

Disciples' Kitchen

Policy Handbook

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Disciples' Kitchen Policy Handbook

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1 DISCIPLES' KITCHEN POLICY HANDBOOK

1.1 Description of the Organization

The Disciples' Kitchen is established as a non-profit corporation, of type 501(C)(3). The governing documents filed with the Virginia State Corporation Commission include Articles of Incorporation, Bylaws, and the Organization Minutes in Lieu of a Meeting. Additional documents filed to establish the tax exempt, non-profit provisions, and filings to solicit funding for the corporation include IRS Form 1023 and a filing with the VA Department of Consumer Services (*TBD and verified*). In order to be compliant with the law, a number of annual filings are also required. The bylaws call for the Board of Directors to establish and maintain written policy in the following areas: executive duties and responsibilities, legal compliance required of the Corporation, operations, and financial discipline. Although the Disciples' Kitchen is formally established as a legal entity, the fundamental purpose is to provide the organization and support structure for Christian ministry and outreach to the surrounding community. The business affairs of Disciples' Kitchen, its work, and relationships with all those with whom we interact are therefore intended to be consistent with Biblical principles, to further the gospel of Jesus Christ in this dark and broken world around us, while serving some of the physical, emotional, and spiritual needs of the less fortunate in our community. Disciples' Kitchen aims to reflect the love of Jesus Christ, uphold Christian ethics, morality, and Biblical stewardship in all of the affairs and relationships we pursue. Disciples' Kitchen will not discriminate on the basis of race, gender, religion, or national origin.

1.2 Scope of this Handbook

Pursuant to the bylaws (version/Article IV H /date TBD), this policy intends to satisfy the requirements set forth in the bylaws and to establish a governing framework for the Board of Directors and their Officers to manage the affairs of the organization. Since this is policy and not a rigid set of rules, the guidelines that follow are not expected to enslave the Board, but to serve the Board in matters of decision making, execution of routine duties, affairs of business, and help to maintain a level of consistency over time as the Board members come and go. In this way, the policy will serve to build a culture of leadership in the organization that will be of high integrity, help to build trust and confidence among Board members, and also build equitable relationships with other organizations and our client base.

Some deviation from this policy is fully expected and even encouraged as needs will sometimes dictate. However, it is in the interest of the Board to carefully document in the meeting minutes, the reason for deviation from accepted policy. This policy handbook aims to identify the general need for various functions and positions within the organization and to itemize the duties assigned to each. However specific descriptions that fit a particular task, a particular person, and written charges to committees should also be developed and maintained. In the event that actions or inactions of the Board begin to regularly diverge from stated policy, the policy should be reviewed and revised to keep the policy consistent with actions. Deliberations of the Board and Executive Council should generally be aligned with this written policy. Although changes to policy will undoubtedly need to be made from time to time, any provisions in this policy that come into conflict with the articles of incorporation, bylaws, or any other laws, must yield to the higher authority.

1.3 Definition of Some Terms Used in this Handbook

Disciples' Kitchen is structured to be a very dynamic and flexible organization that develops relationships with a variety of entities, internal to the organization as well as external. The following definitions describe some of these entities as well as other terms used in this handbook.

A Director or Board Member is a one of several persons appointed to the Board, each serving a three year term.

The Board of Directors is the collection of Directors that are responsible for the Corporation.

The Corporation Officers, Executives, or Executive Directors are the President, Vice President, Secretary, and Treasurer; each of which are elected to serve a one year term. The bylaws allow for the offices of Secretary and Treasurer to be assigned to a single officer, if so decided by the Board.

The Executive Committee or Executive Council is made up of all the sitting Officers, three or four, that have been elected from the available pool of Directors. The Executive Council has privileges and responsibilities provided by the bylaws and further defined in this policy handbook.

The Corporation is the Board of Directors, its officers, and its committees that conduct the business of the organization within the constraints of the law, the founding documents and charter, and under guidance of established policy.

The Charter is the collective philosophy under which Disciples' Kitchen was founded, including the bylaws, articles of incorporation, policy, and vision of the founding members.

Appointed positions, agents, or representatives are persons, companies, or other entities that provide services or perform tasks on behalf of the Corporation; are accountable to the Board of Directors, its officers, committees or other entities of the corporation, but are not necessarily themselves part of the corporation.

A Client is a person that has a need for the work that Disciples' Kitchen offers to individuals. A Client's needs are not means tested. Needs of the clients are sometimes physical, other times emotional, and sometimes spiritual. Some clients have long term needs, other only short term. Our initial outreach is typically to meet physical needs, but all needs are considered. A client may have a roof or a dwelling, but can still be considered homeless in a spiritual sense.

