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# Employee Handbook

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## I. ABOUT THE HANDBOOK

### Welcome to Del Sol Church!

We are a multi-site church that meets in multiple locations around El Paso, Texas. We believe in taking the church to the people instead of expecting them to come to us. Whether people are checking out the claims of Jesus for the first time or are looking for a new place to call home, we have a place for them & near them.

Our desire is to foster an open, collaborative working environment that engages staff & their unique spiritual gifts. We value our staff & consider them essential to the church's ability to fulfill our mission of helping everyone, everywhere know & follow Jesus.

While this handbook has been carefully crafted, do not expect it to answer all questions. Supervisors also serve as a major source of information. Neither this handbook nor any other verbal or written communication by a management representative is, nor should it be considered to be, an agreement, contract of employment, expressed or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever.

Del Sol Church adheres to the policy of employment at will, which permits the church or the employee to end the employment relationship at any time, for any reason, with or without cause or notice. All staff positions are considered leadership positions in the church due to each employee's personal representation of Christ & Del Sol Church to our congregation & community. Therefore, every employee must agree with Del Sol's Statement of Faith & Foundational Beliefs about humanity.

Please read the following information carefully. It is your responsibility to become familiar with its content so that you can fully understand the culture of Del Sol. If you have questions regarding the content of your handbook, please ask the Lead Pastor or your direct supervisor for clarification. Del Sol Church reserves the right to make changes to this handbook as deemed necessary, at any time, without advanced notice to you. We hope that our service together for Jesus will be rewarding for both you, your family, and the church.

## II. CHURCH MISSION, VISION, VALUES, CULTURE, AND STATEMENT OF FAITH

### ***Mission***

Helping everyone, everywhere know & follow Jesus.

### ***Vision***

To be a unified, diverse church family that's here to help people & glorify God.

### ***Values***

**Dependence on God's power.** We depend on God's power for everything we do as a church.

**Empowered people.** We equip & empower our members to become ministers to others.

**Living out the Bible.** Our teaching should be practical & move from our heads to our hearts.

**Second chance grace.** This is a place to start over. We don't just accept broken people; we love them & point them to Christ.

**Outward focus.** We must reach out to spiritually confused & lost people to help them know & respond to Jesus.

**Love in action.** Where there is a need, hurt, or hopelessness we go & ask *"How can we help?"*

### ***Culture***

**BIBLICAL.** Above all else, conversations & interactions, ministries & events should be in line with Scripture. Not that we need a Bible verse for everything, but everything we do should line up with the spirit of Scripture.

**CASUAL.** We want to be professional & do things with excellence, while keeping a friendly vibe that we hope will cause people be open to the message of the Gospel.

**FUN.** Many places in Scripture talk about joy. Laughter is tangible evidence of hope. So, whenever we can, we want to be creative & make things fun!

**HELPFUL.** To be helpful is to bring hope in practical ways, so our heartbeat is to make life better for others. We make it a habit to ask: *How can I help?*

### ***Statement of Faith***

**The Bible** is the Word of God. It was written by human authors, under the supernatural guidance of the Holy Spirit. Because it was inspired by God, the Bible is the supreme source of truth for all Christian beliefs and practices. (2 Timothy 3:16-17; 2 Peter 1:20-21; Psalm 119:105, 160, 12:6; Proverbs 30:5)

**God** is the Creator & Ruler of the universe. He is one God in three persons: the Father, the Son, and the Holy Spirit. God is infinite and personal, holy and loving, forgiving & just. (Genesis 1:1; Psalm 90:2; Matthew 28:19; 1 Peter 1:2; 2 Corinthians 13:14)

**Jesus Christ** is the eternal God who became a man, lived a perfect life, died on the cross for our sins, and was bodily raised from the dead. He ascended to Heaven's glory & will return some day to reign forever. (Matthew 1:22-23; John 1:1-5, 14:10-13; Acts 1:9-11; Romans 1:3-4; I Corinthians 15:3-4; I Timothy 6:14-15; Titus 2:13; Hebrews 4:14-15)

**The Holy Spirit** is God's presence in the world today. He makes people aware of their need for Jesus Christ. He comes to live in every believer at the moment of conversion, and provides power for living, understanding of spiritual truth, and personal guidance. The Holy Spirit also gives every believer spiritual gifts which are to be used in ministry to others. (John 16:7-13; 14:16-17; Acts 1:8; I Corinthians 2:12; 3:16; 12:4-7; Ephesians 1:13-14; 5:18)

**Human Beings** are created by God in His image. They are the supreme object of God's creation. Although every person has tremendous potential for good, all are marred by an attitude of disobedience toward God called "sin". This attitude separates people from God & causes them to miss God's plan for their lives. (Genesis 1:27; Psalm 8:3-6; Isaiah 53:6; Romans 3:23)

People were created to exist forever, either eternally separated from God by sin & personal choice in a place the Bible calls "hell," or eternally present with God in heaven through salvation. (John 3:16; Romans 6:23; Philippians 3:20-21; 1 John 2:25; 5:11-13; Revelation 20:15)

**Salvation** is a free gift received from God. We can never make up for our sins by self-improvement or good works, so we must place our faith in Jesus Christ as God's provider of forgiveness. This faith involves committing one's life to Jesus as Lord. (John 1:12; 14:6; Romans 3:21-26; 6:23; 10:9-13; Galatians 3:26; Ephesians 2:8-9; Titus 3:5)

Our salvation, being a gift of God, is secure. It is maintained by the grace and power of God, not the self-effort of the Christian. (John 5:24; 10:27-29; 2 Timothy 1:12; Hebrews 7:25; 10:10-14; 1 Peter 1:3-5)

**The Church** is the Body of Christ on earth. The term "church" has both a universal meaning (all Christians of all time) and a local meaning (individual congregations like Del Sol). Each local church has the responsibility of deciding its own doctrinal boundaries according to its understanding of the Bible, and determining how it can most effectively contribute to the fulfillment of God's purposes on earth. (1 Corinthians 16:19; Ephesians 1:22-23; 1 Timothy 5:17)

**Marriage** is defined in the Bible as a covenant, a sacred bond between one man & one woman, instituted by & publicly entered into before God. Therefore, God's command for human sexuality is that it should be enjoyed only within the biblical definition of marriage between a man & a woman.

Husbands & wives are of equal worth before God. Children, from the moment of conception, are a blessing & heritage from the Lord.

(Genesis 2:24; 19:5,13; 26:8-9; Leviticus 18:1-30; Matthew 19:4-6; Romans 1:26-29; 1 Corinthians 5:1; 6:9; 7:2-3; 1 Thessalonians 4:1-8; Hebrews 13:4)

### III. FOUNDATIONAL BELIEFS ABOUT HUMANITY

Along with the Statement of Faith there are foundational beliefs about humanity we hold close to our hearts. We give love & grace to those who have failed in these areas, yet stand firm against the sin of abortion, homosexuality, and the breakdown of the family. We wholeheartedly welcome those who are seeking help & restoration through the forgiveness of Jesus Christ.

#### ***Human Life***

We believe that human life is created by God in His image. It is of inestimable worth and significance in all its dimensions, including those in the womb, the aged, those deemed unattractive, the physically or mentally challenged, and every other condition in which humanness is expressed, starting with the single cell stage of development to natural death. We as Christians are therefore called to defend, protect, and value all human life from beginning to end. We are pro-life for the whole life.

#### ***Family Core Beliefs:***

We believe that marriage is the foundation of family life, and that God's design for marriage is a relationship where both husband & wife are committed to loving & caring for one another for a lifetime.

We believe children are a gift from God and thrive best in a home where both mother & father are committed to raising them with love, intention, and care.

We believe sex is given by God as a magnificent expression of love to be shared & enjoyed exclusively between a husband (biological male) & wife (biological female).

We believe that Christians have a responsibility to promote truth that improves the strength & health of the family, as God designed.

