

INTERN MANUAL

NAME:

INTERNSHIP:

START DATE:

END DATE:

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1. WELCOME

Welcome to your internship!

We are so excited to see what God does in this next season as you invest time in learning, growing, and soaking up the culture at Catch The Fire. We know that you will be stretched, face new challenges, and grow in incredible ways.

We've put this handbook together as a guide that you can refer back to throughout your internship - so stick your name on it, make notes in it, and keep it somewhere safe!

The SoM Journey



Vision for the Internship Program

The Catch The Fire Internship Program is designed to enable students of the Toronto School of Ministry to continue to grow in a hands-on placement environment that encourages leadership training, practical experience, personal growth and spiritual growth.

Throughout your internship, you will gain insight into how a ministry works. Your internship will include training, skill development and experience in a specific area. We know that it will be an excellent opportunity for you to learn about your personal giftings, to grow in those areas, and to provide a stepping stone into further ministry.

Internships are an extension of the student program at the School of Ministry. As an intern, you are a student, under Catch The Fire College. You're under the pastoral covering of the School of Ministry team during your internship.

As an intern, you bring a unique mix of talents to the Catch The Fire team. Our heart is that this season will continue to help grow your character, passion for God, and give you more varied ministry experience. In successfully completing an internship, you will be awarded credits that count towards a Catch The Fire Diploma in Ministry or a qualification from one of our accredited partners.

Each internship is assessed according to the ministry load, the length and the successful completion of the internship. Students are awarded 1 credit per week of internship up to a maximum shown below. An example of credits awarded (for a full-time internship) is given below:

6 month internship	22 credits
12 month internship	45 credits
2 Advance classes	6 credits

2. TYPES OF INTERNSHIP PROGRAM

TRACK 1 – FULL-TIME INTERNSHIP, FULLY SUBSIDIZED

Track 1 is a full time internship with a Catch The Fire campus or department. The hiring department or campus pays the accommodation and food costs for the intern out of their own budget. Each month \$350 will be charged for accommodation and \$420 for food to the sponsoring department (food rate includes an \$80 discount per month). This full time internship is generally a one year commitment.

The intern will live on-site at the SoM building. The intern is in their internship 5 days per week from 9 a.m. to 5 p.m. Ministry involvement needs to be worked out between the intern and department supervisor.

Before being accepted to intern, all students must complete an application form that must be submitted to the intern coordinator and approved by the Executive Director.

TRACK 2 – FULL-TIME INTERNSHIP, PARTIALLY SUBSIDIZED

Track 2 is a full time internship with a Catch The Fire campus or department. The hiring department or campus pays the accommodation (\$350/month) out of their own budget. Food costs (\$420/month including an \$80 intern-only discount) for the intern are paid by each intern personally. This full time internship is generally a one year commitment.

The intern will live on-site at the SoM building. The intern is in their internship 5 days per week from 9 a.m. to 5 p.m. Ministry involvement needs to be worked out between the intern and department supervisor.

Before being accepted to intern, all students must complete an application form that must be submitted to the intern coordinator and approved by the Executive Director.

TRACK 3 – FULL TIME INTERNSHIP, SELF-FUNDED

Track 3 is a full time or part time internship with a Catch The Fire campus or department. The intern is completely self funded by their own personal support/savings or by working part time. Catch The Fire will be in no way responsible for obtaining a work visa for a non-Canadian to be able to work.

The intern will live off-site or as space allows they may have the option of renting a SoM dorm space (\$350/month) with food (\$420/month including an \$80 intern-only discount). The intern is in their internship 5 days per week from 9 a.m. to 5 p.m. Ministry involvement needs to be worked out between the intern and department supervisor.

Before being accepted to intern, all students must complete an application form that must be submitted to the intern coordinator and approved by the Executive Director.

TRACK 4 – VOLUNTEER

Volunteers do not need to be students of the School of Ministry. They live off site and are managed within their department, according to HR policy.

