All numbers will be reported in aggregate in order to maintain anonymity as is necessary.

Messiah/ RCC Committee/ Community Partner Organization Name

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What MONTH and YEAR are you reporting on? \_\_\_\_\_

What is your estimate of the number of people who ATTENDED your program? \_\_\_\_\_

What is your estimate of the number of VOLUNTEER HOURS completed? \_\_\_\_\_

How many meals were provided by your program? \_\_\_\_\_

Were there any CHANGES to your program we need to be made aware of, and if so, what? \_\_\_\_\_

---

Were there any SUCCESSES of your program to highlight, and if so, what? \_\_\_\_\_

---

Reporter Name \_\_\_\_\_

Reporter Signature: \_\_\_\_\_

Date \_\_\_\_\_

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## Appendix X: Incident Report Form

Incidents must be reported as soon as possible to expedite investigation and increase likelihood of important findings. The sooner the cause or details of the accident are identified, the sooner the company can establish preventative measures for the future.

Reporter's Name \_\_\_\_\_

Reporter's Title \_\_\_\_\_

Reporter's Phone \_\_\_\_\_ (choose one) Cell \_\_\_\_ Home \_\_\_\_ Work \_\_\_\_

Reporter's Email Address \_\_\_\_\_

Name of Injured \_\_\_\_\_

Injured Contact Information \_\_\_\_\_

Incident Date \_\_\_\_\_ Incident Time \_\_\_\_\_

Location of Incident \_\_\_\_\_

Nature of injury and part of body injured \_\_\_\_\_

\_\_\_\_\_

Describe how the incident occurred \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Witness Name(s) \_\_\_\_\_

Witness Contact Information \_\_\_\_\_

\_\_\_\_\_

Witness Statements (*indicate what happened and initial*) \_\_\_\_\_

\_\_\_\_\_



Was first aid, CPR, AED, or other care administered?      Yes \_\_\_\_\_      No \_\_\_\_\_

If yes, by whom? \_\_\_\_\_

Caregiver Contact Information \_\_\_\_\_

What type of care was administered? \_\_\_\_\_

\_\_\_\_\_

Was 911 called? : Yes \_\_\_\_\_      No \_\_\_\_\_

If yes, by whom? \_\_\_\_\_

Caller's Contact Information \_\_\_\_\_

If yes, what medical care was administered by first responders? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Reporter Signature \_\_\_\_\_ Date \_\_\_\_\_

Responsible Staff/ Leader Signature \_\_\_\_\_

Date of Receipt \_\_\_\_\_

## Appendix XI: Grievance Form

A grievance is a real or perceived cause for complaint. Individuals and groups may have a grievance about how they have been treated by Staff, Messiah/ RCC Committees, Community Partner Organizations, Outside Groups, Volunteers or Guests. The report below is to be submitted in line with the Community Center's Grievance Policy. You will not be retaliated against for filing a Grievance Report.

Name of the person making the report (hereafter "reporter") \_\_\_\_\_

Reporter's Staff/ Volunteer Position \_\_\_\_\_

Phone \_\_\_\_\_ Choose One: Cell \_\_\_\_ Home \_\_\_\_ Work \_\_\_\_

Email Address \_\_\_\_\_

Description of the incident either reported or witnessed (including who, what, when, where):

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Date(s) incident occurred: \_\_\_\_\_

Names of witnesses:

---

Is there anything else those tasked with investigating the grievance need to be aware of?

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Reporter Signature \_\_\_\_\_ Date \_\_\_\_\_

Responsible Staff/ Leader Signature \_\_\_\_\_

Date of Receipt \_\_\_\_\_