

University Presbyterian Church

Volunteer Handbook



**University Presbyterian Church · 2562 Rouse Road · Orlando, FL 32817
www.upc-orlando.com · Voice: 407-384-3300 · Fax: 407-823-8530**

REVISED – August 2018

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University Presbyterian Church Handbook

Thank you for volunteering your time and abilities for the ministries at University Presbyterian Church. The purpose of this handbook is to guide you through the policies and procedures with which you need to be familiar in order to smoothly and effectively complete your project.

Throughout this document, you will be referred to contacts for different areas. A complete list of these contacts with their areas of responsibility and contact information can be found in Appendix 1.

Signing Contracts

As you are planning events or working in your ministry area, please keep in mind that no one other than designated church officers (as assigned by the Session) can sign a contract that obligates the church financially. This includes, but is not limited to, contracts for hotel rooms, performers or speakers, or any outside professional services. If you are presented with a contract, please call Tanya Turner in the office (407-384-3300, ext. 102), and she can help you get in touch with the appropriate officer. Tanya can also answer any questions you have regarding this policy.

Facility Use

When planning an event, the first step is to contact our Event Coordinator, Lisa Stephens, for an Event Request Form. Events must be schedule 60 days in advance, and must be directly related to UPC ministries. The following information will help you plan through your event.

Event Request Form/Booking the Date

All activities held at the church, whether a small committee meeting or larger event, must be scheduled in advance on the church calendar in order to avoid conflicts. Large events must be scheduled at least 60 days in advance for approval. The first step is completing the UPC Event Request Form. Contact: Lisa Stephens, Event Coordinator.

It is strongly recommended that you contact Lisa BEFORE publicizing your date or advertising your event in any way, to avoid having to re-communicate should the date you've chosen be unavailable or your event not is approved. The event request form will ask you for the following information:

- Date and time you are requesting, along with a second choice
- Sponsoring ministry and contact name
- Approximate number of people you expect
- Location of your event (i.e. commons, annex, etc)
- Sound and other room setup needs (i.e. mics, tables, video, etc)
- Food/Kitchen needs
- Childcare (must be coordinated through our Children's Ministry)

Note: If for any reason you need to cancel this date, please let Lisa know as soon as possible so your room will be available to someone else.

Building Access

Keys/Key Fobs

If your event is scheduled during non-business hours and no one on your team already has access, then you will need to submit a UPC Key Registration Form during your event approval process. Please consider the timing of any set-up, decorating, or rehearsal time as well, when determining your need. A person on your team should be designated to obtain the key/fob and to be responsible for opening and locking the building. Access is issued for the Education Building to the specific individual that completes the form and provides a five-dollar cash deposit that will be refunded when the key/fob is returned. At that time, you will also be given the appropriate access code for the alarm. The alarm code information and the key/fob cannot be given to other members of the team. Only the person on file should have access and the alarm information. The key/fob should be returned within a week following your event. Please call ahead to schedule a time with Lisa or Tanya to pick up and drop off your key/fob.

Lock-up Procedures

Someone on your team should be specifically assigned the task of making sure the building is secure when your event is over. ALL exterior doors should be checked before arming the system. All doors must also be closed before the system will accept the code. Please refer to Appendix 4 for the appropriate overnight lighting for your building (Worship Center, Education Building, or Annex).

A word about the Worship Center -

The only door that works with the key is the far-right hand door on the north side of the building. Once you have access to the building, you can use the Allen wrench that is in the fire extinguisher cabinet to pop in the panic bar on the other doors...this will keep them unlocked for your event. You must then remember to pop the bar back out with the Allen wrench before locking up after your event. (NOTE: In an emergency, the key will also open the door just to the left of the far-right door, but the alarm will sound immediately if this door is entered first or, if after setting the alarm, you exit through this door. The locks on the other doors have been disabled.)

Sound/Video Needs

Only trained personnel may access/operate the audio/video equipment (including computers) in either the Worship Center or Education Building. Based on the needs stated in your Event Request Form, Lisa will coordinate the use of this equipment. If your event is on-going and you have a regular need for audio/video, it is possible to have a volunteer trained and approved to use our system in a limited capacity.

Kitchen Use

The kitchen at UPC is considered a “catering kitchen” only. There is no commercial oven or stovetop. If your event involves food, please discuss this with Lisa at the time you book your date. Below is a partial list of the non-consumable supplies we have in the kitchen:

- Serving Utensils
- Punch Bowl
- Serving Trays
- Bunn Coffeemaker
- Large-Capacity Coffeemakers
- Table cloths – Both black and white – must be taken home and laundered before return
- Pitchers

All consumable products (food items as well as paper products) must be supplied by the budget for your event. **Please do not leave leftovers in the kitchen.**

Set Up and Clean up

Room Set Up

All room set up and tear down must be handled by your team. After your event, your room must be returned to its standard set up. Please refer to Appendix 2 for details for your room(s).