3. ROLES

Intern program co-ordinator/School of Ministry Director

As student interns are part of the School of Ministry program, the School of Ministry director also acts as the intern program coordinator. The role and responsibilities of the intern program coordinator are:

Intern Recruitment

Providing information to eligible candidates who qualify for the intern program. Advising of the options for available intern opportunities at Catch The Fire.

Role Description

The intern coordinator must approve a role description for the intern position prior to arrival.

Intern Orientation

Meet with new student interns and go through guidelines. Show them the process for their year and be a point of contact with them throughout their internship term. Provide a copy of the intern manual. Discuss goals for the internship.

Intern Reviews

Meet with intern every 6 months to evaluate the following factors:

1. Review of internship goals
2. Is the internship challenging and fulfilling?
3. Are the internship conditions satisfactory?
4. Is mentoring and learning taking place to help with future aspirations?
5. Are the living conditions acceptable?
6. Is training relevant to the role taking place?
7. Is the Intern able to apply knowledge gained in their course work?
8. Are there any concerns about the current internship?
9. What is their church involvement outside normal working hours?
10. Are there any suggestions for improvement to the intern program?
11. Are they comfortable in their relationship with their supervisor?

The coordinator will provide feedback to the supervisor following the interviews.

Student Intern Supervisor

The student intern supervisor provides day to day management and mentoring for the intern. Intern supervisors are encouraged to offer the same variety of tasks, responsibilities and learning opportunities available to other personnel. Similarly,

student interns should receive supervision, guidance and evaluation from their supervisors at regular intervals.

Student Intern Role

Each intern is a School of Ministry student. Catch The Fire student interns are expected to fulfill their duties to the same standard as paid staff members. During work hours, student interns report to their respective supervisor. Their priority and responsibility is to the department where they are a student intern.

Schedule and Days Off

You are expected to maintain normal office hours, unless your role requires you to be involved in a different schedule. Your supervisor will clarify the schedule with you. Normal office hours are Monday to Friday 9a.m. – 5p.m. The hours are 37.5 hours a week, or 7.5 hours a day (8 hours in total including breaks). This includes either a half hour lunch and two 15 minute breaks or a one hour lunch if working a full day in the office. Each intern must have two full days off per week.

Church Involvement

A core part of your spiritual growth is involvement in both a local Catch The Fire campus and a connect group. We encourage you to get involved in worship, prophetic and other areas of the local church where you can contribute. It is your responsibility to be proactive in getting involved. Your supervisor and the intern coordinator can also suggest ideas where necessary.

Pastoral Interns

It is the heart and desire of this ministry to train pastoral interns who could later become full-time pastors. As such, it is important during the internship that each intern has a realistic experience of what the work and ministry life of a pastor looks like.

Therefore, to fulfill this goal,

- Each intern will coordinate his/her schedule with their pastoral overseer to mimic their work hours, their ministry opportunities and ministry duties. In many ways this will require a greater responsibility for both the intern and the supervisor.
- Each intern will have flexible office hours, as does the pastor, and yet all assignments must be completed within these flexible hours.
- Each intern will contribute to Sundays at his/her campus. Supervisors must ensure that if the intern works any portion of a Sunday, they will receive 2 full days off in the week (eg. Saturday and another weekday).
- Each intern can use this flexibility in their workday for pastoral activities and to show initiative in their role, which would further develop the ministries/vision/goals of his/her church campus.

- Each intern is responsible to effectively communicate to the pastoral overseer his/her schedule and weekly goals for the week.
- Each pastor overseeing the intern is responsible to effectively communicate to the intern weekly goals, expectations and time schedules.
- Each intern is responsible to request permission from the pastoral overseer for any extra activities within the ministry or outside of the ministry that they wish to participate in during the weekly schedule.

4. STARTING YOUR INTERNSHIP

Before You Arrive

- Complete the intern application.
- Your internship will be approved by the intern coordinator and Executive Director.
- If you are not Canadian, you will receive an immigration letter as soon as possible. Depending on your country of origin, you may need to apply for a visa. The list of countries is on the Citizen & Immigration Canada website. <http://www.cic.gc.ca/>
- Book health/travel insurance to cover you for medical emergencies. This is mandatory for all interns.
- Arrange your date of arrival with the SoM office and your supervisor.

