



THE CITY OF PROMISE OPERATIONS MANUAL

“Where Culture Meets Christ!”

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THE CITY OF PROMISE CHURCH

Mission and Vision Statements

Our **MISSION** is the same **MISSION** Jesus gave his followers in Matthew 28:19, “Go therefore and make disciples of all nations, baptizing them in the name of the Father, Son, and Holy Spirit.

Our **VISION** at the City of Promise is to create a community of authentic believers and to witness a city transformed by the life changing reality of the gospel as people come to know Jesus as their Lord and Savior. Our **VISION** is for our place of worship to be where “Culture meets Christ”.

We declare victorious living through our **mission** and **vision** statements and believe God will bless us in abundance for abiding to his will for our church!

“THE SEVEN PROMISES WE LIVE BY”

PROMISE ONE

We accept the scriptures as our only authority in matters of faith and life. We believe in One God, Holy and Sovereign, revealing Himself to us in His Word as Father, Son and Holy Spirit. We believe the Holy Bible to be inerrant, infallible, living, authoritative and abiding word of God.

PROMISE TWO

Through the sin of Adam, all mankind is under the curse of sin and death and is only saved through the atonement and redemption of the Lord Jesus Christ. We believe that mankind was created in the image of God, sinned, and thereby incurred not only physical death, but spiritual death, which is separation from God, and that all human beings are born with a sinful nature; since man's nature is corrupted, and he is thus totally unable to please God. Every man needs regeneration and renewal by the Holy Spirit.

PROMISE THREE

Through Christ, we have both spiritual and temporal provisions, including justification, sanctification, redemption, healing, and the transformation of the mind. That the Lord lived a sinless life and voluntarily atoned for the sins of mankind by dying on the cross as their substitute, thus satisfying divine justice. We believe the Church to be the Body of Christ, a congregation of baptized believers led by scriptural officers who are Pastors and Elders, in which every Christian should identify and participate.

PROMISE FOUR

The Holy Spirit to be the third person of the Trinity, who convicts the world of sin, righteousness, and judgment. He is the life of the believer, and He empowers the preaching and teaching of the Gospel. We believe the Holy Spirit has come into the world to reveal and glorify Christ and to apply the saving work of Christ to men. He convicts and draws sinners to Christ, imparts new life in them, continually indwells them from the moment of spiritual birth and seals them until the day of redemption. His fullness, power, and control are appropriated in the believer's life by faith.

PROMISE FIVE

It is the privilege of all who are born again of the Spirit be assured of their salvation from the very moment in which they trust Christ as their Savior. This assurance is not based upon any kind of human merit or lifestyle but is produced by the witness of the Holy Spirit, who confirms in the believer the testimony of God in His written Word.

PROMISE SIX

That salvation of man is wholly a work of God's grace and not the work, in whole or in part, of human works or goodness or religious ceremony. God imputes His righteousness to those who put their faith on Christ alone for their salvation, and thereby justified them in His sight. We believe God admonishes His people to assemble together for worship, for participation in ordinances, for edification through the Scriptures and for mutual encouragement.

PROMISE SEVEN

In practicing the ordinances of Water Baptism by full immersion and in Holy Communion. We believe in the imminent return of the Lord Jesus Christ and, in the final judgment, with the resurrection of the righteous to eternal bliss and the wicked to eternal damnation.

PROMISES EVERYWHERE

New Membership Process

If you or someone you know desires to connect with the City of Promise as a member, there are two options:

1. In person worship
2. Go to copcincy.org, select "I want to join."

You can choose to be an online member and serve with our online church each Sunday at 11:15am or you may serve traditionally at our in-person worship gathering on Sundays at 11:00am.

Next Chapter Orientation Classes

All new members are required to participate in our Next Chapter Classes. **Orientation classes are offered on a quarterly basis for all new members on Saturdays.** Along with our adult classes, we provide a class for children as well. Classes are scheduled through our COP Team Connect representatives. Upon completion of these classes, a graduation ceremony will be held to celebrate you and officially welcome you to the ministry. During this ceremony, you will receive a certificate of completion. For those joining online, please contact 513.795.7939 to schedule your online Next Chapter classes with our Pastor of Family Care.

Baptism

Our baptism is through full and complete water immersion to those who are new converts. Baptism is held several times a year and is scheduled through our Pastor of Christian Education and our Connect Team 513.795.7939.

