



WORD OF ENCOURAGEMENT MINISTRIES INTERNATIONAL INC.

TECHNOLOGY ASSISTANCE MINISTRY POLICY MANUAL

Purpose

The Technology Assistance Ministry is a charitable and educational outreach of Word of Encouragement Ministries International Inc. designed to help individuals, families, senior citizens, churches, students, and community members improve their ability to utilize technology safely and effectively.

This ministry operates in accordance with the ministry's religious, charitable, and educational mission and seeks to demonstrate the love of Christ through practical service and support.

Scripture Foundation:

"Let all things be done decently and in order." — 1 Corinthians 14:40

"And whatsoever ye do, do it heartily, as to the Lord, and not unto men." — Colossians 3:23

Section 1: Services Provided

The Technology Assistance Ministry may provide:

Individual Assistance

- Computer setup and configuration
- Mobile phone and tablet setup
- Printer installation assistance
- Email account setup assistance
- Basic software installation
- Internet access assistance
- Video conferencing assistance
- Digital literacy education

- Cybersecurity awareness training
- Online safety education
- Technology mentoring

Church and Ministry Assistance

- Basic church technology consultation
- Livestream setup guidance
- Audio/visual system assistance
- Website and communication guidance
- Technology training for ministry leaders

Educational Programs

- Workshops
- Seminars
- Community training events
- Technology awareness classes

All services are provided on a charitable basis and subject to volunteer availability.

Section 2: Services Not Provided

The ministry shall not provide:

- Legal advice
- Tax advice
- Financial advice
- Investment advice
- Medical advice
- Professional cybersecurity certification services
- Commercial IT consulting services
- Device resale or brokerage services
- Data recovery guarantees
- Warranty services
- Software piracy assistance
- Illegal downloading assistance
- Hacking activities
- Circumvention of security controls
- Access to unauthorized accounts

Volunteers shall immediately decline any request involving illegal, unethical, or inappropriate activities.

Section 3: Participant Requirements

Prior to receiving assistance, participants must:

1. Complete an Intake Form.
2. Sign the Participant Waiver and Release of Liability.
3. Provide accurate information concerning the issue requiring assistance.
4. Back up important data whenever possible.

Participants remain solely responsible for:

- Their devices
 - Their accounts
 - Their passwords
 - Their personal information
 - Their data backups
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Section 4: Volunteer Requirements

All volunteers shall:

- Complete a Volunteer Agreement.
- Sign a Confidentiality Commitment.
- Follow all ministry policies.
- Conduct themselves in a Christ-like manner.
- Respect the dignity of every participant.

Volunteers shall not:

- Misrepresent their qualifications.
- Access information unrelated to the requested service.
- Copy participant data.
- Share participant information.
- Use participant equipment for personal purposes.

The ministry reserves the right to remove any volunteer at its discretion.

Section 5: Confidentiality and Privacy

Technology assistance often involves access to sensitive information.

Examples include:

- Passwords
- Email accounts
- Financial information
- Medical information
- Personal photographs
- Private communications

Volunteers shall:

- Maintain strict confidentiality.
- Avoid viewing unnecessary information.
- Refrain from discussing participant matters.
- Report privacy concerns immediately.

Participant information shall only be used for ministry purposes.

Section 6: Password and Account Procedures

Volunteers should encourage participants to enter passwords themselves whenever possible.

If a password must be shared:

- The volunteer shall not record the password.
- The volunteer shall not retain the password.
- The volunteer shall not share the password with others.

Participants should be encouraged to change passwords after assistance is completed.

Section 7: Working with Minors

When serving individuals under 18 years of age:

- Written parental consent is required.
- A parent or guardian should be present whenever possible.
- Volunteers shall avoid one-on-one isolated situations.
- Ministry child protection policies shall be followed.

The safety of children shall remain a priority at all times.

Section 8: Home Visits

Home visits may be authorized when necessary.

The following standards shall apply:

- At least two ministry representatives should be present whenever feasible.
- Volunteers shall notify ministry leadership before and after the visit.
- Visits shall occur during reasonable hours.
- Volunteers shall maintain professional conduct at all times.

Volunteers may terminate a visit if they feel unsafe.

Section 9: Equipment and Data Protection

The ministry cannot guarantee:

- Data preservation
- Device functionality
- Software compatibility
- Internet performance
- Cybersecurity protection

Participants acknowledge that technology services involve inherent risks.

The ministry recommends that all participants maintain independent backups of important data.

Section 10: Photography and Media

No photographs, videos, testimonials, or participant stories shall be published without written consent.

The ministry respects the privacy and dignity of all participants.

Section 11: Incident Reporting

Any volunteer who becomes aware of:

- Data breaches
- Security incidents
- Privacy violations
- Injuries
- Accidents
- Threats
- Suspected misconduct

shall report the matter immediately to ministry leadership.

An Incident Report shall be completed and retained in ministry records.

Section 12: Safety and Ethical Standards

The Technology Assistance Ministry shall operate with:

- Integrity
- Transparency
- Accountability
- Compassion
- Respect
- Professionalism

Volunteers shall avoid conflicts of interest and shall not use ministry activities for personal gain.

Section 13: Non-Discrimination

Technology assistance shall be provided without discrimination based upon race, color, national origin, age, disability, or economic status.

As a faith-based ministry, Word of Encouragement Ministries International Inc. reserves the right to conduct all ministry activities consistent with its religious beliefs and mission.

Section 14: Records Retention

The ministry shall maintain:

- Intake forms
- Waivers
- Volunteer agreements
- Incident reports
- Program reports

Records shall be stored securely and accessed only by authorized personnel.

Section 15: Policy Review

This policy manual shall be reviewed periodically by the Board of Directors and may be amended as necessary to ensure compliance with applicable laws, ministry objectives, and best practices.