Orientation Day

You will have an orientation day at the start of your internship, to help settle you in to your new role. This day should include the following things:

- An office tour
- Introduction to the Catch The Fire staff
- Reviewing your schedule and day to day activities
- Desk, email and phone set up
- Meet your team
- Set out expectations for your role
- Set up payment plan with accounting (if in a partially funded or self-funded internship)
- Collect room key and pay room and key deposit
- Fill in any required forms
- Get photo taken for badge

Room and Key

All residents of the SoM pay a \$100 room damage deposit and \$20 key deposit. If your room is damaged or your key is lost, please let the SoM staff know asap.

Equipment

You will be equipped with the tools that you will need to successfully fulfill your role. This includes desk space, computer, notebook, pens, etc. Your supervisor will liaise with the Director of Facilities and IT as necessary to provide your working tools.

Badge

You are required to wear your student badge at all times in the office and during on-site events. Your badge is required to receive meals at the café, receive a discount from Catch The Fire Resources and for entrance at conferences. If a badge is lost, there is a \$5 replacement fee and can be ordered from creative services.

Health Insurance

Each out of province/country intern must have health and/or travel insurance for the duration of their internship. This is extremely important. It is your responsibility to purchase this. If you do not have insurance, you can obtain it through a bank, travel agent or Mission trip insurance www.missiontripinsurance.com. Please provide copy to the SoM on or before your arrival.

Plan to Protect

All interns must have an up to date Vulnerable Sector Police Check and must complete the screening process through Catch The Fire's Plan to Protect Policy. If you have not been screened, this will need to happen at the start of your internship.

Driving

Interns who may be required to drive a vehicle during their internship at Catch The Fire must complete the Catch The Fire driver approval process before they can be released to drive on any Catch The Fire business.

5. INTERNSHIP GUIDELINES

These guidelines help the intern program run smoothly. Please make sure you're aware of them. If you have any questions or concerns, please talk to the intern coordinator.

Meetings with Intern Coordinator

The intern coordinator (Cathy), will arrange regular meetings with the intern group to review the program. These will be in January/February and July/August, at each intern intake. Please ensure you communicate to your supervisor when this is happening.

Plan to Protect

As part of Catch The Fire's Plan to Protect policy, you will be screened for working with minors and vulnerable adults. It's important that you're always aware of the Plan to Protect policy, so make sure you review it, and ask your supervisor any questions you may have. While living in the School of Ministry building, there may be students with children. As per the Plan to Protect policy, you must make sure you are never alone with children, whether they are the children of students or not.

Meals

All of your meals are provided at the Riverside cafe during designated meal hours. If you are required to participate in an activity off campus, which will prevent you getting your meal, you will need to make arrangements with the cafe for a packed lunch, or your supervisor will provide your meal. Please give the cafe staff plenty of notice. The meal guidelines are listed in the cafe. Bottled water and soft drinks are not included. All residents of the SoM building are required to be on the meal plan at the Riverside cafe.

Church Involvement

A core part of your spiritual growth is involvement in both a local Catch The Fire campus and a connect group. We encourage you to get involved in worship, prophetic and other areas of the local church where you can contribute. It is your responsibility to be proactive in getting involved. If you need suggestions, talk to your supervisor or the intern coordinator.

Discount

The student discount at Catch The Fire Resources is 15% for personal use. In order to receive this discount, you must show your badge.

Staff Chapel

Staff Chapel is every Friday morning at 9:00a.m. in the School of Ministry and each intern should attend.

Vacation and Sick Days

Each intern receives 2 weeks vacation per year (10 working days) as well as 10 sick days. Your supervisor will track your vacation time remaining. Additional time off can be discussed with the intern supervisor and intern coordinator on a case by case basis. For Christmas vacation time, see below.