We believe that parents should aspire to model for their children how to humbly follow the teachings & Spirit of Jesus in every area of life.

## IV. Staff Culture

### A. Values (*How we work together*)

**Stay optimistic.** God is always up to something good, so we always have a reason to be optimistic.

**Your attitude** will make it or break it for you, for the staff, and for the whole church.

**Own the vision & mission.** Be personally committed to this church, not just because you work here.

**Keep the big picture in mind.** Both for the church & for God's Kingdom. Work with one eye on eternity.

**Make it better.** Look for ways to improve the organization, not only your campus or ministry. Bring ideas for improvement instead of complaints.

**Collaborate.** Leverage the talents & skills of those outside your primary team. Nobody should ever say "That's not my area/responsibility." It's everyone's job to care.

**Replace yourself.** If you constantly replace yourself, you will always have a place because healthy organizations grow. Who are you empowering or giving greater responsibility to?

**Be open-handed.** New ideas, innovations, and change are our friends – so the tension they create must be humbly managed.

**Strive to over-communicate.** It is nearly impossible to communicate too much. Always communicate with as much grace as truth in all conversations, personal or digital.

**Believing the best is our default.** When someone fails, doesn't communicate, drops the ball, hurts or frustrates – we believe the best about them.

**Be hungry to learn.** Take initiative to read books, find videos & podcasts, connect with others to be mentored, and be humble not defensive about feedback.

**Evaluate everything.** Quickly after an event, group, teaching, song, etc. – figure out what worked well, what could be better, and write it down.

### B. Communicate & Celebrate

We show love to others by being responsive. We show value by keeping people informed. When someone emails, messages, or calls, strive to give a quick response – even just to say "Ok, got it."

When someone posts in Microsoft Teams, give a quick response. If a team member needs something, your mission is to respond as quickly as possible. Aim to respond within an hour. If a person outside the staff emails, texts, or calls, aim to respond within 24 hours.

To communicate well, we need healthy boundaries. We can't be responsive to all people all the time. Here are the standards for healthy communication:

- **Microsoft Teams** – This is what we use for work communication. It's our hub. This one tool allows us to interact with the team in a central location. In short, work stuff happens here. There is a general all-staff channel; Additionally, each campus & department will have their own channel as



well. If you are in office, your Microsoft Teams icon needs to reflect that with Available, Busy, Do not disturb, Be right back, or Appear away. It should only appear offline if you are truly offline.

- **Email & Phone** – This is where we hear from most people outside of staff. Try to empty your inbox every day & ensure that there are rarely more than a few messages needing a response.
- **Text Messages** – Because we use Microsoft Teams, that frees up text messages to be from friends, family, and rare work-related items that need an immediate response. As a team, we will try our best not to text work-related items outside of office hours.

Communication is like oxygen. We can't survive, much less thrive, without it. **Here are a few places where communication is crucial.**

- **Status Updates** – When we gather for meetings, be prepared to give a brief update on your area of responsibility & the top projects you're working on. Let us know if you are stuck on anything or need help.
- **Close the Gap** – When someone asks you to do something, respond to them once it's done. Tell them what happened & who knows about it. Don't leave others wondering if you got to it or not.
- **Keep Yourself in the Loop** – Be aware of what's happening at Del Sol Church. Everyone on staff should know what we are talking about publicly. There is a simple way to know what's happening. Events are listed on the Calendar app and will have updated information about what's happening as well as what's coming up.
- **Celebrate the Wins** - Before rushing to do the next thing, remember to thank God & celebrate what He did through you or someone else. Celebrate our effort & celebrate God's faithfulness!

### ***C. Worship & Membership***

Staff members of the church must attend **in-person** worship gatherings weekly, or a **minimum of twice a month**. Attending in-person worship gatherings allows staff members to be physically present with the congregation & worship alongside other members of the church family. This creates a sense of unity and connection within the church community, which is important for fostering a healthy, supportive environment. It is also a biblical imperative for all believers.

**All staff members must be members of DSC.** Being a member shows that you understand, support, and promote the values, beliefs, and overall ministry philosophy of the church. It is hard to fully support the mission of the church if you are not a member of the church.

### ***D. Build a Process***

If you find yourself doing something more than once, **be sure you document it**. Chances are you're going to do it again & there is no sense in trying to remember how you did it before. There's also the likelihood that someone else will one day try to figure out what you just did. When you stay organized, you help the church get better.

### ***E. One-on-One Meetings***

It's generally best not to develop a counseling relationship with someone of the opposite sex. However, here is wise guidance to follow when interacting with someone of the opposite sex (not applicable to a close relative or spouse):

- Do not meet alone in a closed office without a window or after hours when no one else is around. Avoid being in remote parts of a church building alone.
- Video meetings should happen in a semi-open setting like the church office, as much as possible.
- If married – do not have off-site meetings, travel alone in a car, eat alone with someone of the opposite sex, or have lengthy phone or text conversations with them.
- If single – do not do the above with someone of the opposite sex who is married.
- Use similar cautions in your interactions with minors (anyone age 17 and younger). Do not have off-site meetings, travel, or participate in activities alone with minors of the opposite sex. That is never wise.
- Try to avoid off-site meetings, traveling, or participating in activities alone with minors of the same sex. If necessary, any meetings should be held in public places. Communication with parents and receiving parental consent **must happen** before a private meeting occurs. Traveling with same sex minors in a vehicle must have 2 adults in the vehicle for accountability. It is always wise to have 2 adults present when meeting with minors, if possible.

### ***F. Working with Children & Youth***

When working with children & youth in a church, it's important to have policies in place to protect both the minor & adult volunteers. A minor is defined as anyone aged 17 or younger. At Del Sol we require all staff & adult volunteers to undergo a background check to ensure they do not have a history that would make them unsuitable to work with minors. This may also include regular child safety training that must be completed in a timely manner. When transporting minors, a person may require additional background checks regarding their driving record.

For standards on how to relate with minors one-on-one, see Section E above.

Minors should not be given access to any office, isolated environment, or secluded areas in a church building without appropriate supervision. Minors present in these areas should have adult supervision as much as reasonably possible. A minor must **never** be alone with someone of the opposite sex in an office, isolated environment, or secluded area. Keys and access cards are never to be given, loaned, or permanently assigned to minors.

No previous member of the youth group will be promoted to high school youth leader until they have reached the age of 21. However, youth graduates who meet all other qualifications may be appointed as leaders for middle school groups. Additionally, an agreement form provided by the youth minister will be signed prior to working or volunteering with youth.

### ***G. Romantic Relationships***

No employee nor volunteer of this church should engage in a romantic or sexual relationship with any current member of the church youth group. For dating a former youth group member who has now graduated, the following conditions should be met:

- They are at least 21 years of age & have been out of the youth group for a minimum of 3 years.
- The age difference between the employee & former youth group member is less than 10 years.

Your supervisor will be responsible for holding you accountable for these standards.

## ***H. Appearance & Clothing Guidelines***

**You are a walking representative of Jesus whether at a church campus or out in the community.** You are also a representative of Del Sol, so these guidelines are meant to give clarity & guidance for what is appropriate when it comes to appearance & clothing while working. **These guidelines reflect the high standard to which we have been called as leaders in the church,** drawing attention to the Lord rather than ourselves, while also meant to give you flexibility to express yourself as an individual.

**General.** Present a professional, odor-free, clean-cut appearance. Hats may not be worn on Sundays or during worship gatherings.

**Tattoos.** They are allowed on body parts that are normally visible, so long as they are not perceived by others as overly distracting or inappropriate. Facial or throat tattoos are not allowed.

**Grooming.** Follow all reasonable personal grooming standards, including bathing before work & use of deodorant. Perfumes, colognes, and fragrant grooming products should be used lightly. Fingernails should be kept clean & trimmed.