Volunteer Support Organizations are that part of the Disciples Kitchen work force, typically associated with another organization such as a church or civic group.

Serving Team Coordinators are the representatives from the Volunteer Support Organizations that are the point of contact between the Disciples Kitchen Board and the Volunteer Support Organization and are responsible for their serving team.

A Serving Team is a group of volunteers from one of the Volunteer Support Organizations that prepares and serves meals in the dining hall of the Facility Host. The serving teams are really the foundation of the Disciples' Kitchen ministry.

A Facilities Host is an organization that provides either a place to serve the meals to the client base, or perhaps to hold another event related to the work of Disciples Kitchen. (ex: Second Presbyterian Church hosts the kitchen and dining hall)

A Facilities Host Monitor is the representative of the facility hosting the kitchen and dining hall, or a facility used for other events and serves as the point of contact for the Serving Teams or others that need guidance on the use of the facility and available resources.

Funding Support Organizations are groups outside of the Disciples Kitchen structure that provide support either through direct contributions, fundraising events, or contribute financially in other ways to the work of the Disciples' Kitchen Corporation.

Donors are private individuals that make a financial contribution to the operation of the Disciples' Kitchen Corporation.

2 STRUCTURE OF THE BOARD OF DIRECTORS

2.1 Size of the Board, the Number of Officers, and the Executive Council

2.1.1 Size of the Board and Number of Officers

Bylaws allow for the size of the Board to be as few as five Directors but no more than ten. Bylaws also identify positions of President, Vice President, Secretary, and Treasurer, all of which all must also be Directors. The Secretary and Treasurer may both be assigned to a single Director; so to satisfy legal requirements for the Corporation, three or four Officers must be elected annually. The following table suggests how those positions might be assigned, contingent on the size of the volunteer base. In order to declare a quorum, the Board must take action to define the number of active, sitting board members. The base of Volunteer Support Organizations currently exists solely of supporting organizations that field the serving teams to prepare meals in the kitchen.

Number of Volunteer Support Organizations	Minimum Number of Directors	Minimum Number of Officers
Less than 10	5	3
10 - 20	6	3
20 - 30	7	3 or 4
30 - 40	8	4
40 - 50	9	4
More than 50	10	4

Table 1

Recommended Number of Directors and Officers

2.1.2 The Executive Council

The bylaws allow for an Executive Committee to carry out and exercise the authority of the Board in most decisions, except for appointment of new Directors, amendments to the Articles and bylaws, rescinding previous decisions of the Board, and liquidation of assets (see bylaws IV G for details in the clause). The Executive Council is established to act in this capacity and is comprised of all the Officers. This policy may further define privileges or limits associated with the Executive Council. (See also the section on quorums and permissible actions)

2.2 Identification of the Members of the Board

It is imperative that the current number of appointed Directors and their identity is decided by Board action and recorded in the minutes. The ability of the Board to conduct business is contingent upon recognition of a quorum. If the number of sitting directors is unclear, a quorum cannot be decided. If Action in Lieu of a meeting is needed, the action must be unanimous by signature of all the Directors, therefore, the number and identity of Directors must always be known. If the number of sitting directors is unclear, the ability and legality of the Board to readily conduct business can be seriously impaired.

3 EXECUTIVE POLICY

3.1 Duties and Responsibilities of the Board of Directors and Officers

3.1.1 Responsibilities of the Board of Directors

As defined in the bylaws, the Board of Directors consists of at least three and no more than four Officers, who are also Directors, plus any additional Directors for a minimum of five and no more than ten Board members. The sitting board appoints new directors for a term of three years, to staggered terms which provides overall continuity to the Board. Three or four Executive Officers are elected annually from the Board of Directors. Each Director is encouraged to serve as an Officer if called upon for this purpose and also is encouraged to use their gifts and talents as can be offered to further the work of the Board and ministry. However, it is recommended that unless Directors have prior executive experience, they serve on the Board for at least one year before accepting an executive position. Executive Officers execute the primary work load of the organization. Directors are counted in the quorum call and are therefore expected to attend all meetings of the Board. All Directors are expected to support and contribute to the work the Board; lack of attendance at meetings jeopardizes the quorum call and risks the ability of the Board to conduct business. Directors are also eligible to chair and serve on committees, participate in fund raising, and are encouraged to do so. If a Director needs to miss a regular or called meeting, they should ask to be excused. A Director who misses two regular meetings in a row with unexcused, unannounced absences, may be subjected to review by the Board and could face possible dismissal from the Board.

