

# White Rock Community Church Policy & Procedure Manual

## White Rock Friends Executive Board Policies & Procedures

Date Written: April 1, 2003  
Date Revised: April 21, 2003

Approvals:

\_\_\_\_\_  
Chair, Board of Deacons

\_\_\_\_\_  
Pastor

\_\_\_\_\_  
Church Administrator

### I. Purpose

To establish guidelines for the White Rock Friends Executive Board at White Rock Community Church (WRCC).

### II. Authority and Responsibility

This policy is established and approved by the Board of Deacons. It is the responsibility of the White Rock Friends Executive Board to ensure compliance with this policy.

### III. Policy

The WRCC Constitution and the WRCC By-Laws act as the primary policy and operating guidelines for WRCC.

The following policy statements apply to the White Rock Friends (WRF) Executive Board at WRCC.

- A. Membership in the WRF Executive Board shall be for a term of one (1) year, as provided in the WRCC Constitution (See WRCC Constitution, Article VII – “Elections”) and WRCC By-Laws (See WRCC By-Laws, Article V – “Election of Church Officers”). Said term shall begin on October 1<sup>st</sup> and shall run until September 30<sup>th</sup> of the following year. The first order of business for a duly constituted committee shall be to elect a chairperson and a secretary.
- B. The WRF Executive Board shall consist of an elected Chairperson, Vice-Chairperson, WRF Manager, and Secretary. If the WRF Manager is a WRCC member, then they shall act as an ex-officio member of the WRF Executive Board. If the WRF Manager is not a WRCC member, then they shall be a non-voting member of the WRF Executive Board. The WRCC Treasurer serves as treasurer of the WRF Executive Board. A minimum of 5 at-large voting members are elected each year from the WRCC membership. WRF volunteers who are not WRCC members are encouraged to become non-voting member of the WRF Executive Board. The Pastor or the Pastor’s designee(s) acts as an ex-officio member.
- C. The mission of WRF is to provide persons living with HIV/AIDS personal hygiene and household cleaning items, clothes, and a weekly congregate meal in a caring and supportive environment.

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## D. Responsibilities:

The WRF Executive Board or its designee(s) shall:

1. Represent WRCC in a Christian manner to clients and the general public.
2. Prepare an annual budget and oversee, direct, and administer the spending of WRF funds, as approved by the WRCC congregation.
3. Administer the Meals Program, the Clothes Closet, and the General Store.
4. Recruit, schedule, and train WRF volunteers for work in the Meals Program, the Clothes Closet, and the General Store. Volunteers must be 18 years of age or older, or must be accompanied by a legal parent or guardian. Volunteers must review the Operating Procedures with an experienced WRF volunteer before beginning participation.
5. Develop, edit, and provide public relations and advertising materials for the WRF program, collaboratively with the WRCC Communications Committee.
6. Exercise due diligence in the proper acceptance and use of private donations.
7. Organize and implement annual fund raising activities, collaboratively with the WRCC Special Services Committee and other relevant committees.
8. Create and maintain acceptable operational procedures that include information on:
  - a) Client Eligibility/Client Services procedures
  - b) Intake procedures
  - c) Information release and application process
  - d) Grievance and complaint procedures
  - e) Drug-free workplace
  - f) Non-discrimination practices
  - g) Client rights/Confidentiality requirements
  - h) Volunteer information
  - i) Emergency procedures
  - j) Kitchen procedures
  - k) Clothes Closet procedures
  - l) General Store procedures
  - m) Office operations
  - n) Inventory and auditing
9. Submit to the Finance Committee an annual budget request by the budget deadline date each year with detailed, itemized requirements.
10. Submit a quarterly report to the Church Clerk for review by the Board of Deacons. Each report is due on the 15<sup>th</sup> day of the month following the end of the quarter (i.e., Apr. 15<sup>th</sup>, Jul. 15<sup>th</sup>, Oct. 15<sup>th</sup> & Dec. 15<sup>th</sup>). This report will include copies of all meeting minutes, financial statements, attendance records and documentation of activities.

## IV. OPERATING PROCEDURES

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## A. CLIENT SERVICES PROCEDURES:

1. Clients must be registered with WRF in order to obtain WRF services. WRF accepts as a client any person who provides a valid Letter of Diagnosis of HIV, a valid picture ID, and personal income documentation.
2. Clients are eligible for monthly shopping visits to the General Store and the Clothes Closet. The Meals Program is available each Saturday to all clients.
3. Clients who are unable to shop for themselves may designate another person to shop for them. A letter designating a shopper must be kept on file and resubmitted annually.
4. The WRF Executive Board administers proper client intake and service procedures.

## B. PURCHASING PROCEDURES:

### 1. Office Operations

- a) Any purchases exceeding three hundred dollars (\$300) requires WRF Executive Board approval, in accordance with WRCC purchasing guidelines.
- b) Office supply purchases under \$300 are made by the WRF Manager only, and must not exceed the annual WRCC budgeted amount.
- c) Completed office purchases under \$300 are reviewed at each monthly WRF Executive Board meeting.
- d) WRF public relations and advertising materials must be approved by the WRF Executive Board and reviewed by the WRCC Communications Committee Before printing and distributing costs are accrued.

### 2. Meals Program

- a) Annually, as a part of the budgeting process, the WRF Executive Board sets a standard weekly cap on expenditures for meals, with provisions made for additional needs for holiday meals.
- b) The WRF Executive Board names a designee and two alternates as food shoppers for WRF. These persons contact the WRCC Church Administrator for access to the WRCC credit cards or cash purchase procedures.
- c) Weekly head cooks may purchase their own food and request reimbursement with receipts not to exceed the weekly cap.
- d) Purchases and receipts for food are reviewed by the WRCC Treasurer to ensure compliance.
- e) Completed meal program purchases are reviewed at each monthly WRF Executive Board meeting.

### 3. General Store

- a) Annually, as a part of the budgeting process, the WRF Executive Board sets an average monthly rate on expenditures for General Store stock.
- b) The monthly General Store order is included in the General Store Report as an Executive Board agenda approval item, prior to placing the order.
- c) Upon approval of the WRF Executive Board, the WRF Executive Board Chairperson and Secretary prepare the approval form for the WRCC Finance Committee.
- d) Upon presentation of an approved order to the Finance Committee, the monthly order is processed by the WRF Manager.

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- e) The prior month's receipt for delivery is reviewed by the WRF Executive Board at each monthly meeting, as a part of the General Store Report.
- f) Emergency purchases may not exceed \$300 per month and must be initiated by the WRF Manager for reimbursement. Only WRF Executive Board members may make an emergency purchase for reimbursement.

## 4. Clothes Closet

- a) The WRF Executive Board periodically reviews record keeping procedures, operating procedures, documentation of donations, and service limits for clients.
- b) The WRF Executive Board appoints an annual Clothes Closet manager.

## 4. INVENTORY AND AUDITING PROCEDURES

- 1. A periodic inventory report of General Store stock is presented for WRF Executive board review. This report is prepared by volunteers in collaboration with a minimum of two Executive Board members.
- 2. Copies of receipts for all purchases are kept by the WRF Manager, as well as the WRCC Treasurer, for auditing purposes.
- 3. An additional copy of WRF Executive Board meeting minutes are kept on file with WRCC for documentation that all purchases have been in compliance with WRCC purchasing guidelines.
- 4. The client shopping list is reviewed periodically for quality and quantity issues. Revisions to the shopping list must be approved by the WRF Executive Board.
- 5. Preferred vendors are reviewed periodically for price comparisons and quality of merchandise and service. Vendor changes or additions must be approved by the WRF Executive Board.