**Hair & Face.** Keep hair looking natural, clean, regularly trimmed, and well-managed. No extreme or distracting styles. Highlights with unnatural colors (purple, pink, blue, etc.) are allowed but not all the hair. Facial hair is allowed for men so long as it is kept neatly trimmed, meaning there is a defined line where it ends. No carvings, designs, or otherwise distracting styles are permitted.

**Overall Clothing Guidance.** Attire should not have any sort of offensive language or art on it (like skulls, death, alcohol brands, etc.) Avoid wearing anything political or anything contrary to the heart & values of the church.

**Tops.** They should not be low cut but be neat, clean, and not ragged with tears, stains, holes, etc. Whether sitting, standing, reaching up, or bending over they should cover armpits, cleavage, stomach, underwear, and buttocks. T-shirts during the workweek are allowed so long as they are clean, in good condition, and complement a generally professional appearance. No undershirts, tank tops, or spaghetti straps are allowed.

**Bottoms.** Pants, jeans, dresses, and skirts are allowed for work so long as they are clean & not ragged or stained. Skirts & dresses should be fingertip length which is generally 2-3 inches above the knee. Leggings, tights, and other form-fitting bottoms may be worn with a long top or under skirts or dresses.

**Shorts.** They should not be worn on Sundays or other worship gatherings. At other times they may be worn but should not be form-fitting & must be fingertip length which is generally 2-3 inches above the knee.

**Footwear.** Shoes should be in good condition without stains, tears, holes, etc. Appropriate styles include dress shoes, clean sneakers, loafers, flats, wedges, heels, and sandals. Keep in mind safety needs as well as your comfort in the work environment.

**Virtual Appearance.** As much as possible, follow the same guidelines when meeting virtually.

**Sunday Worship Gathering Attire.** This applies to all staff and hourly employees. All above standards should be followed while keeping in mind that we do not generally dress extra formal during our worship gatherings. Staff should at least match the general attire of the congregation, but should aim to wear a step above what most of them wear. Each staff member should follow these guidelines:

- Neat and presentable: Clothing should be clean, wrinkle-free, and in good condition.
- Avoid overly casual items: No gym wear, ripped jeans, shorts, graphic tees, or anything that could be distracting or cause conflict for congregants.
- Modest and appropriateness: Outfits should be modest and suitable for a worship setting.
- Style guidance: If your general weekly wear is jeans and t-shirts, on Sundays or special services, we ask that staff wear a step above the general attire.
- Del Sol Church merchandise: You may wear appropriately sized Del Sol Church clothing.
- Please avoid wearing: Shorts, general graphic t-shirts (especially shirts with logos or graphics that could be seen as offensive or controversial), and hats of any kind.

**Funeral and Wedding Attire.** Please keep in mind that we are helping host a family's special ceremony; we want to do our best to provide the best experience for them. To do that, here is what is appropriate during the event:

- Men: Dress slacks with a button-up shirt; suit and tie preferred. If you are leading the ceremony, a suit and tie is mandatory.
- Women: Modest dresses or skirts with blouses, or dress slacks with a blazer or blouse.
- Shorts, jeans, hats, or t-shirts should not be worn by any staff or hourly employee during these ceremonies. If you are working after the event, consider bringing a change of clothes with you or changing before and after the event.

Should there be a question about anything in these guidelines, your supervisor will decide what is appropriate or not & may make exceptions at their discretion. Failure to consistently follow these standards may result in corrective action, up to & including termination of employment.

## ***I. Confidentiality***

Staff members are expected to keep confidential matters confidential & not discuss them outside the office with anyone other than their spouse, or talk about them among other employees who are not part of the information loop. We want to do everything we can to help church members develop trust & the freedom to come to us for help without fear that personal needs will become public.

Anything related to a specific need or a personal problem that an employee or congregation member has shared with you should not be communicated without their knowledge & permission, except when asking a supervisor or mentor on staff for counsel. The fact that any person is meeting with a pastor or counselor is generally considered confidential.

Cases involving any kind of abuse or suspected abuse especially of children, youth, vulnerable adults, or spouse will be reported according to federal, state, and local laws. **There are no exceptions to this.** If

you have any questions regarding a reporting obligation, please speak to the Lead Pastor and/or your supervisor.

Confidential information includes, but is not limited to, the following:

- Member & Attendee Lists and/or Personal Data (phone numbers, addresses, etc.)
- Financial/Giving Information and/or Church Member Preferences
- Premature Communication of Possible Changes, Events, Plans, etc.
- Internal communications meant for staff only (emails, SharePoint posts, etc.)

Any breach of confidentiality will be treated seriously by your supervisor. Improper use or disclosure of confidential information may result in corrective action, up to & including termination of employment.

### ***J. No Gossip Tolerated***

It may be human nature for people to talk about each other, but that doesn't mean you have to put up with it. It is impossible to create a unified team when gossip happens because gossip pushes people apart instead of pulling them together and destroys trust.

Gossip is unfair to everyone involved. The gossipers must toil in a problem situation with no hope of resolution. For others who hear gossip, it undermines passion for their work, confidence in their leadership, and belief in your vision. It's also unfair to the one being gossiped about because they aren't given the opportunity to address a problem involving them.

That's why there is a no-gossip policy at Del Sol Church. Gossip is defined as discussing anything negative with someone who can't help solve the problem. **If you hear gossip – stop it & call it out as gossip.**

Negative stuff will happen. That's inevitable. The negatives may be about a person or a process. Either way, those issues need to be handed up to a leader. If you're mad at a team member, the Lead Pastor and/or your supervisor, talk to someone on the Lead Team about it. Complaining to your teammates is disloyalty & fosters a negative spirit that will bring unhealthiness to the organization.

If a team member is discovered gossiping, they will receive one warning. If the behavior continues, it will lead to corrective action, up to & including termination of employment.

### ***K. Social Media Standards***

Del Sol Church respects the right of any employee to maintain a blog or web page, or participate in a social networking platform. However, to protect church interests & ensure employees focus on their job duties, employees must adhere to the following standards:

1. All rules regarding confidential & proprietary business information apply in full to blogs, web pages and social networking platforms, such as Twitter, Facebook, LinkedIn or similar sites. Any information that cannot be disclosed through a conversation, a note, or an e-mail also cannot be disclosed in a blog, web page, or social networking site.
2. Whether an employee is posting something on their own blog, web page, or social networking site or on someone else's – if the employee mentions the church & also expresses either a political opinion or an opinion regarding the church's actions that could pose an actual or potential conflict of interest with the church, they must include a disclaimer stating that the opinion expressed is his/her personal opinion & not that of the church's.

3. Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, or social network. For example, posted material that is discriminatory, obscene, defamatory, libelous, or violent is forbidden. Church policies apply equally to employee social media usage. See page 27, Section C. Harassment Definition.
4. Del Sol Church encourages all employees to keep in mind the speed & way information posted on a blog, web page, and/or social networking site could be received & often misunderstood by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in discipline, up to & including termination of employment.

### ***L. Resolving Disagreements & Conflicts***

You are expected to be in harmony with the vision, mission, values, culture, and general operating philosophy of Del Sol Church. This does not mean that you must agree with all issues, but disagreement should be properly handled & addressed to the correct person.

All employees are expected to work with a positive, servant-like spirit of unity. Anyone who has or hears accusations, resentments, or charges against someone on staff must handle them according to biblical principles as outlined by Christ in **Matthew 18:15-17**: *“If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over. <sup>16</sup> But if they will not listen, take one or two others along, so that ‘every matter may be established by the testimony of two or three witnesses.’ <sup>17</sup> If they still refuse to listen, tell it to the church; and if they refuse to listen even to the church, treat them as you would a pagan or a tax collector.”*

We realize that from time-to-time conflicts will arise as we serve people & work together. Yet it is very important that no matter how frustrated we find ourselves with another person, we strive to respond with a humble, respectful, graceful, and servant-like spirit. If conflict situations arise & you are unable to resolve the situation personally, it is expected that you will follow the biblical principles in Matthew 18 of discussing concerns honestly & directly, trying to resolve any differences personally & privately.