3.1.2 Duties of Directors, Executive Officers, and the Executive Council

Duties of a Director

- Attend regular meetings of the Board of Directors (presently 2 meetings per year)
- Make recommendations for new Director appointments
- Participate in the annual election of Corporation officers
- Contribute to the work of the Board and serve on committees as they are able
- Contribute to the work of fund raising, program development, vision, and strategic planning

Duties of the President

- Manage and oversee the smooth and efficient flow of business executed by the Corporation
- Prepare agendas, moderate meetings of Directors, Executive Council, and Serving Teams
- Ensure that elections and appointments are held on time and compliant with the bylaws
- Ensure that the Corporation is operating within the charter on which it was founded
- Ensure that all activities of the Corporation are compliant with the bylaws and other laws
- Maintain a vision, a planning strategy for business and ministry, and keep them current
- Become familiar with and be guided by the bylaws, rules of order, and established policy
- Serve as *ex-Officio* member of all committees, provide direction for other Directors
- Ensure that annual filings with the SCC and IRS are made in a timely fashion

Duties of the Vice President

- Become acquainted with the work of the president and be able to temporarily assume duties
- Provide oversight to the work of public relations, web development
- Provide oversight for other daily operations, including scheduling and kitchen resources

Duties of the Secretary

- Record minutes of all meetings, reports, attachments and distribute to members
- Support Officers and Directors with mailings, correspondence, and documents as needed
- Maintain bound and electronic copies of all records and correspondence (where practical)

Duties of the Treasurer

- Maintain control and records of all cash receipts and disbursements
- Manage flow of money in and out of checking account and reconcile statements regularly
- Serve as a member of the Finance Committee and contribute to development of budgets

The Executive Council

- Execute the direction given by the Board of Directors
- Conduct the operational affairs of the organization within limits defined for the Council

3.1.3 Additional Positions and Committees

In order to execute the volume of work required of the Officers and the Board, a number of ancillary tasks and functions may be required from time to time. These could be assigned to Officers, Directors, or even other volunteers that are not Board members. More than one function could easily be assigned to a single person. Depending on the need, the availability and skill level of volunteers at any given moment, and the nature of the task, some additional functions could be defined as follows, along with the potential position from which it would be filled. As the need dictates, any of these functions could be expanded from an individual task to committee work..

Finance Committee Chairperson - provide oversight for the committee work (Director)

Program Development Specialist - Research client needs, develop ways to meet them (Director)

Fund Raising Specialist - Develop programs to support projected financial needs(Director)

Parliamentarian - Provide Counsel on matters of meeting procedures (Director)

Media Contact - Prepare press releases and respond to requests for interviews (Director)

Scheduler - Prepare the schedule for Volunteer Support Organizations/Serving Teams (Volunteer)

Historian - Collect and maintain photos of activities, articles, etc (Volunteer)

Training Specialist - Prepare/Execute training plans to teams and persons in leadership (Volunteer)

Web Designer - Develop and maintain a web page (Volunteer)

Client Specialist - work one-on-one with clients to assist with meeting special needs (Volunteer)

3.1.4 Conflict Resolution

No organization can exist without having tension and conflict. Conflict can be either negative or positive. Negative conflict tears down, is usually of a personal nature, is uncompromising, destroys relationships, leads to mistrust, and if allowed to continue unchecked; it creates a confrontational culture within an organization that is difficult to turn around. Negative conflict can lead to intimidation by those who abuse their power or position and will destroy the healthy operation of the organization. Positive conflict tactfully challenges the status quo, is healthy, stimulates proper risk assessment, leads to more thoroughly processed decisions, usually requires compromise, and results in a stronger position of higher integrity following any decision. Negative conflict will not be tolerated, but positive conflict is highly encouraged. Positive conflict generally works itself out in the normal course of executing the business, involving the debate that leads to decisions and resolutions toward reaching a decision. Negative conflict between individuals can easily escalate to

the point of needing mediation. A conflict resolution framework is beyond the scope of this handbook. Whenever a negative conflict between Directors needs to be mediated, it is imperative to follow a biblical model, that is defined in advance. Mediation can be handled by another Director, or by an outside party. All parties in conflict shall agree to the mediator and the prescribed conflict resolution model prior to entering discussion.

3.2 Meetings

3.2.1 Frequency and Purpose of Regular Meetings

We believe the work of the Board is from God, who will open doors for us. The work of the Board then is to prayerfully discern what God would have us do. If funds are available but the vision is unclear, it is the work of the Board to be good stewards of the funds and collectively discern God's work for us. If the vision is clear, but the funding is uncertain, it is the work of the Board to pursue the work of funding. If the vision is unclear and funding is uncertain, it is the work of the Board to humble themselves before God, seek His face together to rekindle the flame that gave birth to this organization. Five regular meetings a year are recommended to be scheduled as follows:

October - This is the Annual meeting of the Corporation required in the bylaws to appoint new directors, hold election of officers, and receive the annual budget for the upcoming fiscal year. Specific assignments to individuals or committees for annual filings to the SCC and IRS shall be made at this time. All the Directors and Officers are expected to attend this meeting, held the second Thursday of October.

