



**INTERNATIONAL BELIEVERS'  
CHURCH OF DEBRECEN**

# **VOLUNTEER'S HANDBOOK**



**FOR STAFF &  
VOLUNTEERS**

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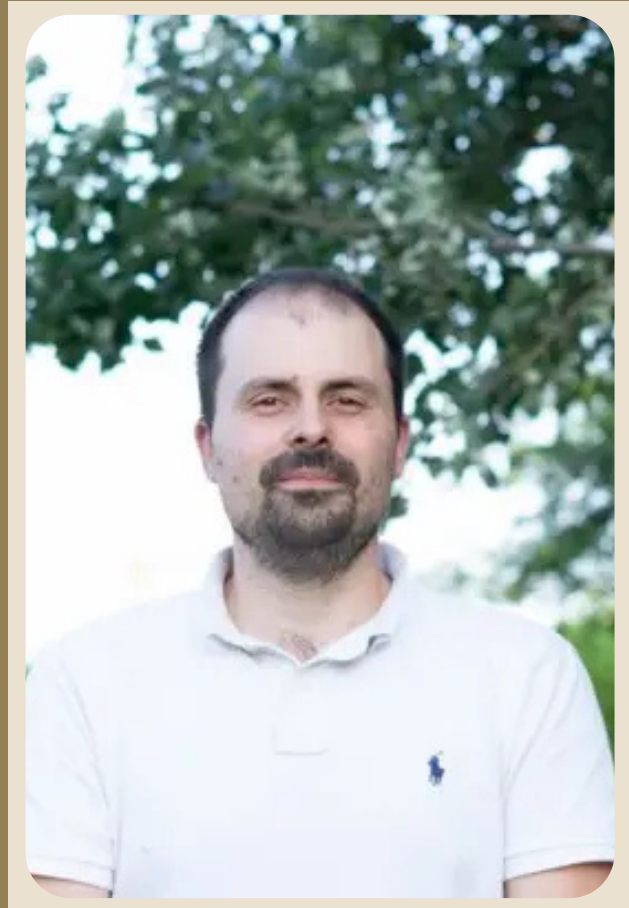
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# WELCOME MESSAGE

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**ROMAIN WITTMANN**

**PASTOR**

# MISSION, VISION, VALUES

The International Believers' Church of Debrecen exists to make disciples who make disciples rooted in the teachings of Jesus and guided by the Holy Spirit. We envision ourselves as a loving, interracial community of believers united by our faith in Christ and our commitment to sharing the gospel with boldness. Our goal is to be anchored in the Word of God, living out our faith through worship, fellowship, and service to others. We strive to reflect the love and grace of Jesus in all that we do, seeking to bring hope and healing to those around us.

# OUR VALUES

Proclaiming the good news of Jesus in our services, daily lives, and across cultures.

**GOSPEL**

Mk 1:14, Eph 6:19

**GENEROSITY**

Because God has been so generous to us, we give generously with our time and finances.

Ps 36:8, Jam 2:16

# OUR VALUES

Growing in number and spiritual maturity, with more and more people hungering for deeper spiritual lives.

**GROWTH**

Acts 2:47, 1Pet 2:2

**GATEHERINGS**

Gathering in large and small groups to pray, worship God, and encourage one another.

Heb 10:25



# OUR VALUES

Because God treats us better than we deserve, we love and welcome all people.

**GRACE**

Acts 15:11

Living holy lives of obedience to God.

**GODLINESS**

Titus 2:12

# IBCD VOLUNTEER'S HANDBOOK

## VOLUNTEER RIGHTS & RESPONSIBILITIES

### **As a volunteer, you have the right to:**

- Receive up-to-date information regarding the International Believers' Church of Debrecen (Church) programs to choose from various available volunteer options.
- Have your personal information dealt with by the principles of the Data Protection Policy.
- Be interviewed and engaged under equal opportunity and anti-discrimination legislation.
- Have access to orientation, information/education sessions, and any necessary training.
- Be recognized as a valued team member.

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## **VOLUNTEER RIGHTS & RESPONSIBILITIES**

- Be supported and supervised in your role.
- A healthy and safe working environment.
- Have access to the Ministry Team Leader to discuss any concerns or questions or make relevant suggestions and feedback.
- Say no if you feel you are being exploited.
- Request a change in your Church involvement.
- Withdraw from the Church volunteer program.