However, if this does not resolve the problem, you should follow the guidelines in Section X. Grievance & Harassment of this handbook (page 27), and discuss the matter with only the following progression of people, and only until it is fully resolved:

1. Your Immediate Supervisor
2. Church Development Director
3. Lead Pastor
4. The Church Council (one member or the whole group, at their discretion)

### ***M. Alcohol & Smoking, Drug Testing***

This policy applies to all employees & other individuals who perform work for the church. The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances or drug paraphernalia by an individual anywhere on church premises, while on church business (whether or not on church premises) or while representing the church, is strictly prohibited. Federal law and/or Texas law will govern all definitions the above.

Employees & other individuals who work for the church also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, which may impact their ability to perform his or her job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions & the licensed medical practitioner authorized the employee or individual to report to work. However, this does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test, to the extent an employee is subject to any drug testing requirement, to the extent permitted by & in accordance with applicable law.

**The use of alcohol is a specific area where we ask team members to use a high degree of discretion & be willing to significantly limit their personal freedoms for the sake of others.** While the Bible does not prohibit the use of alcohol, the reality is that abuse of alcohol is a significant problem which impacts many people – including many that we want to help get to know & follow Jesus.

Additionally, the use of any substance (even if legal) which has the potential to be intoxicating can be a stumbling block to others. Since the Bible also directs us to use wisdom in exercising the freedoms we have in Christ, **church staff should exercise wisdom with the use of alcohol in these ways:**

- Limit the consumption of alcohol in public, being mindful that in most situations and circumstances the wisest choice may be to abstain from public alcohol consumption.
- Abstain from alcohol during any church functions, ministry-related events, employee lunches or meetings, small group meetings either on campus or in a home, or any activity or situation that could be seen as church-related (even during “off-hours”).
- Avoid drunkenness or the excessive use of alcohol. Listen to the concerns of those around you & seek help if needed before damage is caused to you and those you influence. We will support you if you need help in this area.

**All employees of this church are prohibited from using any drugs or including e-cigarettes.** This policy applies at all times, including during working hours, church events, and activities.

Violation of this policy will result in disciplinary action, up to and including termination. The church maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. However, employees may not request accommodation to avoid discipline for a policy violation.

We encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs or jeopardizes the health & safety of any church employee, including themselves.

Above all, *“Don’t be concerned for your own good, but for the good of others”* (1 Corinthians 10:24 NLT) & follow Paul’s example: *“I, too, try to please everyone in everything I do. I don’t just do what is best for me; I do what is best for others so that many may be saved”* (1 Corinthians 10:33 NLT).

The Church Council asks all team members to support these expectations & use wisdom in all personal conduct. Again, we recognize that none of us are perfect & we are all on our own journeys of life change – so our desire is to walk alongside each other, help each other to overcome strongholds, and set the example in the church as we seek fully to know & follow Jesus.

## ***N. Physical Keys, Keycards, and Alarm Status***

### **Physical**

### **Keys**

Staff and hourly employees may receive physical keys based on their work area. These keys may open multiple doors but not all doors. If you need access to a location, first ask the staff member responsible for that area. If they are unavailable, contact the Church administrator. Temporary keys for other campuses must be returned after use. Keys should never be copied, lent to anyone—including family members or congregants—or left in public places. Treat your keys like your home keys, keep them secure. If you lose your keys, notify the Facility Manager immediately.

### **Keycards**

Keycards may include NFC fobs, phone or watch access, facial identification, or NFC cards. Keycards may not work on all doors or campuses. If you need access, request it from the IT department at least 48 business hours in advance (Monday–Thursday). You may need to visit IT to register your card. Cards may stop working on certain doors for security reasons, especially in children’s areas. Keycards should never be copied, lent, or left in public places. If you lose your card, contact the IT Director immediately so it can be deactivated and replaced. Volunteers or special cases can receive limited-access cards; ministry leaders should coordinate with IT for that.

### **Alarm**

### **Codes**

Alarm status refers to whether the system is armed or disarmed. Each campus has its own code. If you need the code, ask your supervisor. If you accidentally trigger an alarm, contact the Facility Manager immediately.



## V. DEFINITION OF TERMS

The following definitions are used in the Del Sol Church Personnel Policies & Benefits Procedures Manual.

|                         |                                                                                                                                                                                                                |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>DSC</b>              | Del Sol Church                                                                                                                                                                                                 |
| <b>Lead Staff</b>       | All ministerial staff other than the Lead Pastor.                                                                                                                                                              |
| <b>Salary Staff</b>     | A staff member who is paid salary and not hourly wages.                                                                                                                                                        |
| <b>Support Staff</b>    | Non-ministerial church employees, excluding Lead Staff. Paid salary wages.                                                                                                                                     |
| <b>Staff Member</b>     | Any support staff, lead staff member or general staff position. Paid Salary wages.                                                                                                                             |
| <b>Part-Time Staff</b>  | An employee who usually works less than 25 hours per week. Paid Salary wages.                                                                                                                                  |
| <b>Full-Time Staff</b>  | An employee who usually works less than 40 hours per week. Paid Salary wages.                                                                                                                                  |
| <b>Hourly Employee</b>  | An employee who is paid hourly wages and not a salary.                                                                                                                                                         |
| <b>Remote Employee</b>  | An employee whose work is all or mostly done outside the church campus, usually works part-time.                                                                                                               |
| <b>Immediate Family</b> | Spouse, son, daughter, mother, father, stepmother, stepfather, mother-in-law, father-in-law, son-in-law, sister-in-law, daughter-in-law, sister, brother, grandparent, or any relative residing with employee. |
| <b>Compensation</b>     | Total amount designated as salary, benefits, and ministry expenses.                                                                                                                                            |

## **VI. HIRING OF STAFF**

### ***A. Lead Pastor Search Committee (not a standing committee)***

The Lead Pastor shall be chosen & called by the church upon recommendation of the Pastor Search Committee. The recommendation of the Pastor Search Committee will follow guidelines set forth by the church bylaws in its search & recommendation process.

### ***B. Personnel Committee***

The Personnel Committee is responsible to the church body to:

1. Assist Lead Pastor in the annual performance evaluation of Lead Staff, as requested.
2. Assist Lead Staff in the annual performance evaluation of Support Staff, as requested.
3. Recommend changes in compensation for all church staff, including Lead Pastor, to the Finance Committee and/or Church Council as requested.
4. Assist in other matters related to personnel when requested.

### ***C. Probation Period***

All church staff and hourly employees, will be on an automatic probationary period of six months, starting with the first day of employment. At the completion of this trial period, the Lead Staff member supervising the new employee will conduct a formal evaluation of that employee & discuss the results of the evaluation with that employee. The immediate supervisor may recommend any one of the following:

1. Advance to regular employment, implying that the employee's work is satisfactory.
2. Continue the probationary period for an additional three months, after which a second evaluation will be conducted. This would indicate that the employee's work is marginal. Nine months will be the maximum period of probation. Employment will be terminated if the employee's work is still marginal at the end of the second period of probation.
3. Dismissal, which will be officially acted on by their supervisor, along with a pastor or member of the Personnel Team if the Supervisor deems necessary. Dismissal implies unsatisfactory work from the employee.

Any current employee may be placed on probation at any time during his or her tenure of work at DSC, at the discretion of the Lead Staff, if the employee's performance on the job is considered marginal or unsatisfactory. A probation period will be a minimum of 2 months and up to 6 months, to be determined by your supervisor.

#### ***D. Recommendations for Additional Staff***

All recommendations or requests for any additional staff positions must be submitted to the Lead Pastor with an accompanying justification for this new position. This information will then be considered by the Lead Pastor, Lead Staff, and Church Council if needed for their approval.