November – This is the annual meeting of the Officers, Serving Teams, and Facility Monitors. Serving Team Members and Clients are also welcome and any potential Supporting Organizations that are interested in fielding a Team are also strongly encouraged to attend. The purpose of this meeting is to report on the activity of the Board, receive comments, guidance, and testimonies from Clients and Serving Teams, and to build a regular venue for communication between all these listed parties. The Officers, Serving Teams Coordinators, and Facility Monitors are expected to attend this meeting, held on the second Thursday of November. In years when a training sessions for serving teams and monitors is conducted, the training session satisfies the need for the annual meeting defined in this section. No business of the Executive Council or the Board is expected to be taken up at this meeting. Other Directors are welcome, but their attendance is optional.

January - Quarterly meeting of the Executive Council to process feedback from the annual meetings. The Executive Council shall assess the financial condition and discern if we are in a fundraising or program development phase, contingent upon current financial health. Any other business that requires attention shall be conducted at this meeting. Directors are also welcome at this meeting, are counted in the quorum, and may vote; however, their attendance is optional. The Officers are expected at this meeting, held the second Thursday of January.

April – This is the semi-annual meeting for Directors and Officers, with the stated purpose to review the strategic plan, making adjustments as needed. Based on discernment from the January meeting, if fundraising or program development is needed, steps should be taken at this time to address the appropriate activities to either raise funds or deploy surplus funds into programs consistent with the Disciples' Kitchen Charter. Any intermediate Director appointments or Officer

elections should be taken up in this meeting. The Board shall also conduct any other business that requires attention. All the Directors and Officers are expected to attend this meeting, held the second Thursday of April.

July - This is the quarterly meeting of the Executive Council to prepare for year end activities. Annual filings to the SCC and IRS shall be reviewed to ensure a plan for compliance is on track. The Officers shall also conduct any other business that requires attention. Directors are also welcome at this meeting, are counted in the quorum, and may vote; however, their attendance is optional. The Officers are expected at this meeting, held the second Thursday of July.

Time and Purpose of Meeting	Attendance			Quorums	
	Directors	Officers	Teams & Monitors	Regular Quorum	Executive Quorum
Oct - Corporation Annual Meeting	•	•		•	
Nov - Teams & Monitors Annual		•	•		
Jan - Executive Council		•		•	•
Apr - Corporation Semi-Annual	•	•		•	
Jul - Executive Council		•		•	•

Table 2

Summary of Meeting Attendance and Quorums

3.2.2 Meeting Attendance

Directors and Officers are expected to attend regular meetings as defined in the previous section. They can be excused from attendance if advance notice is given to the President, provided any critical need for their presence is worked out in advance. If excused from a meeting, written reports should be submitted in lieu of not attending. The Board should strongly consider taking steps, even the dismissal, of any Director or Officer that has two unexcused and unannounced absences in a row.

3.2.3 Meeting Announcements

The meeting announcement for regular meetings of the Board and Executive council are by virtue of the meeting schedule listed in the section above. Any changes to the regular schedule shall be communicated to the members at least two weeks in advance in one of the following ways, with the meeting clearly identified as a Board meeting or an Executive Council meeting. If a meeting date is selected during a meeting where members attend, notice to those members has been satisfied. If the meeting minutes include the meeting announcement and are mailed to absent members with at least two weeks in advance of the meeting, notice to the absent members has been satisfied. Notice can be given electronically, provided the recipient acknowledges receipt of the meeting announcement.

3.2.4 Special Called Meetings

Any Officer or Board member may petition for a special meeting of the Board or Executive Council outside of the regular schedule. In such a case, the Board or Executive Council will review the petition, depending on the type meeting, and decide if a special meeting is warranted or if the proposed business shall wait for a regular meeting. A special meeting shall be announced two weeks in advance, clearly identified as either a Board meeting or Executive Council meeting, including the reason for the meeting, to all parties expected to attend. An effort should be made to accommodate the needs of all invited parties in order to schedule the meeting. Protocol for special meetings is the same as for regular meetings.

3.2.5 Action in Lieu of a Meeting

Action may be taken without holding a meeting, provided a written statement of action is unanimously agreed upon and signed by all the members of the Board (Reference Sec IV D of the bylaws version TBD).