### **Your responsibilities are to:**

- Fulfill your role responsibly and ethically as outlined and agreed upon by signing the Volunteer Service Agreement.
- Be reliable and punctual.
- Be accountable.

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## VOLUNTEER RIGHTS & RESPONSIBILITIES

- Follow mandatory reporting requirements for any information that causes you to believe on reasonable grounds that a child has been sexually abused or is being abused by another adult or another child.
- Respect confidentiality.
- Undertake training as required.
- Value and support other team members.
- Acknowledge your responsibility to report to the Church any circumstances in which a participant is placing him/herself or others at risk.
- Wear appropriate and modest dress.
- Use appropriate language that is respectful, encouraging, and positive.

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## VOLUNTEER RIGHTS & RESPONSIBILITIES

- Contact the Team Leader or Co-Ordinator to discuss any questions or concerns.
- Notify the Church immediately of any change to your address, phone number, or email.
- Notify the Church of any changes in your circumstances that will affect your role/commitment, e.g., health, family, holidays.
- Give two weeks' notice before you leave the organization whenever possible.

**It is also a requirement of your role that you refrain from:**

- Accepting payments for work/assistance undertaken within your role (unless otherwise agreed as part of the engagement).
- Any romantic relationship with a child.

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## **VOLUNTEER RIGHTS & RESPONSIBILITIES**

- Accepting from or giving gifts (both monetary and tangible) to participants unless approved by the team leader.
- Providing advice to participants outside of the specific nature of your role.
- Becoming involved in the management of participants' financial affairs.
- Taking photographs or videos of a child or young person while participating in activities unless expressed permission has been granted by parent/guardian.
- Being alone with a child and/or out of view from others unless it is absolutely necessary due to safety or emergency. This includes not being in one-on-one online video chats.

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## CODE OF CONDUCT

### Staff and Volunteers must:

- Work within the mission, vision, values, and safety policies and procedures at all times.
- Treat people with respect and dignity regardless of age, gender, religious affiliation, or personal circumstances.
- Act with courtesy, consideration, and sound judgment, in all interpersonal relationships.
- Demonstrate appropriate personal and professional boundaries.
- Respect the authority of church leadership and act by their directions.
- Commit to being part of a team, setting aside personal views that may disrupt team unity, and maintaining a harmonious work environment.

# IBCD VOLUNTEER'S HANDBOOK

## CODE OF CONDUCT

- Create a safe environment that promotes and enables participation and is inclusive for all children and families.
- Avoid perpetration of verbal, emotional, physical, or sexual abuse or harassment.
- Not engage in any physical touching with participants or other staff/volunteers unless with explicit permission. Appropriate physical contact may include attending to children for injury management or assisting younger children's toileting.
- Not engage in any illegal activity or assist persons engaged in illegal activities.
- Identify and mitigate risks to all people's safety and wellbeing as required by risk assessment and safety management plans.



# IBCD VOLUNTEER'S HANDBOOK

## CODE OF CONDUCT

- Report all concerns or complaints of child harm or abuse promptly, including mandatory reporting to authorities of suspected sexual abuse (see page xx for reporting).

Any breach of this Code of Conduct may lead to disciplinary action or result in the suspension and/or termination of the staff member/volunteer.

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## WORK-RELATED OUT OF POCKET EXPENSES

If agreed upon by the Ministry Team Leader before incurring such work-related costs, a reimbursement can be provided where funding is available, e.g., travel and kilometer allowance, training costs, etc. See *Appendix A - Reimbursement of Expenses form*.

## PRIVACY AND CONFIDENTIALITY

While providing our ministries and services, personal and sensitive information is collected, held, and maintained by the Church.

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## PRIVACY AND CONFIDENTIALITY

Privacy is important to us, and we are committed to protecting the personal information we collect by monitoring its use and maintaining privacy. All personal and sensitive information collected will be treated in strict confidence and compliance with Privacy Law. The general principle of confidentiality is that information is only passed on when permission is given and that the person involved knows the context in which it will be shared.