Air Conditioning & Lighting

Please help us keep down costs by returning the air conditioning to the settings as described in Appendix 4.

Clean Up

After your event, all trash, extra papers, etc. should be removed. We only have trash cans emptied twice a week in the Ed. Bldg., so please do not leave food trash in the classrooms or diapers in any inside receptacle. Please bag up your food trash and place it in a kitchen receptacle if it is a small amount. If, however, the trash from your event includes diapers or fills one or more garbage bags, please have someone on your team take the garbage to the trash dumpster at the back of the property. (This small step will help us greatly in our battle against Florida’s huge ant population!)

Clean Up From Larger Events

If your event is major, involving the Worship Center or several rooms of the Education Building, it may be more appropriate to hire our outside cleaning service to provide an “extra” clean following your event. This cost is generally around \$100 to \$150 and would be charged to your event’s budget. If your event happens to coincide with our normal cleaning dates, then this may not be necessary. If your event is in this category, please discuss cleaning with Lisa when you fill out your Event Request Form.

Childcare

Childcare is addressed in this section because of its direct impact on the facility use. Childcare is closely monitored at UPC and is available only in specifically approved situations.

Arranging for Childcare for Your Event

Please review the Childcare Checklist in Appendix 3. In order to provide childcare for your event, you must have prior approval. You will need to reserve these rooms at the time you are booking your event. All workers have gone through a background check and Childcare training prior to the event. This requires planning ahead. Lisa will need the ages of children to determine which rooms should be used during your event. Workers will be arranged with Lisa through the event request process.

Playground

The UPC playground is locked for security and liability reasons. If you want access to the playground during your event, you must request it in advance and be able to provide at least one supervisor for each section (two sections divided by fence), but a minimum of two supervisors even if only using one side. This is to comply with our two-person rule. The playground is available for children in fifth grade and below. Children must wear shoes at all times.

A note about the children's classrooms...

Unless you have specifically requested childcare facilities for your event, the children's classrooms are not open to you. Please do not bring your children to meetings expecting that they can play in these classrooms while you are here. The items in these rooms are specifically arranged by age. Children too young to be in a particular room may find items too small to be played with safely. Children too old or large, when left unsupervised, can damage "ride-on" items and other things meant for smaller children.

Also please note that snacks and supplies found in the classrooms and workroom are for Sunday School only. You must provide any snacks or craft supplies you wish to have available for your event.

Publicizing Your Event

Worship Guide Announcements

To use the church worship guide to publicize your event, please contact June Bowie in the church office. All announcements must be submitted to June no later than Wednesday at noon of any given week in order to appear the following Sunday. The announcement should be typed, contain 75 words or less, and should include date, time, cost (if any), deadlines for registration (if applicable), and a contact person. If you need volunteers for your event or some other kind of response from the congregation, you can have a "check box" on the tear-off sheet. This option is subject to available space and should be discussed with June when you are submitting the announcement. When you send this information to June, please indicate how long you would like to have this announcement run in the worship guide.

Depending upon how many announcements we have on a given week, we cannot guarantee that it will run for the amount of time requested, but we will do our best. All announcements are subject to final editing.

Worship Guide Inserts

Check the appropriate space in the Event Request Form if you want to use inserts in the Worship Guide to publicize your event. Inserts are subject to approval and space availability. If approved, inserts will be included for a maximum of 3 Sundays. June Bowie will format and design your insert based on the information provided in the Event Request Form.

Power Point or Media Shout Slide

On-screen announcements run on Sunday mornings before and after the service. Your worship guide announcement will not automatically show in this space unless you request it through June. All slides are subject to final editing.

Posters on Church Property

We have a limited number of poster locations spread across the property. You may request this form of publicity on the Event Request Form. Posters will be placed according to availability and balancing the needs of all ministries requesting this option.

Handling Money

Registrations

If your event requires registration, it is the responsibility of the team to maintain a record of individual participants and their payment status.

Manual registration on Sundays

All money collected should be placed in an envelope with the name of the ministry and the event on the outside. Before submitting the money to the office, the cash must be counted and the checks totaled with a note showing these totals and the counter's name on the inside of the envelope with the money. This is an important step to provide verification of funds. The envelope should then be given to June Bowie in the church office. For security purposes, please DO NOT put envelopes with cash in any of the staff mailboxes. If you leave cash in the office and it is taken, the church budget cannot replace your funds. Money envelopes should be handed to a staff member during the week, or given to the money counters on Sunday morning so they can drop it into the safe.