#### ***E. Classification of Employees***

DSC has two main classifications of employees: Staff and Hourly. Staff may be full-time or part-time. Each employee classification will be found in their job description.

Certain portions of the following policies do not pertain to temporary employees, such as vacations, sick leave & other benefits. However, if a temporary employee later becomes a regular employee, the services rendered during this period or temporary employment may be used in determining vacations & sick leave.

- **Regular staff:** staff employed on a year-round basis.
- **Full-time Staff:** staff working at least 40 hours per week on a regular basis.
- **Part-time Staff:** staff working less than 25 hours per week throughout the year on a regular basis. Part-time staff are not entitled to paid holidays, vacations, sick leave or other benefits as specified later on pages 20-23.
- **Temporary staff (full, part-time, or remote):** staff or interns employed for a seasonal period of time during the fiscal year (for standard work week). Temporary staff are not eligible for holiday, vacations, sick leave or other benefits.
- **Hourly Employee:** an employee who is paid hourly wages.
- **Childcare worker:** an employee who is paid hourly wages and works in our childcare ministry.

#### ***F. Orientation***

All new staff members will receive orientation from their immediate supervisor suitable to help them to carry out their job responsibilities. There may be additional resources provided to an onboarding staff member to assist in culture development and integration on staff.

#### ***G. Employee Service Date***

The employee service date is the date that he or she starts as a regular employee of DSC. This date is used for the calculation of vacation eligibility, participation in benefits, and pay increases that are tied into a formal salary plan.

## VII. ON THE JOB PROCEDURES & POLICIES

### ***A. Office Hours***

The normal office hours are from 9 am to 4 pm, Monday – Thursday, with one hour allowed for lunch. These hours can be done in-person at Del Sol Church East Campus or out-of-office. If working out-of-office, normal office hours still apply.

All full-time and part-time staff should make every effort to be at Del Sol Church East Campus in-person Monday and Tuesday, 10am - 2pm with a one-hour lunch in that time block. For full-time & part-time staff Sunday is considered a normal working day and therefore they will be allowed one day per week off plus Saturday, provided their work schedule allows for it. Certain staff positions may be exempt from this is decided only by the Lead Pastor.

**Your regular work schedule, whether in the office or at home, needs to be approved by your supervisor. Office hours must be communicated to the Church Administrator.** Should your schedule change, be sure to communicate your daily or weekly office hours on Microsoft Teams so that the staff knows when and where to reach you.

### ***B. Payroll Information***

Payroll period. All employees will generally be paid by direct deposit twice semi-monthly on the 15<sup>th</sup> & 30<sup>th</sup> day of each month, except for hourly workers who may still receive paychecks. If these dates fall on a weekend or holiday, employees shall be paid on the Friday nearest those dates.

- Computation of time. All time spent on the job, including business travel time, should be included in the computation of time.
- Base pay. Base pay will be computed on a 40-hour work week. Time & a half will be paid for time more than 40 hours for employees working on an hourly basis.

### ***C. Overtime or Compensatory Time.***

- Hourly employees will be paid time & a half their regular rate of pay for all hours worked over 40 hours per work week in compliance with the Fair Labor Standard Act.
- Permission to work overtime for pay must be approved by the employee's direct supervisor. These approvals will be secured prior to working overtime.

### ***D. Payroll Deductions***

#### **1. Support Staff**

- Federal Income Taxes. These are withheld as required by law. A statement of earnings & deductions, to be used in filing Federal Income Tax Returns, will be sent to each employee by January 31 of each year.

- Federal Social Security tax (percentage set by law) is deductible to provide governmental disability, retirement, Medicare & Medicaid benefits.
- Voluntary deductions may be made for each employee according to their individual desires regarding retirement plan participation.

## 2. Lead Staff

- Lead staff are considered self-employed if ordained. Thus, no payroll deductions are made unless the employee requests a voluntary reduction as per above.

### ***E. Personnel Records***

A confidential Employee File is kept for the duration of their employment, and for 5-7 years after leaving employment, then it will be destroyed. This file is the property of the church & shall not be removed from the church office premises. The file will contain salary information & other pertinent bookkeeping data. Each employee shall complete a Form I-9 & W-4 for their file, and will report any changes in:

- Address
- Telephone Number
- Person to notify in case of accident or illness
- Name change
- Marital status change
- Number of dependents
- Insurance beneficiary
- Military status

#### **Supervisors should keep confidential files only on SharePoint within the Human Resources section.**

The file will also be kept during employment, and for 5-7 years after employment ends. Supervisors will make sure this information is given to their successor should they leave employment. This file will include evaluation reports, recommendations, improvement plans, reprimands, and any other information necessary. An employee has the right to review information in their file under the direction of their supervisor. The information contained in this file may be available to the Pastors, Lead Staff, Church Council, and Personnel Committee as needed.

### ***F. Employee Expenses***

DSC reimburses employees for expenses normally incurred in the performance of church business. Employees must exercise good judgment, frugality, and prudence in the use of their expense account privilege.

1. Reimbursement requests are to be compiled & submitted promptly after the expenses are incurred, no later than 2 weeks after. Expenses must be approved by the employee's supervisor.

2. Mileage for travel to other campuses for non-regular meetings or events may be reimbursed if instructed by your supervisor after approval by the Lead Pastor. Reimbursement is dependent on the need and the event, and will be done at IRS rate.
3. All business travel by the Lead Staff will require the prior approval of the Lead Pastor.

DSC will reimburse employees for all:

- Hotel or motel bills.
- Tipping when required.
- Business meals. Employees should exercise good judgment as far as prices of meals & tipping are concerned. Breakfast is paid for only if you stay overnight away from your home. Breakfast & lunch expenses will be covered at \$20 per meal. Dinner is paid for only if you are required to stay overnight or be away from your home at dinnertime on DSC business. For dinner, \$25 is allotted.
- Transportation, including airlines, train, buses, taxis, etc., shall be coach or economy class.
- Parking.
- Postage & shipping.
- Mileage. At the IRS rate is applied if you are using a personal vehicle only, it does not apply to borrowed or rented vehicles.
- Other reasonable expenses incurred in the conduct of DSC business.

Employees will be required to complete a travel expense record, with one copy to be kept in the employee's personnel file. To begin the request process, please fill out the *Del Sol Church Reimbursement Form* & turn it in to the Finance Administrator.

### ***G. Illnesses & Injury on the Job***

1. If an employee feels ill while at work & wishes to go home, he or she should report to one of the Lead Staff or their immediate supervisor. It is best to stay home when feeling ill or go home quickly when feeling ill on the job.
2. If an employee is injured on the job, the Lead Staff or immediate supervisor should be notified. The injury should be evaluated & appropriate steps be taken to ensure the safety of the individual. This procedure should safeguard the individual & make sure competent medical help is available if necessary.
3. If an employee is injured on the job, said injury must be reported immediately. An injury report form must be completed, signed by the employee, and forwarded to his or her supervisor. A copy of the report should be kept in the employee's personnel file.

### ***H. Automotive Responsibility***

It will be the responsibility of the owner of any personal automobile used on church business to provide minimum bodily injury liability & property damage insurance as required by Texas state law: to determine

that his or her insurance covers use of this automobile for church business; to obey all state, county & city laws & ordinances pertaining to the use of this vehicle, and to assume full responsibility for all damage or loss of any kind including, but not limited to, collision damage, vandalism, wear, fire & elements, or theft of the automobile, its accessories, parts, or personal property in the automobile.

### ***I. Performance Appraisals***

The quality of each staff member's work & ability to deal effectively with church members & fellow staff will be reviewed following the 6-month probationary period, then twice a year evaluation thereafter. Performance appraisals such as this provide a means for both the immediate supervisor & employee to measure progress toward predetermined goals. These appraisals and evaluations will have a direct impact on raises for the following year, or bonuses in the current year.