There are times when personal information collected may be disclosed

without the person's consent: This may occur:

- When the church is legally required to disclose information that has been collected

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## PRIVACY AND CONFIDENTIALITY

- When harm may result to a person or persons through failure to disclose the information collected.

The Church's privacy policy outlines how information is collected, used, protected, and disclosed. Workers, during their participation, may be involved in personal and confidential information. They need to understand the conditions below and agree to be bound by them.

Workers shall:

- Not divulge any personal or sensitive information to any third party during, or at any time after working with the Church

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## PRIVACY AND CONFIDENTIALITY

- Not release any private information on media outlets, including social media forums
- Upon ceasing employment/volunteering, return all documents and property of the church
- Understand that any breach of privacy or confidentiality is a severe act of misconduct that may result in disciplinary action or termination of services

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## GRIEVANCE PROCEDURE

1. Workers are responsible for resolving a complaint or conflict first by approaching the other person involved from a position of meekness, humility, forgiveness, and patience.
2. If the workers cannot resolve the issue, then it should be reported to their immediate Team Leader.
3. If the issue is resolved reasonably or the worker does not feel comfortable or believes it's inappropriate to speak to the Team Leader, they can escalate the matter to the Leadership Team.
4. If the issue is still not resolved, then the matter can be escalated to the Pastor, who will respond within three working days.

# IBCD VOLUNTEER'S HANDBOOK

## GRIEVANCE PROCEDURE

5. If the matter is with the Pastor, the worker can contact the Leadership directly.

## BULLYING & HARASSMENT

The International Believers' Church of Debrecen is committed to providing staff and volunteers with a safe, tolerant, respectful, and courteous environment.

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## **BULLYING & HARASSMENT**

Bullying is repeated, unreasonable behavior directed towards an individual, team member, or group that victimizes, threatens, humiliates, or undermines in a way that makes someone feel uncomfortable or unsafe.

It includes, but is not limited to, verbal abuse, excluding people, constantly belittling someone's opinions, threats, intimidation, leaving offensive text messages, etc. It can be face-to-face, via telephone, email, social networking, or even a third party.



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## **BULLYING & HARASSMENT**

Sexual harassment is unwelcome sexual advances, unwelcome comments about physical appearance, sexually offensive comments, stories, jokes, pictures, or other media.

The Church is committed to ensuring that all matters of bullying and harassment are investigated and dealt with appropriately.

If you think you have been subjected to bullying or have seen someone else being bullied, please report this immediately to your Ministry Team Leader and complete a Complaints & Allegations Statement or Incident Report form.

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## **BULLYING & HARASSMENT**

If you have been the subject of sexual harassment or have witnessed someone else being harassed, please immediately notify your Ministry Team Leader. All complaints will be dealt with according to the Incident Management Process.

## **CHILD PROTECTION**

All people working in a child-related ministry area must be aware of the specific commitment that the International Believers' Church of Debrecen has toward protecting our children.

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## CHILD PROTECTION

The church recognizes that the child's welfare is paramount and everyone's responsibility. A 'child' covers anybody under the age of 18.

All team members have a duty of care to ensure that all children and vulnerable people are kept safe from harm and all reasonably foreseeable risks of injury.

Our Statement of Commitment is to 'ensure that children are safe, happy and empowered and to support and respect all children and have a zero tolerance of child abuse.'

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## CHILD PROTECTION

Leadership wants to encourage building relationships with children without putting leaders and children in compromising situations.

The Child protection model that the Church uses has four elements:

**1. Safe People** - All staff and volunteers working with children must have an up-to-date background check and referees that have been checked and complete Safe Church Awareness training.

**2. Safe Programs** – all child-related activities must have approved written Safety Management Plans that include guidelines to ensure children are adequately supervised at all times.

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## CHILD PROTECTION

**3. Safe Places** – all staff and volunteers are involved in ensuring venues are safe and in good repair and reporting any hazards or incidents involving children.

**4. Problems** – all issues and concerns related to children are reported and addressed, and acted on.

All staff and volunteers working with children are screened and appropriately trained.

The specific **Leader's Code of Conduct** that each adult working with children commits to is:

- I will treat adults, children, and young people with respect and value, without favoritism.