Churchteams Registrations

If you want people to register and pay for your event to be online, choose the "Churchteams Registrations & Payment" option on the Event Request Form. You will be given a Churchteams link specific to your event where you can check the progress on who has

registered and who has paid in order to manage your event. June will provide you further instruction should you choose this option.

Expenses

Before spending or obligating any money for your event, please be sure to check your budget and make every effort to adhere to this budget. **Please do not reimburse yourselves or your team directly out of money collected for your event or activity.** ALL funds collected must be turned into the office as outlined above. Checks for reimbursements or to pay invoices are handled as follows:

A word about our tax-exempt status...

In order to take advantage of our tax-exempt status, church funds must be used at the point of sale. That means that you cannot pay for items with your own money and use our exempt status, even if you are going to be reimbursed by the church. This is State of Florida sales tax law. If you are purchasing a large item for your ministry and want to avoid sales tax, contact Tanya Turner **in advance** to discuss the possibility of arranging an account at the location of your purchase, or to pre-arrange for a check that you can take with you on the day of your purchase.

Reimbursements

Any expenses incurred during the course of your event can be submitted for approval and reimbursement using the “Reimbursement Form” found in the Appendix, in Lisa’s office, or on the church website. Reimbursement forms must be filled out and signed by the individual who incurred the expense, not the team leader. The person incurring the expense will sign the form, and then the team leader must sign to approve the reimbursement. Be sure to indicate the ministry budget line from which this item will be paid. Once the form is filled out and signed, place it in Tanya Turner’s mailbox for processing. Please allow two weeks for processing.

Check Requests & Invoices

If you purchased items from companies who were willing to invoice the church, or if you need a check to give a vendor, you can request a check using a “Check Request” form found in the Appendix, in Lisa’s office, or on the church website. This form must be signed by the person making the request and then approved by the ministry team leader. Be sure to indicate the ministry budget line from which this item will be paid. The completed form should be turned in to Tanya. Please allow two weeks for processing.

Honorariums

If you are paying a speaker an honorarium, please note that this is considered income to the speaker; therefore, they must fill out a W-9 in order to receive payment. Please email Tanya at tturner@upc-orlando.com with contact information for your speaker so that she can send them the appropriate form. This must be done in advance. In order to trigger a check, please use the “Check Request” form found in the Appendix, in Lisa’s office, or on the church website. This form must be signed by the person making the request and then approved by the ministry team leader. Be sure to indicate the ministry budget line from which this item will be paid. The completed form should be turned in to Tanya. Please allow two weeks for processing.

Childcare Expenses

Payment to childcare workers should be coordinated through our Childcare Coordinator, Gaby Narvaez. Workers are employees of the church and must fill out time sheets.

Event Refunds

Should an individual cancel their reservation for your event (such as camp, a retreat, or bible study), creating a need to process a refund for their registration fee; please use a "Check Request" form. This form must be signed by the person making the request and then approved by the ministry team leader. The completed form should be turned in to Tanya. Please allow two weeks for processing.

General Promotion for Your Ministry Area

Ministry Spotlight

The specific purpose of a Ministry Spotlight is to highlight and call attention to your particular ministry. Spotlights should include general information about your ministry, what you've accomplished and what you have planned, along with some specific stories of interest. Spotlights are not meant to simply publicize particular events.

Spotlight Arrangements

To schedule a Ministry Spotlight, you need to complete a Ministry Spotlight Sunday Request Form. Spotlights must be scheduled at least 60 days in advance. Contact: June Bowie

Spotlight Content

Any spotlight content such as Video/DVD, PowerPoint, Slideshow, Drama, etc. must be specifically arranged through June in advance. The production of this content is the responsibility of each individual ministry, not the Worship & Arts Ministry. This content should be submitted/approved of no later than two (2) WEEKS prior to the Sunday it will be presented. We are unable to guarantee that any content turned in late will be presented during your spotlight.

The spotlight should be no more than a total of five (5) minutes in length. Testimonies, presentations, etc. should be somewhat scripted/rehearsed so they do not "run on" and go over time. All Ministry Spotlights must end with thanking the congregation for giving to UPC ministries, which allows this work to continue.

Working with the Church Office

The staff at University Presbyterian Church is committed to providing the best possible assistance to church members and volunteers as they work in partnership toward the mission of the church. By following the guidelines in this Handbook, you can help the office help you and your ministry.