3.2.6 Agendas and Rules of Order

The agenda for any regular meeting should be distributed by the President electronically or by regular mail to all who are expected to attend, two weeks in advance of the meeting. Proposed revisions to the agenda should be submitted promptly, back to the President. The first item of business following the opening prayer is to approve the agenda. If discussion warrants an agenda change during the meeting, this can be proposed by motion and dispatched accordingly. All meetings shall be governed by Robert's Rules of Order.

3.2.7 Reports

Reports are received at each of the meetings of the Officers (quarterly) and Directors (semi-annually). Written reports should be submitted and even circulated in advance to others attending the meeting if possible. This saves meeting time, reduces the possibility of transcription errors, and allows others to absorb the information in advance. Oral reports can be given, if brief. Oral reports shall be recorded in the minutes and should be checked carefully before the minutes are approved. Written reports shall be included as an attachment to the minutes and as such, are an integral part of the recorded minutes.

3.2.8 Minutes

Minutes shall be recorded in a standard, consistent format that follows the meeting agenda and include at a minimum, the information included in the sample minutes in the Appendix. A complete set of minutes with all attachments shall be printed and maintained in a binder archive, with submitted reports. If reports had not been submitted in writing to attach to minutes, then minutes should identify and summarize the specific oral report. Minutes should also itemize what attachments are part of the minutes record (*add sample format in Appendix?*). An electronic archive should also be maintained so that it can be made available to any director that requests a copy. Since the meeting record shall be transparent and readily available, care should be taken to not include unnecessary personal information on people or other topics of a sensitive nature that may encroach on the privacy of a client Board member or other party.

3.2.9 Quorums and Permissible Actions

A Regular Quorum of the Board is 50% of the board members for all meetings of the Board and Executive Council. However, when the Executive Council meets, a special Executive Quorum is allowed and is defined as two if the current number of elected Officers is three and is defined as three if the current number of elected Officers is four. Any meeting shall be moderated by the President or Vice President unless previously decided by voted action. This way, the Officers may conduct business if no additional Directors attend an Executive Council meeting, but in the event additional Directors do attend, the regular quorum also applies. Once either a regular or executive quorum is met, motions are passed by a simple majority of all the eligible voting members present. Under an Executive Quorum, only motions that are consistent with the limited authority defined for the Executive Council may be forwarded. If a Regular Quorum is met at a regular Executive Council meeting, any regular action of the Board may be put in motion.

3.2.10 Nominations, Appointments, and Elections of Directors and Officers

Nominations for appointments to the Board of Directors should be submitted to the Board by September 1, so the Board can arrange to interview the candidates. The Volunteer Support Organizations are strongly encouraged to nominate candidates from their volunteer base to ensure leadership is perpetuated with Directors that are involved in the organization. The Board is also encouraged to actively recruit candidates from outside of the Disciples Kitchen structure, provided they have a call to serve and can bring skills and experience to the Board that will advance the goals and vision of the organization. The Board will then make appointments in the annual meeting of the Directors in October and elect Officers for the next annual term. Appointments and elected offices shall be by secret written ballots. Mid-year appointments and elections may also be undertaken. Director appointments made outside of the annual meeting shall be made at a meeting of the Board with written notice for this purpose two weeks in advance of the meeting.

3.2.11 Retreats and Workshops

With the regular business meetings limited to once a quarter, routine business will likely consume most of the allotted meeting time. In order for the Board members to develop good working relations with one another, cultivate a shared, healthy vision, and adopt a practical strategic plan, it is recommended that a planning retreat be held from time to time. It is also recommended that the Board develop a plan for regular leadership training of the Board members and the leaders of the Volunteer Support Organizations to support one another in skills development and communicate the overall goals, direction, and policy of the organization.

3.3 Committees

Any committee that is established by the appointing body (either the Board or the Executive Council) shall be given a clear written charge for its task, accountability and reporting, scope of its authority, minimum and maximum number of committee members, and the length of its term (except for standing committees). Each committee shall operate under the lead of the Committee Chairperson, who could either be assigned by the appointing body, or elected from committee members, at the discretion of the appointing body. The President serves as ex-Officio member on all committees.

3.3.1 Standing Committees

A standing committee may be created or dissolved for any purpose as the need dictates, but this action should only be considered by action of the full Board of Directors.

3.3.2 Finance Committee

The Board should strongly consider establishing and maintaining a Finance Committee for the purpose of preparing the annual budget, oversight of income and expense activity, filings for tax compliance, and maintaining a financial snapshot suitable for presentation to financial supporters. In the absence of a Finance Committee, these tasks revert collectively to the Board. The Finance Committee Chairperson shall be a Director of the Board, but should not be the Treasurer, however the Treasurer should be a committee member with full privileges. A standing Finance Committee should be limited to three members, but not all member must be Directors. Regardless whether a standing Finance Committee is assigned or not, the Board remains ultimately responsible for all financial obligations and responsibilities of the organization.