Christmas

Over the Christmas break, the cafe and church will be **closed**, and there will be no meals provided. The SoM office can provide you with the dates that the cafe is closed. If your internship falls over the Christmas break, we suggest that you make plans to spend time with family or friends. If you are required to work over the Christmas break, the cafe will provide you with frozen meals. Vacation time taken while the cafe is closed at Christmas can be taken on top of the allotted 2 week's vacation per year.

Public Holidays

When an 'off' day falls on a Public Holiday, you are entitled to take another day off 'in lieu' of the Holiday.

Missions Trips

We encourage you to look for opportunities to go on missions trips. Please get approval from your supervisor and the intern coordinator for each trip.

Interns with Children

Interns with children are responsible for the safety and supervision of their children at all times. Catch The Fire is not responsible for the safety of minors unless they are participating in a Catch The Fire activity eg. Sunday school.

Attending SoM Classes

We want to encourage you to continue to grow and learn throughout your internship. You can attend 2 weeks of any class in the School of Ministry at a rate of one course per semester. The schedule is available in the SoM office. The timing of taking each course is at the discretion of your supervisor. If you're planning to attend a School of Ministry class, here are the guidelines:

1. Please notify the SoM Administrator in advance.
2. Commit to be in the class for the full session. Arriving late and leaving early is distracting for the class and the teacher, and also will mean you don't get much

- out of the session. If you're late, it would be better to wait to join in until break time.
3. Sit in the seating area with the students - not at the back of the room or on the couches.
 4. Wear your badge. Not all of the students or teachers will know who you are, so make sure you're wearing your intern badge when in classes.

Extending Internship Length

If you would like to extend your internship, you will need to discuss this with your supervisor. They will then organise approval from the Intern Coordinator and the Executive Director before a formal offer is made.

Ending Internship Early

If, for any reason, you decide to end your internship early, you need to discuss this first with your supervisor. When you have approval from your supervisor, bring your plan to the intern coordinator.

Your internship can also be terminated before it's original planned end date. This would be at the discretion of the School of Ministry directors, in discussion with your supervisor, and as per the intern and student guidelines.

6. SELF-MANAGEMENT GUIDELINES

As student interns, you have greater freedom than the other students do, but this comes with a responsibility to manage yourself and your time. If you are struggling with any of these areas, please come and talk to us.

Social Media, Email

Interns must avoid conduct of personal business during work hours. Please don't spend time on Facebook or other social network sites during work hours. The Catch The Fire Computer Use Policy and Acceptable Use Policy will apply. We encourage all interns and students to use internet blocking software. All internet usage is monitored by our IT team. Any misuse can be grounds for dismissal from the School of Ministry. Please note that it is illegal to download or stream pirated media.

Demeanour and Appearance

All interns should maintain an appropriate appearance (personal hygiene) and suitable attire during your internship. It is important to dress in a neat and appropriate manner, suitable for your role responsibilities. In addition to general clothing, shoes must be worn. For certain events, interns may be requested to dress semi-formally when hosting speakers in the speaker's lounge. As an intern, you are a representative of Catch The Fire, so please dress accordingly.

Body Piercing, Hair Colour and Tattoos

The only permitted body piercing for interns is for the ears, but no spacers or bars. Interns are requested to avoid extreme hair styles and bright colours. Interns are not permitted to acquire tattoos or piercings for the duration of their internship at Catch The Fire.

Movies, Gaming & TV

There is a PG 13 (Canadian) rating limit on the movies watched in the SoM on movie nights. You do not have this limit, but please be appropriate with all your viewing, and under no circumstances are you to invite a Heart, Worship or Advance student to watch any tv/movies/youtube etc. outside of movie night in the auditorium.

Downloading pirated movies or TV is illegal, and Catch The Fire will be liable if you do this - so please do not! Interns and students may not use gaming consoles while living in the School of Ministry.

An internship is an opportunity to pursue God and allow him to continue working in your heart and character. We want to challenge you to put distractions aside that can easily

be ways to escape, including movies, gaming and tv. Pursue God and let him pursue you!