Baby Blessings

Baby blessings are administered on Sundays and are held quarterly. For scheduling, contact the church office.

Bible Studies

Throughout the year, the City of Promise offers our members and visitors special bible studies that focus on biblical teaching as well as weekly promise groups where the focus is on biblical discussion with a lead facilitator. 2 Timothy 3:14,15 says “But as for you, continue in what you have learned and have become convinced of, because you know those from whom you learned it, and how infancy you have known the Holy Scriptures, which are able to make you wise for salvation through faith in Christ Jesus.” (NIV) The study opportunities are offered on Tuesdays at 12pm, Wednesdays at 7pm. Please adhere to social media platforms and our website for study schedules and registrations.

MEDIA OPERATIONS

Ministry Announcements

If you lead a ministry and require help with promoting an event, complete the media graphic request form (call 513.795.7939) and submit to copmarketingteam@gmail.com 2 weeks prior to the announcement.

Social Media

If you lead a ministry and require a graphic to promote an event through social media, the event must first be approved by the designated leader. After approval, complete the form (call 513.795.7939) and submit to copmarketingteam@gmail.com at least 3 months prior to the event to give adequate timing for the event to be promoted.

MINISTRY OPERATIONS

All ministries are self-sufficient and are led by volunteer staff. Any volunteer participating in a ministry **MUST** attend a Bible Class. If you have any needs regarding an assignment, please contact the designated leader or call our office.

WE Team (Servants, Greeters)
Promise Nation (Youth Ministry)
Worship & Arts
Healing in Heels Women's Ministry
Man Cave Chronicles Men's Ministry
Community Outreach
Gateway to Grace Foundation
Juniper Tree Ministry (Counseling)
Parking and Security Ministry
Facilities Ministry
Unfiltered Young Adult Ministry
Healing Grace Grief Ministry
Caleb Seniors Ministry
Better Together Marriage Ministry
Promise Carriers Partner Program

POLICY FOR PAID STAFF

Most of our staff are volunteers, however there are some areas where paid staffing is appropriate. In those cases, the policy listed should be followed.

1. Paid staff is interviewed and hired by the Senior Pastor. At his discretion, he may designate someone to act on his behalf assuming this role.
2. Paid staff are not required to be members of the City of Promise.
3. Paid Staff report directly to the Lead Pastor. She may designate some to act on her behalf assuming this role.
4. The Lead Pastor is the Administrative lead for paid and volunteer staff. Pastoral designees are assigned by the Senior Pastor to manage or assist with evaluation,

POLICY FOR PAID STAFF (CONTINUED)

correction, counseling, and termination of paid staff. Job descriptions will be made available for all paid staff.

5. Paid staff are required to sign a non-disclosure, staff policy and procedure agreement, covenant agreement and confidentiality agreement from the City of Promise. This protects our church from any sharing of data outside of the COP leadership. Any violation of any of these agreements will result in immediate termination.
6. Salaries for paid staff are determined by selected Elder leadership and are based on the church budget. If you are a member serving in a paid staff position, rendering tithes, and supporting the church financially is an expectation.
7. Paid Staff are at will employees and can be terminated with or without cause. There are no direct or implied contractual obligations or promises related to employment of staff.
8. Upon hire, paid staff are immediately placed on 90-day probation. During the 90 days, the Senior Pastor, Lead Pastor, and Elder Ministry will evaluate the performance of the individual and make determination within said time period. If the individual remains with the City of Promise, a 6 month and 12-month review will be performed in the first year and then every year thereafter by Senior Pastor or designated leader.
9. Performance criteria is established by the Senior Pastor and will be conducive to the role the individual performs.

10. An employee successfully concluding their probationary period will remain an at-will employee at the City of Promise.
11. All staff should dress in acceptable and appropriate attire during office hours. The dress code is business casual.

ACTIVE MEMBERSHIP

At the City of Promise, active members are both present and participative. We do not consider an absent participant (without reason & communication with COP Leadership) or inactive participant as one who desires to be a member of the church. The bible speaks on an active relationship with Christ and anything other than this is a contradiction to the Word of God.

An active member of the City of Promise is defined as an individual who has joined under the City of Promise Church in person, or **The City of Promise Church online and actively participates in worship either online or in person at least 9 months out of the 12 months (75% or 40 Sundays) each calendar year.**

An active member of the City of Promise is a tither to the COP ministry and must financially and consistently support the church without reservation.