3.3.3 Special Committees

A special committee may be created for any purpose (or dissolved) as the need dictates and this action could be considered by Executive Council or the full Board of Directors.

3.4 Relations with Facility Monitors, Serving Teams, Supporting Organizations, other Volunteers, and Clients

The Disciples' Kitchen volunteer and client base is a very loosely knit network of people from many different denominational backgrounds, many different stations in life, with a variety of stories to tell of both joy and despair. Disciples' Kitchen very much appreciates the volunteers that serve as well as those that are served, for without them, there simply is no ministry. Although many of these individuals represent another organization, as long as they are within our ministry network, they are identified with the Disciples' Kitchen. Whether a person is serving or being served, each deserves to be treated with dignity and respect. There is no practical way to train such a group to have healthy, respectful attitudes toward one another. It is however practical, to establish a culture of servant hood and mutual respect where unacceptable behaviors and attitudes are lovingly called to account. The leadership of the Disciples' Kitchen calls upon volunteers and clients in all areas of the organization to be respectful to one another at all times, to refrain from gossip, to always model Christ like behavior, and to subdue and discourage destructive attitudes and behaviors whenever they are encountered. Disciples' Kitchen will offer training for serving teams, monitors, and to develop leadership skills from time to time. Disciples Kitchen will also help to resolve conflict between individuals to whatever extent it is able.

3.5 Legal Responsibilities

3.5.1 Tax Exempt Privileges

The tax exempt status extended to Disciples' Kitchen under the initial filing of IRS Form 1023 defines the purpose and scope of our operations and activity. The filing also requires by law that the corporation does not engage in political activism, endorse or support individuals for public office, or lobby for political purposes of any kind. At no time should the Disciples' Kitchen

letterhead or identity be represented in political activity. Individuals associated with Disciples' Kitchen must clearly separate their personal political agendas and correspondence from any identity with the Disciples' Kitchen.

3.5.2 SCC Annual Report

A report must be filed with the VA State Corporation Commission annually, by the last day of the month in which the corporation was founded. At the time of this writing, there is an annual fee of \$25 due to the SCC.

3.5.3 IRS Compliance

Although Disciples' Kitchen is exempt from paying income tax, it is not exempt from filing an annual tax return. Under previous tax law there were exceptions and some organizations did not have to file, but these exemptions at the federal level have been removed. In fact in order to maintain our tax exemption, we must continue to show each year that we still qualify, or our exemption could be revoked. Provided we do not have an unrelated business income, we are however, exempt from filing a VA state tax return; but must submit a copy of the IRS Form 990 to the VA Department of Taxation. *(I think the previous sentence is true, will have to verify with a tax expert).*

3.5.4 Virginia Filing for Solicitation of Funds

In order to solicit funds or have them solicited on our behalf, we are required to file annually with the Virginia Department of Consumer Services. This is due 4 1/2 months following the end of the fiscal year. This filing includes a scaled revenue based fee.

3.5.5 Liability and Insurance

(Need for an indemnity bond for our money handlers; any other liability insurance needed once we are separated from 2nd Pres?)

4 FISCAL AND FINANCIAL POLICY

4.1 Checking Account and Record Keeping

It is the duty of the Treasurer to manage checking and any other accounts, reconcile the checking balance monthly, control disbursements, monitor due dates of bills and invoices, and write receipts where needed for accounts or donations received.

4.2 Budgets and the Fiscal Year

In order to exercise good stewardship, an annual budget should be prepared and reviewed regularly in light of the income and expense activity throughout the year. Either directly or through a Finance Committee, the Board is responsible to monitor the financial health and make necessary adjustments as the income and expense activity diverges from the projected budget. The fiscal year is the same period as the calendar year.

4.3 Financial Reviews

An internal financial review conducted by Directors (or their appointees) not involved with the Finance Committee, should be undertaken at intervals not to exceed three years. This work should be under the advisement of a CPA or other financial expert and a written report issued to document the results of the review. The Treasurer and Finance Committee shall cooperate with and produce records as requested for such a review, not impeding the progress of or concealing information from reviewers.

4.4 Taxes and Filings

4.4.1 Income Tax Returns

IRS Form 990 is the reporting mechanism to annually file our return with the IRS. There are various ways to do this including filing electronically, or using an the EZ form. This form serves a much broader purpose than simply satisfying the IRS, it is a public record that can be reviewed by potential financial supporters.

4.4.2 Sales Tax Exemptions

Disciples' Kitchen is granted a sales and use tax exemption so that we are neither required to collect or pay VA state sales tax under the Code of Virginia 58.1-609.11

4.5 Income

Disciples Kitchen is blessed to have financial support to sustain and support our operations. Let us never take this support for granted.