Talk to Lisa for

- Church calendar
- Event requests and planning
- Facility maintenance and questions
- Church/office information
- Ministry questions
- Lost and found

Talk to June for

- Appointments with pastors or ministry questions
- Worship guide and announcement information
- Social Media and Graphics for promotion or information
- Website questions
- Contributions or other checks you have given to the church
- Turning in proceeds from your event, or checks given in payment for bible study books, etc.
- Questions/Updates to pledges, etc.
- Updating your information in the database
- Office and church equipment

Talk to Tanya for

- Questions regarding any business/legal/financial aspects of the church (in some cases she will refer you to the finance team, deacons, or session as is appropriate)
- Budget information or a report on your ministry area
- Check needs for your ministry
- Expense Reimbursements
- Payroll information if you are a paid worker
- Making stock gifts to the church
- Security Issues
- Computer and Server questions
- Facility – any questions regarding our property (other than planning events)

Important Note: Please do NOT leave checks or cash on any of our desks, in our desk drawers, or in any of our mailboxes. All checks or cash should be handed directly to a staff member for deposit into the safe.

Church Supplies

This section addresses consumable supplies.

Office Supplies

These items are available to your ministry on a limited basis:

- Stapler
- Tape
- Dry Erase Markers
- Paper clips
- Binder clips
- Rubber bands
- Pens/Pencils
- Highlighters
- Envelopes (various sizes)
- Post-it notes
- Scissors
- File Folders
- Colored Paper (if making copies, your ministry will be charged for the copy cost)

If you know that you will need a large amount of one of these items, please contact June or Lisa to make a purchase for you, which will be charged to your ministry area. Also, if you happen to use all of a particular item, please let us know so we can replenish.

Kitchen Supplies

We have coffee, dry creamers, sugar, and paper products available for small meetings or office business on a limited basis. However, the kitchen budget does not purchase food items for general use. If you personally did not put an item in the refrigerator such as ice, drinks, etc. then it belongs to someone else – either the office staff personally or for a specific ministry. Please be respectful of the property of others.

Office Equipment

Computers

The office network of computers runs through a server that requires passwords. There is not direct-from-computer printing available to the public. We do have a available a Guest WIFI with internet access, but no printing capability. The password for the Guest WIFI is JOHN1717.

Postage Machine

The postage machine in the front office is available for ministry use. If you are working on a large mailing project for your ministry area, please contact June ahead of time to let her know when you need to come in to run your project through the meter. Postage is charged to the ministry area for which you are working. Please refer to the chart above the machine for directions.

Copier/Scanner/Fax

The copier in the front office is available for ministry use. Since there are days when the office staff uses the copier heavily, it is necessary for you to arrange a time in advance if you have a larger copying project. Our copier is capable of making booklets, two-sided copies, reduction, color, etc. The office staff will be happy to help you with your project if you give us advance notice. Generally, Thursdays are NOT good days for outside copier use since that is the day the worship guide is printed. The cost to your ministry for making copies is \$.04/each for black & white copies and \$.10/each for color. There is a list of codes posted above the copier that correspond to each ministry.

Scanning and faxing is also available for ministry use only. Please arrange a time with Lisa if you need this service.

Folding Machine

Please contact Lisa or June if you have a folding project. If you do not have experience using a folding machine, please do not attempt to use it without assistance.

APPENDIX

University Presbyterian Church Handbook

Office Staff Contact List

Church Address: 2562 Rouse Road Church Phone: 407-384-3300
Orlando, FL 32817 (see extensions below)

Church Fax: 407-823-8530 Website: www.upcorlando.org

Staff:

Senior Pastor	Matt Ryman	Ext. 104	matt@upcorlando.org
Associate Pastor	Mike Osborne	Ext. 109	mike@upcorlando.org
Associate Pastor	Michael Hart	Ext. 107	michael@upcorlando.org
HS Ministry Director	Alex Solan	Ext. 105	alex@upcorlando.org
MS Ministry Director	TBD		
Youth Assistant	Gabby Gallegos		
Dir. Worship & Music	Jack Bourret		jack@upcorlando.org
Children's Director	Jean Carland	VM #201	jean@upcorlando.org
College Director	Caleb Hughes		caleb@upcorlando.org
Operations	Christine Izutani		christine@upcorlando.org
Business Manager: Personnel, Finances, Contracts, Property	Tanya Turner	Ext. 102	tanya@upcorlando.org
Admin Assistant to the Pastors: Pastors' calendars & ministries, Contributions, Database, Worship Guide, Discovery, Announcements, Social Media/Graphics, Website	June Bowie	Ext. 101	june@upcorlando.org
Facility & Events Coordinator: Events & Church Calendar, Facility Maintenance, General Ministry/Office	Lisa Stephens	Ext. 100	lisa@upcorlando.org