An active member of the City of Promise has completed and graduated from Next Chapter Orientation classes and is actively engaged in the ministries of the church serving in areas of interest.

An active member attends events hosted by the COP church that are scheduled in conjunction with or separate from

regular worship events and helps to promote the church's community efforts. An active member loves the church as Christ loves the church.

Unless due to sickness or employment, (and communication has been made with COP Leadership regarding the individual's circumstances), **if someone joined the City of Promise but has not participated in worship within the minimum of 9 months and a maximum 12-month period, the individual will be moved to an inactive status and considered a non-member.** Moving from non-member to active member will require a repeat of new members orientation if the person decides to return to the City of Promise Church as a member of the fellowship.

FACILITY RENTALS

The City of Promise Worship Center is only available to active members. The Gateway to Grace Event Center is available to both active and non-members. The price/cost for all rentals are subject to change at our discretion. We have the right to deny or cancel any event. To inquire about rental space and any availability, call our office at 513-795-7939 or email the rental request form([../GATEWAY EVENT CENTER REQUEST.docx.pdf](#)) to copcincy@gmail.com.

WEDDING FEES (WORSHIP CENTER ONLY – ACTIVE MEMBERS)

| | Monday-Thursday | Friday-Saturday |
|------------------------------|-----------------|-----------------|
| Worship Center | \$750 | \$850 |
| Media Technician (As needed) | \$100 | \$100 |
| Musician (As needed) | \$100 | \$100 |

Officiant Services:

All weddings are officiated by Staff Pastors designated by the Bishop/Senior Pastor. The Bishop/Senior Pastor has the full authority to officiate any wedding at his discretion in lieu of Pastors designated to lead those areas.

Marriage Counseling Fees:

\$100 per session/5 session requirement. Counseling will be with the Lead Pastor or assigned Staff Pastor only. For scheduling, contact the church office at 513.795.7939.

Rental Requirements:

1. 2 hr. maximum and includes fees for facilities manager and administrative fees.
2. 1 hr. rehearsal, 24 hours prior to the ceremony (no exceptions) to be scheduled 30 days in advance with our office staff.
3. 50% deposit due upon signing of rental agreement by cash, credit card, cashier's check, or money order ONLY. No checks. Renter MUST put a credit card on file.
4. Remainder of the balance is to be paid in full 30 days prior to the event. **If the event is booked AND confirmed less than 30 business days, then the full payment is due at the signing of the contract. All late payments are subject to cancellation. NO EXCEPTIONS.**

Select Staff Pastors for Weddings:

Pastor Charles Hillman
 Pastor Sheva Stephens Knott
 Pastor Kim McClendon
 Dr. Michelle Thomas
 Pastor Kathy Wilfong
 Pastor Renee Crawford

Clergy Fees:

| | Monday-Thursday | Friday-Saturday |
|------------------|-----------------|-----------------|
| Staff Pastor | \$300 | \$400 |
| Executive Pastor | \$750 | \$850 |
| Lead Pastor | \$1000 | \$1500 |
| Senior Pastor | \$1500 | \$2500 |

FACILITY RENTALS (CONTINUED)

GATEWAY TO GRACE CENTER:

ACTIVE MEMBER FEE (refer to page 10 for definition):

| | Monday-Thursday | Friday-Saturday |
|----------------------------------|-----------------|-----------------|
| Gateway Center | \$600 | \$750 |
| Carnell Matthews Welcome Center | \$150 | \$175 |
| Pastor Ann Irving Community Room | \$125 | \$150 |

NON-MEMBER FEE

| | Monday-Thursday | Friday-Saturday |
|----------------------------------|-----------------|-----------------|
| Gateway Center | \$1450 | \$2150 |
| Carnell Matthews Welcome Center | \$200 | \$225 |
| Pastor Ann Irving Community Room | \$175 | \$200 |
| Media Technician (As Needed) | \$75 per hour | \$100 per hour |
| Musician (As Needed) | \$75 per hour | \$100 per hour |

Rental Requirements:

1. 5 hr. rental including set up of table and chairs. Also, facilities manager and administration fees.
2. Active members additional hours will be billed at \$50 per hour, during both weekday and weekend hours. Non-members additional hours will be billed at \$75 per hour, during both weekday and weekend hours. Renter **MUST** put a credit card on file.
3. 50% deposit due upon signing of rental agreement by cash, credit card, cashier's check, or money order **ONLY**. No checks.
4. Remainder of balance is to be paid in full 30 days prior to the event. **If the event is booked AND confirmed less than 30 business days, then the full payment is due at the signing of the contract. All late payments are subject to cancellation. NO EXCEPTIONS.**

Refund Policy:

Cancellation within 30 days of the event is non-refundable. The price/cost for all rentals are subject to change at our discretion. We have the right to deny or cancel any event.