4.5.1 Receiving Donations

Upon receiving a donation from an individual, the Treasurer should direct the Secretary to send a letter of appreciation for their contribution. The letter shall also include any necessary information and formatting to provide the individual with a legal receipt for tax purposes.

4.5.2 Fund Raising

Several organizations have already established Disciples' Kitchen as a regular recipient of their annual fundraising initiatives. The Board should communicate these initiatives to our volunteer base and encourage their participation and support in these efforts. Doing so will build personal relationships with our supporters and cultivate an ownership with our partners in helping to shape and cast our vision.

4.5.3 Stewardship and Accountability to our Volunteers and Financial Supporters

Disciples' Kitchen is wholly dependent upon our volunteer base for the work of the ministry, but is equally dependent upon external volunteer and financial support for our administrative needs. Our vision for the ministry is shaped by the work of the Directors, input from our volunteer base, and is also influenced by our donors and funding support organizations. Appreciation should be regularly expressed to volunteers and supporters through letters, listings on brochures or other promotional

documents, and other tactful opportunities when dealing with the media. In order to cultivate a financial transparency that builds confidence and trust in our financial supporters, Disciples' Kitchen intends to have an open policy regarding our financial records. IRS Form 990 is a public document that is already available for public view. Supporters can use this document to assess the level of overhead and determine percentage of their contribution that is used to directly meet the needs for which they feel led to contribute, as sort of a guide to the efficiency of the ministry. With this view of IRS Form 990, the motivation for filling out this form should not be for merely for tax compliance, but for creating a public display of our financial integrity.

5 OPERATIONAL POLICY

5.1 Scheduling

The Board is responsible to see that the Volunteer Serving Teams are adequately assigned to cover all the days that meals are scheduled to be served. One person should be named as Scheduler and assigned the responsibility to perform this task.. In order to accommodate the requests of serving teams, the schedule should be prepared and distributed a few months in advance so teams will have time to reschedule days they are not able to serve. The scheduling with the serving team shall be done through the Team Coordinator, so it is important to keep the contact list updated as these positions may change over time.

5.2 Rosters

Many of the Volunteer Support Organizations use food resources from the Blue Ridge Area Food Bank. In order to satisfy the policy on use of their resources regarding the dispensation of food sourced from their warehouse, Disciples' Kitchen maintains a client roster to discern the scope of the client base using these resources. This is accomplished through the use of a client roster and daily logs recording client and volunteer information. Serving teams are asked to record this information requested for the Blue Ridge Area Food Bank.

5.3 Public Relations

5.3.1 Privacy Concerns

In order to respect our volunteer base and client privacy, no photographs, names, or other means of personal identification shall be allowed to appear in interviews, web pages, bulletin boards, or other instruments available to public view without the explicit or at least the implicit permission of the individuals involved.

5.3.2 Media and Press Releases

This is an area of responsibility that will eventually be tested. In the absence of a specific assignment to this position, the media contact and press releases are under the responsibilities of the Vice President. If the Board creates this as a separate position, accountability is to the Vice President. Attention should be given in advance of any media contact, pertaining to the release of information, taking into account the public image of the Disciples' Kitchen, the potential for misuse of information, and the privacy concerns stated in the previous section.

5.3.3 Web Page

With the ever increasing use of the internet as a virtual community, the public image of Disciples' Kitchen could rise or fall on the web presence alone. The web page could serve us as a powerful resource to communicate our mission, to present our image to potential volunteers and contributors, and to serve as a forum for information exchange between Board members and volunteers. This is an ever changing environment, so it is imperative that the Board takes time to understand the benefits to be gained by this tool as well as the implications and consequences for misuse.

5.4 Historical Record Keeping

In the interest of preserving an accurate historical record of the Disciples' Kitchen ministry and activities, a Historian should be appointed to build, organize, and maintain an archive including articles, photo albums, and other memorabilia.

5.5 Kitchen Monitors

The Host Facility, presently the Second Presbyterian Church, provides monitors to assist serving teams in the use of kitchen resources and raise the awareness of kitchen and dining hall policies. These monitor positions are assigned by the host facility, but are encouraged to also attend the training offered to serving teams as described in the section that follows.