Room Set-Up

Education Building

Commons

75 chairs (approximately)
12 round tables
10 rectangular tables

Break down room after use. Stack chairs 5 high and place all items in designated locations (see signs)

Room 6

No tables
20 – 25 adult chairs

Room 12

2 rectangular tables
12 chairs

Room 8

2 Tables
25 adult chairs

Room 14 - Standard

3 Tables – left in room leaning against wall
20 Chairs – 15 in semi-circle; 5 stacked in corner
Music Stand
Set up is a semi-circle of 15 chairs

Education Annex

No special setup for this area. If you take any tables or other items to the education annex from other buildings, please return them where you found them after your event.

Childcare Guidelines

1. There must be two unrelated workers in each classroom where children are present. At least one of these workers must be 18 years or older. This item applies to both paid and volunteer workers.
2. UPC paid workers should be coordinated through Jean Carland and the children's ministry. If using your own volunteer or paid workers, please note that UPC childcare guidelines still apply. ALL workers, whether paid or volunteer, must be at least 14 years of age. A driver's license or other proof of age is required.
3. Create a sign-up system to get an approximate number of children (in order to arrange enough workers)
4. Items in the classrooms should not be removed or taken to other classrooms. (UPC has placed toys and other items in the rooms based on age-appropriateness)
5. Riding toys designed for young children should not be used by older children.
6. Food and crafts supplies in the rooms and workroom are not available for events, unless previous arrangements have been made with the Children's Ministry.
7. Rooms should be left at least as clean as they are found.
8. Toys should be put back on the shelves.
9. Diapers must be thrown away in the outside dumpster (not in the kitchen or bathrooms).
10. Children's activities are confined to the classrooms (and playground if available). Please do not allow children to play games in the hallways, foyers, or Commons, unless arrangements for those areas have been made.
11. Use the list below to estimate numbers of children so you can reserve enough children's rooms to accommodate the age differences in the children. Two workers must be present in each room at all times as outlined in items 1 & 2 above.

_____ Infants - Walkers
_____ 2 years thru 4 years
_____ Kindergarten thru 2nd grade
_____ 3rd thru 5th grade
_____ Middle School

Lighting & Air Conditioning

Worship Center

Air Conditioners

There are two controls for the a/c in the worship center. One control is near the doorway up to the sound board – this one controls the west side of the building (right side looking at the stage). The other one is on the left side of the stage area (looking at the stage) near the side-stage doors. This controls the east side of the building.

If you have an event scheduled for the Worship Center, part of the Event planning will include scheduling with Lisa to adjust the t-stat to make the space comfortable during your event. Setting the temperature to an extremely low setting will not cool the building any faster. It is suggested that you arrange to turn on the a/c an hour before your event to give adequate cooling time.

Please do not alter the programming on the controls.

Lighting

The lighting is controlled by a touch panel that sits on the sound booth wall. Tapping the screen on the various settings should give you what you need. When leaving, please set the lights to the “evening” setting.

Education Building

Air Conditioners

Controls for the Commons & foyer areas of this building are in the electrical closet on the left side of the hallway just off the foyer area. The controls are marked showing which area they affect. Setting the temperature to an extremely low setting will not cool the building any faster. Please do not set the temperature lower than 74 degrees, and be sure to return to 78 degrees when leaving.

Controls for the classrooms are in the hallway. As above, please do not set lower than 74 degrees and return to 78 when leaving. It is recommended that you turn the a/c on an hour before your event.

Lighting

Please turn all lights off inside the building when leaving, except for the lights in the bathroom/kitchen hallway. The switch is beside the outside doors in that hallway and is marked to stay on.

Education Annex

Air Conditioners

There are three a/c units for the education annex. Two controls in Room 3 (last one on the left), one on the right hand wall as you enter the room from the hallway, the other on the left hand wall close to the door. The third control is in room 4 (the one across the hall) on the left hand wall as you enter. Controls

are programmed to come on for Sundays. If you need to lower or raise the temperature at another time, please do not use the “hold” feature.

Lighting

All lights in the education annex should be turned off when leaving.

Miscellaneous Forms on the following pages

Event Request Form
Check Request
Reimbursement Form
Time Sheet
UPC Key Registration
Ministry Spotlight Request

All forms are also available at www.upcorlando.org