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## CHILD PROTECTION

- I will behave appropriately, be faithful to my appointed tasks, be an example to others, and be careful in how I physically interact with others.
- I will never use physical punishment or abusive language – even as a form of discipline.
- I will act transparently, as far as possible, ensuring that another adult is present or within eyesight when I am with a vulnerable person (including other people's children).
- I commit to including vulnerable people in discussions about decisions that will significantly affect them.

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## CHILD PROTECTION

- I commit to encouraging openness by listening to people's concerns with a willingness to support them and help them.
- I commit to reporting any concerns or suspicions about harmful behaviors and significant risks to the Leadership without bias or partiality.
- I will submit to the leader screening process to ensure I'm a suitable person to work with vulnerable people.
- I will submit to disciplinary steps if I am found to violate these commitments or act in an otherwise inappropriate or illegal manner at the International Believers' Church of Debrecen.

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## CHILD PROTECTION

- I commit to ensuring that the spaces and activities I'm responsible for are safe and do not put people at risk of significant harm.

**Child abuse** is the mistreatment of a child, defined as an action or inaction that causes injury, death, emotional harm, or risk of harm to a child. The four categories of abuse include physical, sexual, emotional, and neglect.

Child abuse and neglect can have short- and long-term impacts on children. Child abuse can cause different types of harm. Harm is the detrimental effect or impact of the action or inaction on the child. Types of harm include physical, emotional, or psychological harm.



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## CHILD PROTECTION

### Reporting Processes - Disclosures of Child Abuse/Harm

Any person can take action to notify a relevant authority if they believe that a child or young person's safety is at risk.

All adults must report to the authorities if they have any information that causes the adult volunteer/staff member to believe on reasonable grounds that a child has been sexually abused or is being abused by another adult. Failure to report is a criminal offense that may result in up to criminal charges.

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## CHILD PROTECTION

What are reasonable grounds to suspect abuse or harm or risk of abuse or harm?

- A child or young person tells you that they have been harmed.
- Someone else, such as a child, parent, or volunteer, tells you that harm has occurred or is likely to occur.
- A child or young person tells you they know someone who has been harmed (may be referring to themselves).
- You see significant changes in the behavior of the child or new unexplained injuries or;
- You see the harm happening.

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## CHILD PROTECTION

Disclosure is defined as the reporting by a participant of any abuse or harm (i.e., physical, sexual, emotional, or neglect) that has taken place involving themselves or another participant in the program. If a disclosure is made to you, then you have a moral and legal obligation to the following guidelines:

- Remain calm, and listen attentively.
- Reassure them.
- Please don't promise the participant that you will not tell anyone.
- During the disclosure, please don't offer advice (you are not expected to be a counselor), and do not ask leading questions. Just listen and assure the participant that you believe them.

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## CHILD PROTECTION

- Take notes and report the disclosure to the Ministry Team leader as soon as possible after it takes place. This may include suspicion of harm or potential risk to a child.
- Complete a Complaints and Allegations Statement available from the Ministry Team Leader or any Leadership Tea member.
- Please don't look into the matter yourself.
- Please don't discuss the disclosure with other staff/volunteers or participants.

A person who makes a report will be protected from any civil or criminal liability. However, staff or volunteers making knowingly false, malicious, or vexatious reports will not be protected by this immunity and may risk action for defamation.

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## CHILD PROTECTION

The Church will respond to the disclosure.

The International Believers' Church of Debrecen will ensure that any staff or volunteer involved in any child protection incident is provided with opportunities for support and debriefing.

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## DRIVING CHILDREN IN VEHICLES GUIDELINES

As part of the church youth programs or camps, it may be necessary for young people to be transported to off-site venues from time to time. All adults transporting other people's children in their vehicle on behalf of the church must become verified/approved drivers. This does not include private and personal arrangements between parents of children to and from the church or off-site activities.

To become a verified/approved driver, the Driver Information Form must be completed and signed by the Pastor. Even when this is the case, two adults must be in the vehicle with the young person/people.

# IBCD VOLUNTEER'S HANDBOOK

## SOCIAL MEDIA GUIDELINES

We understand and acknowledge that part of our communication with each other is in the world of online communities. However, in acknowledging this, we are also very aware of the dangers and concerns surrounding online communities, and we will endeavor to protect both participants and staff/volunteers by enforcing the following guidelines:

- Anything you publish on the internet is public and permanent, so it is inappropriate to comment on personal disagreements with others, the ministries of the Church, or the Church itself.