They also allow the employee a formal opportunity to relay suggestions & grievances relative to their position, working conditions, and supervision. During the performance appraisal there should be honest & open interchange between the immediate supervisor & employee, with carefully written notes to be kept by the supervisor.

The Lead Pastor's performance will be evaluated by the Church Council.

### ***J. Salaries***

Wages & salaries within the church are determined by the employee's supervisor with subsequent approval of the Church Council. Annual adjustments will be submitted to & approved by the Finance Committee.

### ***K. Vacations & Holidays***

#### **1. Vacation**

In general, staff **should not** take vacation time in the week immediately before a major church event like Easter or Christmas Eve services, nor should they be absent on the Sunday before major church-wide events.

**All salaried staff** will receive 21 days Paid Time Off (PTO) per calendar year.

- Staff are responsible for informing and receiving permission from their supervisor two weeks in advanced for vacation that does not include a Sunday, 4 weeks in advance if the vacation includes a Sunday, then communicating with our office administrator as soon as possible to have it added to our staff Planning Center calendar.
- **Staff must communicate in the All Staff Teams channel one week before they are out.** The Teams message must include the leave start date and end date, who will cover major responsibilities while they are out on leave, and how to reach the person who is responsible for those duties.

Staff may be absent from their Sunday responsibilities no more than 2 consecutive Sundays per year. Conferences or other engagements related to their responsibilities are not considered vacation.

All staff must set an auto-reply on their Del Sol Church email before going on vacation. Your message should:

- State that you are on vacation and include the dates you will be unavailable.
- Provide the name and contact information of the person to reach for immediate assistance.

We also encourage you to:

- Turn off Microsoft Teams notifications.
- Set your Teams status to Offline.
- Add an auto-reply in Teams similar to your email response.

Please note: You may still receive email and Teams messages while you are away on days off. Work continues during your absence, and others may need to keep you informed for when you return.

While we strongly discourage doing so, it is your decision if you choose to check your email or Teams messages while on vacation or on a day off.

## 2. General provisions on the use of vacation allowance

- a. All Staff are eligible for vacation when 6 months of employment is completed or they exit the probationary period of their employment. Any employee who is separated from DSC before completing this 6-month probationary period (or longer in special circumstances) is not eligible for vacation pay.
- b. All vacation or planned time off must be requested in writing, through Microsoft Teams or Email, by the staff member at least one month in advance then approved by their supervisor before being put on a calendar. Lead Staff, whether full-time or part-time, must arrange their vacations in such a way as to minimize the number of Sundays away from the church & the impact on other staff or programs. This must be carefully coordinated with their supervisor. We strongly recommend not booking a vacation until after you receive approval in writing for the time off.
- c. If a holiday falls within a vacation period, the employee is entitled to an added day of vacation.
- d. If a regularly scheduled payday falls during the vacation period, an employee may request the pay on the day they leave for vacation. The employee should request this pay at least one week in advance.
- e. Payment for any unused vacation will not be made to any staff member upon resignation or termination of employment.



### 3. General Provisions on the Use of Compensatory Time

Salaried staff can earn compensatory time at the rate of one hour for every one hour worked over 40 hours in a regular work week. Usually, compensatory time is to be used throughout the year by the employee & should not be treated as additional vacation. In any case, compensatory time may not be accumulated in excess of three working days & must be taken during the fiscal year in which it was earned. No cash payment will be made for compensatory time.

### 4. Holidays

Paid holidays which are granted each year include the following:

- New Year's Day - January 1
- Martin Luther King Jr. Day - Third Monday in January
- Presidents Day - Third Monday in February
- Good Friday (unless a special service is planned) - Changes based on Easter
- Memorial Day - Last Monday in May
- Juneteenth - June 19
- Independence Day - July 4
- Labor Day - First Monday in September
- Columbus Day / Indigenous Peoples Day - Second Monday in October
- Veterans Day - November 11
- Thanksgiving (Fourth Thursday in November) & the day following Thanksgiving
- Christmas Eve Day (unless a special service is planned) - December 24 & Christmas Day - December 25
- New Year's Eve – December 31

When a special service is planned on a holiday, staff will be given an added day off to be used within 2 weeks upon approval of their supervisor.

### ***L. Conferences & Conventions***

1. Full-time Lead Staff: Attendance at conferences & conventions for Lead Staff is encouraged but should be approved & budgeted for during the fiscal year the conference is held. A total not to exceed 12 working days annually, including two non-consecutive Sundays will be allowed. Conferences related to the staff member's responsibilities shall not be considered vacation.
2. Lead Staff retreats shall be paid for by the church & designated as work-related expenses.
3. The attendance of any conference by a Part-time Lead Staff or Support Staff member must be budgeted at the beginning of the fiscal year when the conference is held. The request to attend a conference or convention must be approved by a staff member's supervisor.

### ***M. Absences***

Occasionally circumstances beyond one's control may prevent them from reporting for work. Under the conditions outlined in this section, employees may be absent from work without loss of pay. **Employees**

**are expected to give as much advance notice of absence as possible.** Excessive tardiness or abuse of sick leave will not be tolerated & will be considered sufficient grounds for placing the employee on probation for a period of three months. In case of illness, injury or any other unexpected absences, employees are expected to contact their supervisor no later than 8 AM on the day they will be absent.

1.      Sickness

Leave with pay during actual illness or necessary dental & medical care is allowed for regular staff. Staff will begin to accrue on their starting date of employment, one sick day benefit per month of each year, which may not be used as additional vacation. Maximum sick leave credit may not exceed 24 working days unless otherwise approved by their supervisor. Sick leave may be taken from vacation time if the employee exceeds his or her accumulated leave. Sick leave is not paid out at the end of employment.

2.      Personal Days.

Full time staff will receive 4 personal days per year and part-time staff will receive 2 personal days per year. A personal day can be used at your discretion for life events not covered by sickness or vacation time such as moving, a child's first day of school, an unexpected family need, or mental health day. No reason is required to be given to a supervisor for a personal day; we trust your judgement when you need to take one.

3.      Enforced Absences

The Lead Pastor or Lead Staff shall grant time off with pay when evidence is submitted that the employee is required to:

- Accept jury duty.
- Register for military duty.
- Stay in quarantine due to communicable disease in family.
- Other authorized circumstances, such as inclement weather.

3.      Military Service

A salaried employee who is a member of the Reserve Corps or National Guard called to special duty or summer camp will be granted up to two weeks leave, with DSC making up the difference in pay. If an employee is drafted by the Selective Service System, they are guaranteed employment with DSC upon completion of the military obligation if a suitable position is available. Any seniority rights accrued during that period will be available upon resumption of employment.

4.      New Parent Leave

A minimum of 1 month of paid leave will be given when a staff member, hourly employee, or their spouse gives birth or adopts. Sick leave, vacations, compensatory time, and personal holidays may be added to give extended leave, but unused new parent leave cannot be added to other leave. Further, a leave of absence without pay may be granted for an extended time at the approval & discretion of the staff member's supervisor.

5. Death or Critical Illness in the Immediate Family

The Lead Pastor or Lead Staff may grant time off with pay in the event of death or critical illness in the immediate family. This period, typically, should not exceed 14 working days. However, if additional time is needed, the employee may take sick leave or vacation days in addition to the above time with the approval of their immediate supervisor.

In the case of prolonged critical illness, reasonable flexibility should be granted to the staff member & the staff member should make a reasonable effort to fulfill their responsibilities at work.

6. Leave of Absence

An employee may be granted a leave of absence without pay for a period of not more than 2 weeks by their immediate supervisor. An extended leave of absence may be granted subject to the approval of their supervisor & a representative from the Personnel Committee or Church Council if needed.

***N. Concurrent Employment & Side Businesses***

Employees agree not to engage in any form of employment or services, either paid or unpaid, with any other church without the prior written consent of both their supervisor & the Lead Pastor. Any breach of this agreement may result in disciplinary action, up to & including termination of employment.

