



CULTURE CODE



TABLE OF CONTENTS

04

Welcome

05

Our Mission

06

Our Beliefs

08

Volunteer Commitment

09

Our Practices

12

Our Conduct

16

Crisis Management

17

Campus Accountability

WELCOME TO THE MEETING PLACE

Our heart is to love God and love people. We are building a culture of discipleship that provides care, connection, and community for every person we serve. This can only happen with your help as you join a Serve Team and partner with us to serve in the presence of God. YOU make the difference! By joining a Serve Team, you will be part of creating a welcoming atmosphere for people to experience the life changing power of God's word. As you begin serving, we believe you will experience kingdom connections, divine appointments and open doors like never before. We can't thank you enough for being part of The Meeting Place family. We look forward to serving with you!

LOVE GOD

We love God by inviting His presence into our daily lives.

LOVE PEOPLE

We demonstrate the love of God by serving others.

PURSUE EXCELLENCE

We pursue excellence in all things by giving God our best.

MISSION, CORE VALUES, ATMOSPHERE

OUR MISSION IS SIMPLE

We exist to take people from corporate encounters with God to a thriving personal encounter in God.

CORE VALUES

Live Life Together.

Give Your All.

Believe the Best in Others.

Honor Yesterday, Inspire Tomorrow.

8 ATMOSPHERES

1. Godly Atmosphere. We honor God and His word by living with integrity.
2. Grace Atmosphere. We believe the best about people and make forgiveness a priority.
3. Generous Atmosphere. We value others through giving.
4. Gathering Atmosphere: We are a family and we do life together.
5. Generational Atmosphere: We honor those before us and inspire the ones behind us.
6. Growing Atmosphere: We build bigger people and teams with God's Word.
7. Guiding Atmosphere: We model healthy values to our community.
8. Great Atmosphere: We aim to serve God with excellence.

OUR BELIEFS

1. THERE IS ONLY ONE LIVING AND TRUE GOD.

- Deuteronomy 6:4 - “Hear, O Israel: The Lord our God, the Lord is one.”
- Ephesians 4:5 - “one Lord, one faith, one baptism...”

2. WE BELIEVE THE HOLY BIBLE TO BE THE INSPIRED WORD OF GOD.

- 2 Timothy 3:16 - “All Scripture is breathed out by God and profitable for teaching, for reproof, for correction, and for training in righteousness,”

3. WE BELIEVE OUR JUSTIFICATION BEGINS (THE PROCESS OF BEING DECLARED RIGHTEOUS UNDER THE BLOOD OF JESUS CHRIST) WHEN WE REPENT OF OUR SINS AND BELIEVE IN JESUS CHRIST.

- Romans 5:1 - Therefore, since we have been justified by faith, we have peace with God through our Lord Jesus Christ.

4. WE BELIEVE IN THE BAPTISM OF THE HOLY SPIRIT WITH SPEAKING IN OTHER TONGUES, AS THE SPIRIT GIVES THE UTTERANCE, TO BE THE INITIAL EVIDENCE OF THIS EXPERIENCE.

- Acts 2:4 - “And they were all filled with the Holy Spirit and began to speak in other tongues as the Spirit gave them utterance.”

5. WE BELIEVE IN THE OPERATION OF THE NINE GIFTS OF THE SPIRIT AND ENCOURAGE OUR PEOPLE TO LIVE SO THAT THESE GIFTS MAY BE MADE MANIFEST IN THEIR LIVES.

- 2 Corinthians 12:28;31 - “And God has appointed in the church first apostles, second prophets, third teachers, then miracles, then gifts of healing, helping, administrating, and various kinds of tongues... But earnestly desire the higher gifts.”

6. WE BELIEVE IN THE FREEDOM OF WORSHIP WITH EVERY FORM OF EXPRESSION BEING DONE IN DECENCY AND IN ORDER, NOT DRAWING ATTENTION TO ONESELF. WE DEFINE ORDER IN OUR SERVICES AS FOLLOWING THE ANOINTING OF THE HOLY SPIRIT THROUGH THE PASTORAL LEADERSHIP ON THE STAGE.

- 1 Corinthians 14:33, 40 - “For God is not a God of confusion but of peace. As in all the churches of the saints... But all things should be done decently and in order.”

OUR BELIEFS

7. WE BELIEVE IN WATER BAPTISM BY IMMERSION IN WATER IN THE NAME OF JESUS CHRIST FOR THE REMISSION OF SINS. WE BELIEVE WATER BAPTISM IS AN ESSENTIAL STEP IN THE JUSTIFICATION BY FAITH.

- Acts 2:38- “Repent and be baptized every one of you in the name of Jesus Christ for the remission of your sins, and you will receive the gift of the Holy Spirit.”
- James 2:17 - “...faith by itself, if it does not have works, is dead.”