5.6 Serving Team Coordinators and Serving Teams

Serving Teams and their leaders offer valuable insights to the operation of the ministry so their input is always welcome. Team Coordinators are appointed by their supporting organization and are responsible for their serving team, to meet their scheduled times, and to convey the kitchen and dining hall policies to their team members. Team members and their leaders should feel free to bring any issues to a Director or Officer at any time. In order to provide a consistent and familiar relationship between the clients and the staff in the kitchen from team to team, Disciples' Kitchen encourages the teams to attend training when offered. Training typically covers the behavioral policy in the dining hall, use of kitchen and dining hall resources, basic fire safety, first aid protocols, security, health and sanitation practices, and other areas of interest. Disciples' Kitchen strives to offer a safe and efficient dining experience to clients, where the level of trust is high and clients that need additional help will feel comfortable in coming forward with their needs. If a client shares a need with a serving team member, they should use discretion and refer the client to the available Pastor or Kitchen Monitor.

5.7 Contact Lists

Serving Team Coordinators are the primary contact responsible to see that their team meets the schedule on the days they are assigned. The Secretary is responsible to maintain the list and make it available for use. However, the Scheduler will likely be the one to discover errors and turnover in the Team Coordinator Positions. The Scheduler should provide the Secretary with changes to keep the list up to date.

Monitors of the Host Facility should also be listed and maintained by the Secretary.

Non-participating churches and civic groups and the pastors or leaders of such groups should also be listed and maintained by the Secretary so invitations can be made to these groups when an event or situation warrants.

Current Directors should also be listed and their current contact information maintained by the Secretary.

5.8 Training Appendices for Serving Teams and Facilities Host Monitors

The Appendices that follow have been developed as the training handouts for serving teams and kitchen monitors. They also include handouts, signs, postings and other resources. These are intended to be used and maintained so they can be directly duplicated for the purposes for which they are intended

Appendix A - Daily Kitchen and Dining Hall Schedule

Daily Schedule:

9:30 -10:00 – Volunteers arrive and begin set up and preparation of food (if food has been prepared elsewhere and only needs to be warmed up, this could be slightly later).

Set up would include organizing chairs and tables, wrapping silverware, setting up serving line and food preparation.

11:20 – (possible earlier in the winter months) let clients in so they can sign up (if first time in attendance), register their attendance and share a prayer together. A member of the serving team should be designated to greet and register clients.

11:30 – 12:15 Serve the meal. Entrance door is locked at 12:15

12:30 – 12:45 All clients should have been served and are requested to leave by 12:45 to allow time for clean-up.

12:15 – 1:30 Clean up – Includes removal of trash

Policies – copies of our behavior and emergency preparedness policies are on following pages.

Volunteer Eligibility Policy

- ◇ Volunteers should be at least 12 years of age
- ◇ They should be trained in the policies and procedures if the soup kitchen before being able to serve.
- ◇ They should live by the same behavior policy that the clients are expected to live by.

Client Eligibility Policy

- ◇ Anyone who would like a meal and behaves in an appropriate manner would be eligible for this service.
- ◇ Second helpings will be served after 12:15
- ◇ No delivery of meals
- ◇ No take-out meals (at times there may be exceptions to this)

On Site Monitors (Host/Hostesses) – Members of 2nd Presbyterian

- ◇ Make sure volunteers show up and that they follow the proper procedures and policies each time we are open.
- ◇ Make sure the facility is properly taken care of and the fellowship hall and kitchen are kept in proper order.
- ◇ Be available to show groups how to operate equipment and find things.
- ◇ Find emergency help when people do not show up.

FIRE SAFETY PROCEDURES

- ◇ **Have one member of team contact fire department and have other team members evacuate the building to the grassy area near the Wilco station.**

- ◇ **Be aware of the location of the fire-extinguishers**

- ◇ **If an extinguisher is used, follow proper procedures for use**

Appendix C - Food Service and Sanitation

Appendix D - Dining Hall Rules and Client Behavior

DISIPLES' KITCHEN

BEHAVIOR POLICY

- **Keep your hands to yourself**
- **No bad language**
- **No smoking on the premises**
- **No alcohol or drugs on the premises**
- **Keep your voice at a conversational level**
- **Respect other peoples' space**
- **Respect the church property and facilities**

Failure to obey these rules can lead to a person not being able to come back and use our services

COCINA DE LOS DISCIPULOS

REGLAS DE CONDUCTA

- **Mantenga sus manos a si mismo**
- **No usar mala lenguaje**
- **Prohibido fumar**
- **Prohibido bebidas alcohólicas o drogas**
- **Mantenga su voz a un nivel conversacional**
- **Respetar el espacio de otros**
- **Respetar la propiedad y instalaciones de la iglesia**

Incumplimiento de estas reglas puede resultar en que se prohíbe volver y usar nuestros servicios

Appendix D - First Aid

Appendix E - Signs and Postings

Register Here

Registración

**Please let us know if you have
any food allergies**

**Avisa si tiene alguna alergia de
comida**

Restroom facilities available upon request

Baños disponibles