If an employee wishes to work for another company or organization as paid or volunteer staff, or begin a side business, they must first discuss the matter with their immediate supervisor, Campus Pastor, Human Resources, and Lead Pastor. Second jobs for part-time staff are permissible only if they can continue to perform their normal church work requirements within the scheduled work week & it does not place an unreasonable burden on other staff, as determined by their supervisor. There may be good reasons not to accept another job, thus a problem can be avoided. Failure to seek approval first through the appropriate channels will result in disciplinary action & possible termination.

## VIII. EMPLOYEE BENEFITS

### ***A. Outside Engagements***

1. Outside engagements should mainly be limited to full-time Lead Staff members. Support staff can participate in these engagements with the approval of their supervisor.
2. Time off for outside engagements will include attendance at conferences, revival meetings, workshops, and the like whether as an attender, leader, or faculty member, and shall be limited to 14 working days per year.
3. Activities sponsored by Del Sol Church, El Paso Baptist Association, Texas Baptists, or the Southern Baptist Convention at which the staff member is serving as a sponsor of a group from Del Sol Church are not to be considered as outside engagements & as such are not included in this 14-day limitation.

### ***B. Housing Allowance***

1. A housing allowance shall be paid to members of the Lead Staff meeting the requirements set forth by the Internal Revenue Service (IRS) for such allowance.
2. Housing allowance shall include only those expenses considered allowable by the IRS.
3. The portion of compensation to be designated as housing allowance shall be determined by the staff member in alignment with the Finance Committee & Personnel Committee to provide maximum benefits to the staff member.

### ***C. Moving Expenses***

Moving expenses shall be paid only to Lead Staff members being called by the church to service on a full-time basis. Staff members incurring such expenses shall act as prudent individuals practicing economy, thrift, and good judgment.

The church will pay for the packing & moving of household goods as approved by the Finance Committee or Church Council. Packing & moving expenses shall be paid upon submission to the Finance Administrator of an appropriate invoice or transportation bill approved by the Finance Committee or Church Council.

Car expenses & relocation expenses shall be allowed as follows:

- Car expenses. For one car at the IRS allowed rate per mile from the city of previous residence to El Paso. Mileage shall be computed from an appropriate road atlas, print or online, based on the most direct route.

- Relocation expenses. New Lead Staff may be paid up to one month's salary in advance to cover relocation expenses such as moving extra vehicles, lodging, food, etc., in route as well when they arrive in El Paso.

#### ***D. Social Security (FICA)***

The church pays the employer's portion of FICA & the staff member pays the employee's portion of FICA.

#### ***E. Retirement***

The church will pay up to 10% of full-time Lead Staff member's salary into a Guidestone Retirement Plan, at their request. A minimum of \$1,200 per year will be paid by the church into a Guidestone plan for all full-time Lead Staff.

Staff members who leave the employment of the church for any reason do not forfeit the right to any contribution made to Guidestone or another retirement plan on their behalf. All funds deposited into their accounts remain in their account for distribution under the provisions specified by that plan.

#### ***F. Medical***

The church will pay sufficient salary to full-time Lead Staff to purchase basic health insurance coverage for themselves, their spouse, and minor family members living at home. The staff member will be responsible for maintaining continuous medical insurance coverage for them & their family as listed above for the entirety of their employment with DSC.

## IX. SEPARATION

Separation is any step taken which ends the working relationship between an employee & the church.

### ***A. Resignation***

Separation initiated by the employee. Part-time & Support Staff are expected to give at least 2 weeks of notice. Lead staff are expected to give at least one month of notice. All accrued salary will be paid to Lead Staff. No compensation will be allowed for accumulated sick leave, vacation, or compensatory time.

### ***B. Termination***

Separation initiated by DSC. This separation may result from any of the following as determined by their supervisor & must be well documented:

1. Failure to meet employment standards in this handbook or otherwise.
2. Inability to maintain proper working relationships or uphold staff culture.
3. Conduct which is not in the best interests of the church as a whole, health of the overall staff, or which violates Christian standards of living.
4. Excessive absence or tardiness.

Generally, the decision to terminate any full-time employee will be approved by the Church Council or Personnel Committee as recommended by his or her immediate supervisor. Employees terminated are not entitled to any benefits except accrued salary, nor are they entitled to file a grievance in respect to their termination. Because Texas is an at-will employment state no reason is required to be given for termination.

### ***C. Lay-Off***

Separation initiated by DSC because of reorganization of staff or lack of funds. An employee laid off is entitled to the same benefits as those stated under resignation. They will also be given one month of pay. When possible, an employee will be given a minimum of one month's notice ahead of time.

## X. GRIEVANCE & HARASSMENT

### ***A. Grievance Definition***

A grievance in the workplace is a formal complaint or concern raised by an employee or group of employees about an issue related to their employment. Here are some examples of grievances that may arise in a workplace:

- Harassment or discrimination: An employee may file a grievance if they believe they have been subjected to harassment or discrimination based on their race, gender, age, religion, disability, or other protected characteristics.
- Unfair treatment: Employees may file a grievance if they feel they have been treated unfairly, such as being unfairly passed over for a promotion or being disciplined without just cause.
- Health & safety: If employees feel that the workplace is unsafe or unhealthy, they may file a grievance to address these concerns.
- Working conditions: Employees may file a grievance if they believe their working conditions are unacceptable, such as excessive noise or temperature, inadequate lighting, or lack of equipment.
- Pay & benefits: If employees believe they are not being paid fairly or are not receiving appropriate benefits they may file a grievance to seek redress, along with evidence to support the grievance.
- Management practices: Employees may file a grievance if they believe that management practices are not fair or equitable, such as biased performance evaluations or favoritism.

These types of concerns must be addressed by DSC in a fair & timely manner to provide employees with a safe & respectful work environment. **A detailed written record of how it was handled will be kept by the employee's supervisor in their confidential Personal File.**

The purpose of the grievance procedure is to provide an orderly method of resolving a grievance arising during an individual's term of employment at DSC. The grievance will be heard following the steps outlined in Section C below. The individual presenting the grievance will not be suspended & will continue to work while the grievance is being heard.

All employees shall have equal right to request an impartial review of a grievance. An employee who feels they have been unfairly treated may request a grievance hearing to receive this impartial review of the circumstances without endangering his or her position with DSC.

Employees & supervisors will accept the terms of this review without further objections. An impartial review will be done according to the church bylaws.

## ***B. Grievance Procedures***

Any conflict or grievance within our staff is serious and must be handled within the spirit of conflict resolution laid out in Matthew 18. Therefore, each of the following steps should be addressed or significant progress made within 2 weeks.

- Step I      Discussion with Supervisor. Employee must inform his or her supervisor during discussion that the problem being discussed is a grievance that has occurred within the last 30 days.
  
- Step II      Employee should present facts in writing to their Campus Pastor, or the Church Development Director if the grievance involves their Campus Pastor. Then they will meet with Campus Pastor and/or Church Development Director if needed, to resolve the grievance. The Lead Pastor will be informed and may be involved depending on the situation. If the problem is still not resolved to the employee's satisfaction, proceed to Step III. If an employee's supervisor is also the Lead Pastor, steps I & II should be combined & presented to a member of the Church Council.
  
- Step III      Employee should present facts in writing to a member of the Personnel Committee or a member of the Church Council. The Supervisor will also document discussions with the employee & forward these to the Personnel Committee or Church Council member involved.

There will be a meeting between the employee, Supervisor and/or a Pastor to resolve the differences of opinion or grievance. Employee may request a member of the Personnel Committee or the Church Council be present at this meeting.

- Step IV      Should an employee feel a grievance has not been resolved after step III, then they will follow the stipulation of **Article VIII, Section 5 in the church bylaws** regarding Alternative Dispute Resolution. This is the final step for a grievance.