8. WE BELIEVE IN DIVINE HEALING FOR THE BODY. HOWEVER, WE DO NOT CONDEMN MEDICAL SCIENCE.

- Acts 5:15-16 - “so that they even carried out the sick into the streets and laid them on cots and mats, that as Peter came by at least his shadow might fall on some of them. The people also gathered from the towns around Jerusalem, bringing the sick and those afflicted with unclean spirits, and they were all healed...”

9. WE BELIEVE IN THE SACREDNESS OF MARRIAGE BETWEEN ONE MAN & ONE WOMAN AND FAMILY COMMITMENT. WE PROMOTE STRONG BIBLICAL FAMILY VALUES.

- Ephesians 5:31-33 - “Therefore a man shall leave his father and mother and hold fast to his wife, and the two shall become one flesh. This mystery is profound, and I am saying that it refers to Christ and the church. However, let each one of you love his wife as himself, and let the wife see that she respects her husband.”

VOLUNTEER COMMITMENT

YOU MAKE THE DIFFERENCE

Only with your help can we do what we do! It takes every member of the team doing their part to impact the people around us and the communities in which we live. We will equip, empower, and mobilize you to make a kingdom impact inside and outside the walls of The Meeting Place. We will build God's kingdom through Christ-centered, church-led community transformation where we live, in our nation, and around the world.

YOUR COMMITMENT TO US

We know that joining The Meeting Place and being apart of an MP Serve Team was a prayerful decision on your part, therefore we request that you maintain regular communication with your leaders. Let your team lead know if you are unable to serve in an assigned role or if you will be late. Because you are a leader, more will be asked of you than the regular attender as such it is always important to do your best to continually maintain the standards in God's word. If you have questions or concerns, please feel free to contact one of our executive team leaders. Finally, if you ever decide to step down or leave, please do not do that on your own. We want the opportunity to talk and pray with you before you make the decision to stop serving.

OUR COMMITMENT TO YOU

The Meeting Place commits to preach the uncompromised Word of God, provide a dynamic worship service and continually offer up prayers for you corporately and individually. Additionally, we commit to minister to you and your family during times of need, to maintain an excellent spirit and excellence within our ministry and to be there for you during hospital stays or funerals. We will provide counseling options and groups that can assist you in your spiritual journey. We commit to you that you will have opportunities for your God given gifts to grow and be used within our church. In your serving roles we commit to maintain healthy, consistent, and strong communication. We commit to provide you ongoing training and support as you grow within the role you're serving.

OUR PRACTICES

SERVE WITH HEART, COMMITMENT, AND EXCELLENCE

Serving with our gifts and passions makes ministry enjoyable and fulfilling. If your team does not feel like the best fit, you want to consider a new team, or take a break from serving for a season, do not hesitate to let your team captain know.

SERVANT LEADERSHIP

Servant leadership is a very high priority at The Meeting Place. Don't take it lightly. Here are some thoughts on how we approach servant leadership:

- Don't expect others to do what you are unwilling to do.
- Acknowledge that every team member, church member and first-time guest is important.
- Put people first.
- Be inclusive and respectful.
- Expect the best, be prepared for the worst, tell the truth and always show the love of Christ.

PREPARE IN PRAYER

- Prayer is the best way to prepare your heart to serve.
- Ask God to give you His heart and eyes for people when you serve.
- Ask God how He wants to use you during each serving opportunity.

BE ON TIME AND CHECK-IN

- As a MP Serve team member, punctuality is vitally important in an effort to produce a culture of excellence. Please aim to be on time and check in with the team lead, so we can serve our church and our community faithfully.

OUR PRACTICES

TEAM HUDDLES

- The entire team comes together to prepare, receive position assignments and logistics, and pray. This is essential for team unity and clarity.
- Teams are asked to meet at least 5-10 minutes prior to their serve time.
- As soon as Huddles are complete, Host Teams get into position to welcome guests as they arrive. Other teams move forward with standard assignments.

KEEP YOUR HANDS FREE

- We want to avoid having anything in our hands while serving. Holding coffee or a purse in our hands can make it difficult to serve people effectively.

BE A PERSONAL GUIDE FOR OUR GUESTS

- Take people all the way to the person or place they need instead of pointing or shouting out directions.
- Keep an eye out for new people who may have questions or special needs.
- Be familiar with what is available at our facility like: Extra Parking, GrowthTrack, MP Kids, MP Nursery, Restrooms, etc...

EXCELLENT SERVICE

Guest service is a pursuit of excellence. Here are three steps to offering excellent service at The Meeting Place.

Step One: Offering a Great Welcome (Always be intentional in showing people that you are glad they are here. People want to feel like they belong and matter.)

Step Two: We aid with needs and get answers to questions. (Stop and Help!)