Drugs, Smoking and Alcohol

Smoking and non medicinal drug use is not permitted during a Catch The Fire Internship. Possession of alcohol and the consumption of alcohol on Catch The Fire property is not permitted. Interns, who are of legal drinking age, may drink responsibly; however, not in the presence of SoM 5 month students (ie. Heart, Worship or Advance) at any time. With any misuse, this privilege can be removed.

Dating

Interns are permitted to date, but not within the same department, nor are they allowed to date students. Please talk to the intern coordinator if you have any questions.

Working Hours

In many intern roles, the working hours are flexible. It's important for you to keep clear communication with your supervisor about your work time and time off. If you're struggling with time management, talk to your supervisor and/or the intern coordinator.

Your Journey with God

We really encourage you to continue to pursue what God has for you in this season as an intern. Internships are designed to give you more time to immerse yourself in the values and culture at Catch The Fire. We encourage you to take regular God time, to journal, to seek deeper inner healing, and to join a connect group. We want to invest in you - you are not here just to fill a staff role, but to have your journey with God enriched. Please speak to your supervisor or the intern coordinator if you're struggling or are looking for prayer ministry, and we can point you in the right direction.

7. LIVING IN THE SOM BUILDING

Interns are housed in the SoM building depending on available space. You'll provide a \$20 key deposit and a \$100 damage/security deposit in cash at your time of arrival. Keys and room numbers will be provided by the SoM office.

Visitors

Daytime visitors must leave the building by 10:30pm. You are responsible for the visitor and must be with them at all times in the School of Ministry building. You are responsible for the conduct of your visiting guest while in the building.

Overnight visitors You are permitted one overnight visitor for a maximum of two nights per semester. These visitors may not stay at any time when there is a conference happening at Catch The Fire. There are a few reasons for this. Primarily, your room is a communal room. Some people can handle a lot of visitors in and out, while others cannot. So to preserve the sanity of your room/roommates, we have limited the number and frequency of guests. We also really work hard to make this place your 'home'. With that vision in mind, we really try to deter anyone using your home as a pass through hotel. So if someone asks you to stay and you don't really want to them to or you don't know them well.... feel free to say no!

Visitors need to be cleared with the SoM directors or the Intern Coordinator prior to their arrival. We are required to keep track of who is in the building at all times in case of a fire or any other kind of emergency.

When your visitor arrives, please pick up a visitor badge from the SoM office. Visitors must pay for all of their own meals. If your visitor wants to attend an SoM class, please check with the SoM admin beforehand. If visiting for around 2 class sessions, there will be no cost, but a full week of classes costs \$100 for a visitor (ie. 4 mornings in Heart or Worship, or 2 full days in Advance).

Please make sure you're with your visitor while they're here - they are here to visit you, so you're their host for the whole time. You are responsible for the conduct of your visiting guest while in the building.

Cleaning Schedules

While living in the building, you are expected to help maintain the building by contributing to cleaning bedrooms and communal areas. Repeatedly failed room checks and missed cleaning duties will cause loss of damage deposit.

- Cave cleaning - the interns and Small Group Leaders have use of the cave (back of stage storage area) as a social area. SGLs and one intern have keys for

- access. The intern with the access key will pay a \$20 key deposit, and be responsible for a cleaning schedule. If the cave is not kept clean, it will no longer be available for use.
- January, February, July and August - During these months, the students are not in the building, so it is your role to keep the building clean. The SoM staff will create a cleaning schedule. We recommend minimizing the areas that you use to minimize the amount of cleaning you need to do.

Sharing the Building

You have greater freedom than the SoM students who live in the building so we ask you to live and act in a gracious and exemplary manner. We encourage you to use powerful communication with your roommates and fellow building dwellers!

Using the Intern Google Calendar

The SoM staff have created a google calendar for interns. The calendar will show you any cafe time changes, and when there are others staying in the building for short term schools.

Curfew

You do not have a building curfew but recommend that you go to bed at a reasonable time. The position of an intern is one of responsibility and can be tiring. When you don't get enough sleep, everyone suffers. The Small Group Leaders are asked to enforce curfew, so please help them by staying aware of the times and encouraging the students to follow curfew too.