# IBCD VOLUNTEER'S HANDBOOK

## **SOCIAL MEDIA GUIDELINES**

- Language and photographs that you post on your social media accounts must be beyond reproach. Content posted on individual social media accounts should reflect the staff or volunteer's role as a positive Christian role model to children and young people in schools, local churches, and the wider community.
- Staff/Volunteers must set an example to participants through the appropriate use of online communities.



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## SOCIAL MEDIA GUIDELINES

- Any official church-related events, pictures, or updates promoted to participants on social media will be posted by the ministry coordinator or person designated by them. Photos of children and young people should only be posted on the team's social media accounts if written parental and church consent has been obtained. Names of children and young people should not be used in the description of the pictures.
- Staff/Volunteers should endeavor to keep most of their communication with young people in a group chat or public setting on a church page (not private messaging).

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## SOCIAL MEDIA GUIDELINES

- Staff/Volunteers should not engage in one-on-one video chats with young people under 16.
- Staff/Volunteers should only privately message young people under 16 if parental permission has been obtained.
- Staff/volunteers should promote the church's social media accounts so that children and young people from schools or youth groups can follow it and keep in touch with the team's work. Children and young people can contact the team in this way.
- If staff/volunteers work with young people, they are already connected to on social media (for example, through family friendships), this must be disclosed to their Team Leader as soon as possible.

# IBCD VOLUNTEER'S HANDBOOK

## SOCIAL MEDIA GUIDELINES

- Staff/Volunteers should include another adult when emailing young people under 16.
- These guidelines should be applied and adhered to after the completion of your time as staff or a volunteer when relating to children and young people that you met during your time in this capacity at the International Believers' Church of Debrecen.

# IBCD VOLUNTEER'S HANDBOOK

## WORKPLACE HEALTH AND SAFETY

All staff and volunteers are responsible for working in a manner that ensures their personal safety and the safety of others.

As a staff/volunteer, you are required to:

- Please report any incidents, accidents, or hazards to the Leadership team as soon as possible.
- Become familiar with the emergency evacuation procedures where you work and attend practice fire drills or any other relevant training.
- Use equipment supplied by the Church safely and per instructions provided by the organization/supplier.

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## WORKPLACE HEALTH AND SAFETY

### Hazard Reporting

A hazard is described as anything with the potential to cause injury or illness.

Examples include chemicals, wet floors, torn carpets, excessive noise, and damaged equipment. Please report any hazards identified to be reported to your Ministry Team Leader. As per Church policy, regular inspections are carried out on the Church property to identify potential hazards.

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## WORKPLACE HEALTH AND SAFETY

### Personal Protective Equipment

Personal Protective Equipment (PPE) is any garment or attire worn to reduce exposure to hazards. Examples include gloves, aprons, protective eye and ear wear, steel-capped boots, and certain shirts or trousers. Some specific work tasks require PPE to be worn correctly before starting, for example, gardening, building maintenance, and working in the kitchen.

Appropriate footwear, e.g., kitchen use requires non-slip closed footwear, and manual and outdoor work requires covered footwear. Open-toed footwear may be appropriate for some ministry roles, but please check with your Ministry Team Leader.

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## WORKPLACE HEALTH AND SAFETY

### Manual Lifting

One of the easiest ways to injure yourself in the workplace is to attempt to lift an object that's either too heavy or awkward. The back and neck injuries that can result from poor lifting techniques can be painful and long-lasting, so please always use the following lift strategies:

1. Assess the load. Use all available mechanical lifting aids, such as trolleys, whenever possible. If you think the load will be too heavy to carry comfortably, please ask for help from a team member.
2. Get close to the load.
3. Set your feet apart for balance and relax your knees.

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## WORKPLACE HEALTH AND SAFETY

4. Lower your head over the load and get a firm grip.
5. Keep your back upright and straighten your legs.
6. Lift, then turn before walking. Avoid twisting your back or leaning sideways while your back is still bent.
7. Keep the load close to your body.

### Handling Food

Staff and volunteers required to handle food as part of their duties must provide evidence of competence in handling food safely. Workers are required to abide by the regulations set in relation to food handling as directed by the certified food handler.