Note: At our discretion, a security guard may be required to be onsite for all confirmed events which shall be determined at the signing of contract.

PROMISE NATION

“Start children off on the way they should go, and even when they are old they will not turn from it.” Proverbs 22:6 NIV

Every 2nd, 3rd, and 4th Sunday, we offer our children ages 3-13 (children must be potty trained) the opportunity to gather to worship in our Gateway to Grace Center. The youth are separated into groups by appropriate age and are given the opportunity to learn the Word of God on their own level. This gathering will help to build a biblical foundation for them as they grow in grace and become what God has created.

The ministry is operated solely by volunteer staff ages 21 and over. To ensure the safety of your children, volunteers are required to sign a confidentiality agreement, a conduct policy and undergo a federal background investigation. There will also be at least 2 adults in each group observing the areas to ensure safety measures are followed. After signing the agreements and passing of the background check, the volunteer will be put in rotation with other leaders to serve.

We require all parents desiring children to participate in Promise Nation to sign an authorization form which includes photography consent and a medical release form, which can be found on the Promise Nation tab. Parents are also required to register each child either in person or online at www.copcincy.org prior to worship. Children will only be released to parents or custodians on file.

Parents will be contacted by call or text message during worship if there are concerns in Promise Nation. Parents should leave worship immediately to ensure the concern is taken care of promptly.

We thank you for allowing us to share the gospel with your children!
HEALING GRACE GRIEF MINISTRY

The Healing Grace Grief ministry assists families through grief by helping with funeral support and after care to families dealing with the loss of a loved one. Our focus is to provide an avenue for healing through our grief services.

Funeral planning is emotional and is often costly. Without guidance, the process can be overwhelming during a difficult time. Our hope is to relieve some of the stress through prayers and after care. Contact us at 513.795.7939.

Once we are notified of a loss, a homegoing service, or a reposs, our office staff will immediately forward the family's contact information to our Pastor of Family Care. The Healing Grace team will then make the initial contact and schedule a follow up appointment with the family.

ACTIVE MEMBER FEE (refer to page 10 for definition):

| | Monday-Thursday | Friday-Saturday |
|------------------------------|-----------------|-----------------|
| Sanctuary | Fees Waived | Fees Waived |
| Facilities Manager | \$100 | \$125 |
| Administrator | \$100 | \$125 |
| Media Technician (As Needed) | \$50 per hour | \$75 per hour |
| Musician (As Needed) | \$50 per hour | \$75 per hour |

ACTIVE MEMBERS (IMMEDIATE FAMILY – SPOUSE/CHILD)

| | Monday-Thursday | Friday-Saturday |
|------------------------------|-----------------|-----------------|
| Sanctuary | \$750 | \$850 |
| Facilities Manager | \$125 | \$150 |
| Administrator | \$125 | \$125 |
| Media Technician (As Needed) | \$75 per hour | \$100 per hour |
| Musician (As Needed) | \$75 per hour | \$100 per hour |

Officiant Services:

All funerals are officiated by Staff Pastors designated by the Bishop/Senior Pastor. The Bishop/Senior Pastor has the full authority to officiate any funeral at his discretion in lieu of Pastors designated to lead those areas.

FOR NON-MEMBERS, FUNERALS CAN ONLY BE HELD IN THE GATEWAY TO GRACE CENTER. REFER TO NON-MEMBER FEE ON PAGE 13.