Step Three: Give special VIP attention when you see someone with a first-time guest gift. Make sure to be very intentional to make them feel welcomed and appreciated.

Please note: Excellent Service is not just for our guests. It also extends to every member of our church and each other. WE ARE IN THIS TOGETHER!

OUR PRACTICES

HANDLING COMPLAINTS

We will never be able to please every person every time, however it never hurts to try!

1. Never try to laugh off complaints or jokes about them, no matter how ridiculous the complainer sounds to you. Guard even your facial expression. This is very serious to the person in front of you.
2. If you get a complaint, own it. Immediately say, "I'm so sorry." It doesn't matter whether you personally caused the problem or not. In that moment you are the face of The Meeting Place, and you speak on its behalf.
3. Don't say "they" or "them"; instead say, "I" or "We." It does no good to say, "Hmmm. It looks like they messed up." That just frustrates the already agitated person. Instead, take ownership of the mistake or misunderstanding.
4. Ask for forgiveness. Go ahead and say "I'm so sorry this happened." Notice, you say "I'm," not "We." This goes a very long way in calming the emotions. After all, what is the complainer going to say - "No, I refuse to forgive you?"
5. Don't try to parade your expertise, as in "Well, the reason this happened is because." The person doesn't care what you know, they want to know that you care and understand what is happening."
6. Finally, don't assume that the complainer wants something (for example, money). Most of the time people just want to be heard.

Believe it or not, a person's frustration can become an opportunity to create new loyalty.

OUR CONDUCT

When you serve as a member of The Meeting Place volunteer family, you have a responsibility to develop and exhibit Christian behavior. This should be the heart of your desire to serve. The best question to ask yourself in moments of service is, “Who does this action, this word, this clothing, this attitude glorify?” Continually examining yourself with that question ensures that we only aim to please Jesus Christ, not ourselves or our neighbors.

1 Corinthians 10:31

So, whether you eat or drink, or whatever you do, do all to the glory of God.

While serving at The Meeting Place, you pledge to present a good appearance at all times. In both attire and behavior, you should strive to demonstrate Biblical standards in all situations. Each Serve Team comes with gradual levels of commitment - as our commitment should correlate with our level of exposure in speaking and influencing an individuals life and walk in Jesus Christ. Much exposure in directing people to Jesus comes with much accountability.

All volunteers should be exemplifying the highest moral commitment, Meeting Place volunteers are to maintain a disciplined life of Bible reading, prayer, and fasting. You must refrain from such things as:

- Profanity
- Drunkenness
- Dishonest Gain
- Gambling
- Illicit Drugs
- Pornography
- Sexual Immorality, and all behaviors which might cause Christ to grieve or others to stumble.

By providing an example in speech and action we encourage others to grow in Christ and become servants themselves. This is a way of life measured by the heart and commitment of each volunteer in the Meeting Place family.

OUR CONDUCT

DRESS CODE

Volunteer appearance is important to us. However, we respect individual preference and choice in dress and appearance. We ask that at all times volunteers make certain that their appearance is well groomed, clean and that clothing is appropriate, neat, and well-fitting. While relaxed attire is acceptable, we want to be sure our environment does not jeopardize professionalism and productivity.

Inappropriate Attire or Appearance Includes: (All Volunteers)

- Exceptionally short dresses, skirts or crop tops.
- Anything highlighting or drawing attention to our private parts.
- Any clothing item displaying an offensive comment or graphic illustration.
- Dirty, ragged, un-groomed or sexually provocative, revealing, or see through clothing or appearance.

Stage Dress Code: (Applicable to all teaching orientated positions and executive leadership positions within the church)

We ask that you dress business casual, promoting a culture of professionalism. Due to the age that we live in, while preserving Biblical morality, we ask women to appear as women and men appear as men, let gender separation be without question. We ask women to wear a skirt or dress to your knees (minimum). We ask men not to wear anything revealing, such as muscle fitting shirts or skinny jeans. We ask if you have visible tattoos, that you do your best to cover them - while we do not condemn your past, we aim to give glory to Jesus. We ask that while serving on stage you wear no excess jewelry, apart from a wedding/engagement ring - as we do not aim to bring attention to our appearance, rather Jesus Christ.

PURITY

The Meeting Place believes its volunteers should uphold the highest standards of Biblical purity in their interpersonal relationships. The Meeting Place believes that God's design for the gift of sexuality is to be exercised and enjoyed only within the covenant relationship of marriage between one man and one woman, in Christian fidelity. We believe God has expressly condemned sexual fornication outside of the marriage covenant. This prohibition applies to married persons committing adultery, to sexual relationships between unmarried men and women, and because God's order intends the sexual relationship to be between male and female, to homosexual practice. The Meeting Place volunteers should avoid the appearance of evil. This includes living with someone of the opposite sex who is not a member of their immediate family.