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## WORKPLACE HEALTH AND SAFETY

### Chemical Safety

Where working involves using dangerous chemicals, it is essential to be aware of what you should do when using them, especially if your duties involve cleaning products.

If using chemical products, always:

- Handle chemicals with care
- Read the label carefully before use
- Only use chemicals stored in a correctly labeled container
- Be conscious never to pour, mix or dispose of chemicals unless you have been instructed on how to do it by an authorized person

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## WORKPLACE HEALTH AND SAFETY

- Use relevant Personal Protective Equipment (PPE)

### Incidents and Accidents

An incident is defined as an undesired event that resulted or could have resulted in harm, damage, or loss. If an accident or incident happens, please inform the Ministry Team Leader immediately. All incidents will be investigated, and appropriate measures will be put in place following the outcomes of this investigation.

The Church has an Incident Management procedure for a severe or critical incidents.

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## WORKPLACE HEALTH AND SAFETY

Please don't, under any circumstances, talk to the media if a serious incident has occurred.

Some examples of serious incidents include:

- Death of a participant
- A lost participant
- A significantly injured or unwell participant (requiring emergency services to be called)
- A natural tragedy (bushfire, flood, storm)
- Significant violent activity
- Sexual assault, both physical and verbally
- Suicidal participant attempted or actual
- Any occurrence of abuse or disclosure of abuse occurs
- Any occurrence of self-harm

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## WORKPLACE HEALTH AND SAFETY

- Food poisoning
- Possibility of spinal, back, or head injury
- Eye damage occurs
- Unconscious participant
- Inappropriate physical contact between participants
- Substance abuse

Please reach out to the Ministry Team Leader immediately in case of any of these incidents. If that person is unavailable, contact any other church staff member or leader.

# IBCD VOLUNTEER'S HANDBOOK

## EMERGENCY EVACUATION PROCEDURES

In the event of an emergency on-site at the Church, please follow the instructions given by the Ministry Team Leader. Please familiarize yourself with the evacuation exits, routes, and assembly area by reading the Evacuation Procedures. Do not re-enter the building until given permission.

### EVACUATION PROCEDURE

**STAGE 1:-** *Removal of people from the immediate Danger Area*

Occupants and staff in the immediate danger area are to assemble a safe distance away from the fire and smoke. All doors and windows should be closed to contain the fire when the site has been evacuated.

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## EMERGENCY EVACUATION PROCEDURES

### **STAGE 2:-** *Removal to a Safe Area*

If the severity of the smoke or fire warrants further evacuation, occupants should be moved through fire/smoke doors to a safe area.

### **STAGE 3:-** *Complete Evacuation of Entire Complex*

Should the emergency necessitate evacuation of the whole building, the Manager or the Fire Service will direct occupants from the safe place to the ASSEMBLY AREA.

### **STAGE 4:-** *Roll Call*

To be conducted as soon as possible and to ensure all Persons are accounted for. All persons are to remain at the assembly area until instructed to return to the building.

# IBCD VOLUNTEER'S HANDBOOK

## APPENDIX A: EXPENSE CLAIM FORM

Please use this form to record previously agreed/authorized expenses you incur while volunteering or working for the International Believers' Church of Debrecen.

Expenses forms should be given to a leader for approval. Please remember to keep receipts, parking tickets, etc., and staple them to your claim, as we can only reimburse expenses with them.

The types of expenditures that we can reimburse you for are:

- Travel for ministry purposes
- Parking expenses if there is no free parking available at a reasonable distance

# IBCD VOLUNTEER'S HANDBOOK

## APPENDIX A: EXPENSE CLAIM FORM

- Other genuine expenses associated with your volunteering activities if authorized in advance by a leader



# EXPENSE CLAIM FORM

Date	Type of expense	Amount/ No. of km's

The above is an accurate record of my work-related expenses.

..... (Printed Name)

..... (Signature)

Authorized by.....

Date .....

# CONTACT INFOMATION

NAME	POSITION	PHONE	ADDRESS
Romain Wittmann	PASTOR	+36 30 098 1665	4022 Debrecen, Bellegelői-Pipacs tanya 1

Contact  
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**INTERNATIONAL BELIEVERS'  
CHURCH OF DEBRECEN**

**THANK  
YOU**