## ***C. Harassment Definition***

No harassment of any kind will be tolerated by the church. DSC strongly supports a policy that allows all employees to work in an environment free from unwelcome attention by supervisor(s), fellow employees, or volunteers. This policy includes not only sexual harassment, but also harassment relating to individual race, color, national origin, age or physical/mental disability.

Harassment in the workplace refers to any unwelcome behavior, verbal or physical, that creates an intimidating, hostile, or offensive work environment for an employee. Here are some examples of harassment in the workplace:

- Verbal harassment: This can include offensive comments, insults, jokes, or slurs related to an employee's race, gender, sexual orientation, religion, or other protected characteristics.
  
- Physical harassment: This can include unwanted gazes, touching, hugging, or other physical actions or contact that makes an employee feel uncomfortable or threatened, regardless of someone's intentions.



- Sexual harassment: This can include unwanted sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature or implied sexual nature.
- Bullying: This can include intimidating or aggressive behavior that creates a hostile work environment such as yelling, name-calling, fits of anger, or spreading rumors.
- Digital Harassment: This can include any or all the above when done by text message, email, social media, etc.

#### ***D. Harassment Procedures***

If an employee experiences harassment in the workplace, they should follow these steps for reporting & addressing the issue:

- Report the harassment to your supervisor. If you don't feel like you can do that, report it to the Lead Pastor or a Church Council member.
- Provide written details about the harassment including the time, location, and nature of the behavior.
- Cooperate with any investigation into the matter.
- Seek support from an employee assistance program or counseling service, if necessary, in accordance with the church bylaws.

**DSC is responsible for providing a safe & respectful work environment and to take prompt, appropriate action to address any harassment in the workplace.** This may involve disciplinary action, such as suspension or termination of the perpetrator, along with measures to prevent future incidents of harassment. **A detailed written record of how each situation was handled along with all those involved will be kept on file.**

## **XI. Exceptions to DSC Policies & Procedures**

No exceptions to the above policies & procedures will be made, except under unusual circumstances and only with the full approval of both the Lead Pastor & the Church Council.

## XII. Frequently Asked Questions

**These FAQ's are meant to help for quick reference but do not fully explain nor override anything in previous sections of this handbook.**

1. What are the office hours for the church? The office is open Monday-Thursday from 9am-4pm. For staff, your working office hours depend on your ministry. Generally, Monday and Tuesday in the office are mandatory 10am-2pm with a 1-hour lunch break. Wednesday and Thursday can be flexible. Check with your Supervisor.
2. Who do I contact if I need access to a locked room or area? Contact your supervisor or our Facility Manager for assistance. Most staff have a key to access most rooms; you could always ask around.
3. How do I request a key or keycard for my work area? Physical keys are provided as needed by request from our Church Administrator. Contact our IT department for a keycard.
4. What should I do if I lose my physical key or keycard? Report it immediately! If it has been more than 24 hours and you cannot find them, let our Church Administrator know, call our Facility Manager, or contact IT.
5. How do I schedule a room, childcare, or technology to use for an event? Contact our Church Administrator. When you do schedule an event, please have an exact layout of your room including how many chairs, tables, and technology equipment needed. You should schedule this 4 weeks before your event to ensure proper setup can happen. If you need a Sound or Media person at the event, please reach out to their department to make a request. If you need childcare, coordinate with the campus kids Minister.
6. Who handles IT issues like computer problems, Microsoft Teams and Microsoft product access, Planning (Church) Center access, or email access? Contact our IT department. They can get you access and fix any issues you may have. Some issues are not something we can fix on our end; they may be Microsoft or Church Center server issues.
7. What is the process for requesting maintenance or repairs in the building? Contact our Facility Manager. If you are requesting a remodel or structural change to any part of the building, get with your supervisor and the Lead Pastor before asking our Facility Manager.
8. How do I submit a purchase request or expense reimbursement? By the door of our Finance Department, you will find Check Request and Reimbursement forms. When you fill it out, please be clear with all information and include the original or copy of the itemized receipt. Include which budget line item you are using. All requests need a supervisor's signature.
9. Who do I talk about volunteer coordination or background checks? Contact our Small Group and Volunteer Coordinator for more information. Depending on your ministry and ministry leader, the ministry leader can request a background check. All staff will complete regular background checks

10. What is the procedure for setting up audio/visual equipment for services or events? It depends on the campus and which room you are using. Contact campus worship leader for more information.
11. How do I report a security concern or suspicious activity? Call our Facility Manager immediately. Also, please make other staff aware of the activity through our Teams channel or text depending on the severity. If it is an emergency, call 911 immediately.
12. What is the policy for using church vehicles or requesting transportation? We do not have vehicles for general use by staff. When you have an event that requires a vehicle, get approval from your supervisor to rent a vehicle.
13. Who manages the church calendar and event scheduling? Our Church Administrator.
14. How do I update payroll details or ask questions regarding payroll? Talk to our Finance Department.
15. What should I do if I accidentally trigger the building alarm or have a maintenance emergency after hours? Call our Facility Manager immediately.
16. How do I request access to the Staff Wi-Fi, Church Center, Microsoft, or other login credentials? Contact our IT department.
17. Who do I contact for building keys when hosting an off-site event? Contact our Church Administrator or Facility Manager for access.
18. How do I request additional office supplies or equipment? Contact our Church Administrator.
19. What is the procedure for reporting a lost or stolen item on campus? It depends on the item. Let your supervisor know immediately and they will recommend the next best step.
20. What is the policy for working from home or flexible hours? It depends on your ministry. Most staff have mandatory Monday-Tuesday 10a-2pm and flexible hours Wednesday-Thursday.
21. What is the process for scheduling funerals and weddings? Staff do not schedule those. Families need to contact our church office and begin the process there.
22. Who do I contact for marketing or social media support for my ministry? Contact our Media Department and they can help you understand the process.
23. How do I request printed materials like bulletins or flyers? Generally, we provide access to our church Canva. All graphics for Sunday and your ministry have to be approved for use after you create them. They must follow our branding guidelines.
24. What is the policy for using personal devices for church work? That is up to you. We do not have a policy that restricts or encourages it. If you need a computer for your ministry, contact your supervisor and talk about it. We do not ask that you put Microsoft Teams on personal devices, so it is up to you how much or little you want to stay connected.

25. What ongoing education or training opportunities are available for staff, and how do I access them? We support your desire for ongoing education and training. We partner with Texas Baptists (BGCT) and they have many opportunities to support ongoing ministry support, certificates, and future degrees. Other platforms, programs, and conferences may be considered. Talk to your supervisor to let them know where you want to grow.

### XIII. ACKNOWLEDGEMENT FORM

This handbook will apply to any & all employees on payroll including Lead Staff, Support Staff, and hourly workers like custodians & childcare workers. **No employment may begin until this form is signed.**

Upon completion of your review of this handbook, please sign the statement below & return it to your supervisor. A copy of this acknowledgement will be kept in your employee file.

I have read & am now familiar with all the provisions of these policies & procedures. I understand that the Lead Pastor or my direct supervisor is available to answer any questions concerning these policies. I also understand that this handbook does not constitute an employment contract. It is presented as a matter of information only & its contents should not be interpreted as a contract, either expressed or implied, between Del Sol Church & any of its employees.

I agree by signing below to abide by all guidelines & procedures contained in this employee handbook. I understand that the policies in this handbook may be added to, deleted, or changed by Del Sol Church at any time, without reasonable effort made to inform employees.

This handbook replaces all previous handbooks, & other oral or written statements of employment policy & practice. Furthermore, I understand that nothing in this handbook changes or is intended to change the basic premise that employment with Del Sol Church is “at will;” meaning that it can be terminated, with or without cause or notice, at any time at either my option or the option of Del Sol Church.

By my signature below I acknowledge, understand, accept, and agree to comply with the information contained in the Del Sol Church Employee Handbook.

\_\_\_\_\_ (Printed Name)      \_\_\_\_\_ (Date)

\_\_\_\_\_ (Signature)