Select Staff Pastors for Funerals:

- Pastor Charles Hillman
- Pastor Sheva Stephens Knott
- Pastor Kim McClendon
- Dr. Michelle Thomas
- Pastor Kathy Wilfong
- Pastor Renee Crawford

HEALING GRACE GRIEF MINISTRY (Cont'd)

Clergy Fees for Funerals:

| | Monday-Thursday | Friday-Saturday |
|------------------|-----------------|-----------------|
| Staff Pastor | \$300 | \$400 |
| Executive Pastor | \$750 | \$850 |
| Lead Pastor | \$1000 | \$1500 |

All rentals for members and non-members will require a signed agreement to secure the facility and date. Upon signing the agreement and securing the required deposit, the service and date will be confirmed. The remainder of balance is to be paid in full 30 days prior to the service. **If the service is booked AND confirmed less than 30 business days, then the full payment is due at the signing of the contract. All late payments are subject to cancellation. NO EXCEPTIONS.**

We do not rent the facility for events that require a cover charge. All events must be free of charge. A contract must be signed prior to the event.

Note:

We, The City of Promise Church, reserve the right to cancel an event not adhering to the policy without a refund.

JUNIPER TREE MINISTRY

The Juniper Tree Ministry was officially launched by Bishop Gary G. Hayles in May 2023. This mental health ministry will provide counseling services on site by professional counselors to those in need. Juniper Tree also offers Community Support for parents and children, every third Saturday, monthly at 10AM.

For more information call 513.795.7939.

GATEWAY TO GRACE FOUNDATION

The Gateway to Grace Foundation is committed to generating resources to implement and support the growth of the community by establishing effective methods of equipping people to lead productive lives. Our goal is to make a positive impact on a generation by providing programming that embraces, educates, and empowers them to become positive influences, leaders and contributors to society.

Gateway offers 3 levels of Grace and Community Services:

1. Noah's Table – tutoring
2. Leap Program – mentoring for success
3. Juniper Tree – centered around youth mental health

Contact us at 513.795.7934 and leave a message for the Director of Gateway to Grace Foundation.

For more information or if you would like to volunteer, visit us online at www.gateway2grace.org or send an email to gateway@gateway2grace.org.

FINANCE PROCEDURES

Ministry Check Requests

If your ministry has been approved for an event with funding, you are to complete the check request form and submit it to the Finance Team by emailing copfinanceteam@gmail.com , **45 days prior to the event.** **Do not pre-purchase any items until funds are approved. You will not be reimbursed for items purchased outside of the amount approved. NO EXCEPTIONS.**

Keep the original of the approved form and give a copy to our Operations Manager for church files.

After the event, attach receipts to the front of the original form within 10 days after the event is over, along with the COP reconciliation form and any funds remaining. No exceptions. Failure to return funds will result in an issuance of a 1099 and forfeiture of future ministry events with funding.

Members, Staff, Volunteers, and/or any additional parties are not authorized to purchase items on behalf of The City of Promise, Promise Nation, or Gateway Event Center. All financial needs must go through the ministry check request process.

GIVING TO THE CITY OF PROMISE

As a member of the City of Promise, **tithing is 10% of your gross income and anything above the tithe is a seed.** Luke 6:38 says to “Give, and it will be given to you. A good measure, pressed down, shaken together, and running over, will be poured into your lap. for with the measure you use, it will be measure to you.” (NIV) Your giving not only helps our ministry to take care of our facility but also allows us to minister to those in need. Your giving is to God and is about integrity. Please read the following scriptures regarding giving and biblical stewardship:

1. 1 Corinthians 9
2. 2 Corinthians 8 and 9
3. Malachi 3
4. Luke 6:38

Several Ways to Give:

1. Online at www.copcincy.org
2. In person
3. By Mail at 1260 Hicks Blvd. Fairfield, Oh 45014
4. COP App
5. Givelify or Pushpay (search for COP Cincy)

ANNUAL CONTRIBUTION STATEMENT

Annual contribution statements are accessible at any time through the various giving platforms if your giving was online only. To ensure the accuracy of your contribution statement, those who choose to give IN-PERSON please complete the ENTIRE giving envelope. For all other giving, an email will be sent by January 31st of each year with instructions on how to retrieve your contribution statement. **Please see a Staff Pastor listed in this manual in the event your information has changed so that we can update our management portal.**

Any unauthorized use of our Promise Manual, our images, logos including but not limited to, leadership, staff and its likeness is prohibited.

THANK YOU!

Whether you are a leader or a lay person, your commitment to this ministry is appreciated. Please continue to engage and encourage one another as we work intentionally together to be a place,

“Where Culture Meets Christ”!