Student Curfews

Monday - Thursday Night

10:30 p.m Building & Quiet curfew (this includes moving out of hallways and auditorium and into lounges and bedrooms)

11:30 p.m. Bedroom curfew

Friday - Sunday Night

10:30 p.m. Quiet curfew (this includes moving out of hallways and auditorium and into lounges and bedrooms)

11:30 p.m. Building curfew

Intern Curfews

Every Night

10:30p.m. Quiet curfew (this includes moving out of hallways and auditorium and into lounges and bedrooms)

Going Away

Please let the SoM staff know when you're out of the building. We need to keep an up-to-date list of who is in the building for fire-safety.

Room Decorations

In your room you have a pinboard for posting photos, art, etc. Please do not use sticky tack, push pins or tape on the walls, ceiling or furniture. This will forfeit your damage deposit. Please do not light candles, as this is a fire hazard.

Socials, Graduation etc.

You are invited to all SoM socials and graduation! You are an important part of the life of the school and we would love to have you there.

Emergency Numbers and Procedures

Emergency and fire safety procedures are currently being updated by the maintenance team. For a previous example of emergency procedures, please see the SoM office. Feb 10th 2015.

8. INTERNSHIP GOALS

Use this worksheet to build goals for your internship. You can make them together with the intern coordinator or a member of the SoM staff.

Use the following questions to help you make your goals for the internship:

1. Why did you choose to do an internship?
2. What did God do in your life as a student? How would you like that to affect your internship?
3. What would you like God to do in your life as an intern? How can you pursue this?
4. How do you want to grow spiritually during your internship?
5. What skills would you like to gain out of the internship?
6. What distractions could keep you from growing in these areas?
7. How do you want to be stretched in your internship?
8. What ministry activities are you going to be involved in?
9. Which connect group will you join?

Goals

- 1.
- 2.
- 3.
- 4.
- 5.

9. INTERNSHIP REVIEW

These questions are for your 6 month review with the Intern Coordinator. Bring your internship goals with you to the review, and fill in your answers below:

1. Review of internship goals
2. Is your internship challenging and fulfilling?
3. Are the working conditions satisfactory?
4. Is mentoring and learning taking place to help with your future aspirations?
5. Are your living conditions acceptable?
6. Is training relevant to your role taking place?
7. Are you able to apply knowledge gained during the Heart, Worship or Advance Module?
8. Are there any concerns about your current internship?
9. What is your church involvement outside normal working hours?

10. EXIT INTERVIEW

To be filled in separately by intern coordinator/SoM staff. This form is not to be shared with any future employer. Fillable copy is available on the SoM Drive.

1. What was most satisfying about your role?
2. What was least satisfying about your role?
3. What would you change about your role?
4. Did your internship duties turn out to be as expected? Yes No
5. Did you receive enough training to fulfill your role effectively? Yes No
6. Did you receive adequate support to fulfill your role? Yes No
7. Did you receive sufficient feedback about your performance between evaluations? Yes No
8. Were you satisfied with the internship review process? Yes No
9. Did Catch The Fire and the School of Ministry help you to fulfill your internship goals? Yes No
10. Do you have any tips for a future intern in your role?
11. What would you improve to make our workplace better?
12. What was the quality of the supervision you received?
13. What could your immediate supervisor do to improve his or her management style?
14. Based on your experience with us, what do you think it takes to succeed at Catch The Fire?
15. Did any policies or procedures (or any other obstacles) make your role more difficult?
16. Would you consider working or interning again for Catch The Fire in the future? Yes No
17. Would you recommend working or interning for Catch The Fire to your family and friends? Yes No
18. How do you generally feel about the Intern Program?
19. What did you like most about the Intern Program?
20. What did you like least about the Intern Program?
21. Did anyone in Catch The Fire discriminate against you, harass you or cause hostile working conditions? Yes No
22. If yes, please explain
23. Any other comments?