OUR CONDUCT

BACKGROUND CHECKS

The Meeting Place conducts background checks on certain volunteer positions. The Meeting Place may use a third-party administrator to conduct the background check. These background checks are limited to criminal history. They do not include credit or employment history. Background checks will be conducted on an annual basis for these volunteer positions. Failure or inability to meet and/or comply with any special security requirements are grounds for dismissal from volunteer activity.

HARASSMENT POLICY

The ministry of the Meeting Place expects volunteer behavior to be positive, supportive, and cooperative and requires each volunteer to contribute to an environment that is free from discrimination or harassment based on race, color, sex, national origin, disability, veteran status, pregnancy or any other characteristic protected by local, state, or federal law. The Meeting Place encourages volunteers to bring any incidents of harassment, sexual or otherwise, to the immediate attention of our pastoral team.

SOLICITATIONS AND DISTRIBUTIONS

Distributions in volunteer areas of literature, pamphlets, advertisements, or other material by an outside person, whether member or guest, are not permitted at any time. Volunteers are not allowed to engage in any solicitation at church. This includes, for example, soliciting for participation in fundraisers for non-profit organizations, children's groups/schools, and other non-church related events, for funds or membership in any organization while serving. There will be no solicitation of members or guests allowed at any organization while serving. All volunteers are prohibited from soliciting funds or signatures, conducting membership drives, distributing literature or gifts, offering to sell merchandise or services, or engaging in any other solicitation or similar activity on Meeting Place premises unless granted specific written permission to do so by the Pastoral Staff.

OUR CONDUCT

SOCIAL MEDIA POLICY

Our Church is committed to maintaining a good relationship with volunteers and with the outside world. If The Meeting Place sustains a positive reputation and excellent image in the public eye, it directly benefits the Church as a whole in our mission to present Christ to the world. The way the public views The Meeting Place is vital to attracting and retaining members, attendees and volunteers, and helps to promote the Gospel.

While The Meeting Place has no intentions of controlling volunteers' actions outside of church, it is important that volunteers practice caution and use discretion when posting content on the internet, and especially on social networking sites that could affect The Meeting Place's business operations and reputation.

Should an indiscretion be discovered or brought to our attention, it could result in being asked to step down for a temporary period of time or permanently from volunteer service.

PERSONAL BELONGINGS

Please leave all personal belongings at home or in your car while serving. The Meeting Place assumes no responsibility for lost, damaged or stolen personal property.

PARKING

Volunteers who use The Meeting Place parking lot do so at their own risk and should keep their cars locked while on the lot. The Meeting Place assumes no responsibility for damage to or theft of any vehicle or personal property left in the vehicle on the parking lot.

If volunteers use The Meeting Place parking lot, we ask that you park around the back of the building, where there is more parking and a direct entrance into the foyer - reserving the main entrance spots for our guests and members.

CRISIS MANAGEMENT

If a crisis arises while serving there are several things you should do. If it is a physical emergency, dial 911, and immediately notify the pastoral staff.

If you or a member of your family experiences any type of crisis, accident, tragedy or death, or if you hear of something happening to another MP Member or attendee's life, please notify the pastoral staff. It is our desire to follow up with prayer and support anytime one of our members is in distress.

ABUSE POLICY ACKNOWLEDGEMENT

The Meeting Place is a safe place for children and adults. We comply with the Federal and State laws regarding reporting suspected child abuse. Suspected abuse is to be reported immediately to the pastoral staff. The Meeting Place, by law, must report any suspected abuse to the proper authorities within 24 hours. Every volunteer must understand the 4 types of abuse defined below:

Physical: A physical act directed at a child or vulnerable adult that causes injury.

Sexual: Contact or interactions between a child and an adult, or another child, when the child is being used for sexual stimulation of the perpetrator or another person. This includes exploitation through photographs, videos, or other communication methods.

Emotional: Acts or omissions by the parent or other caregivers that have caused, or could cause, serious behavioral, cognitive, emotional, or mental disorders.

Neglect: Failure to provide for the child or vulnerable adult's basic needs. This includes adequate adult supervision, medical attention, housing, food, and clothing. Most cases of physical neglect involve inadequate adult supervision that has caused harm to the child or vulnerable adult, or places them in danger of such harm.

Please note, it is not your responsibility to investigate and in no instance should you confront a parent or caregiver if abuse is suspected. As a volunteer, you agree to comply with this policy and report any suspected abuse to the pastoral staff person who oversees the area in which you serve.

CAMPUS

ACCOUNTABILITY

At no time is any member or guest of The Meeting Place to be left alone in the building with the opposite sex. As rumors hurt the reputation of the safe place we aim to become. We should strive to never let our good be evil spoken of, with that said, present bodies serve as present accountability on campus.