First Unitarian Society of Chicago Minutes of the February 2020 Board Meeting

Board Members Present: Kristin Faust, Board President

Cindy Pardo

Grace Latibeaudiere-Williams

Ellen LaRue

Others Present: Rev. Teri Schwartz, Senior Co-Minister

Rev. David Schwartz, Senior Co-Minister Beth Moss, Director of Religious Education

Liz Harris, Treasurer

Kristina DeGuzman, Secretary

Check-In

Those present shared joys and concerns.

Opening

Opening words were offered by Rev. David.

January Minutes

Cindy moved to accept the minutes; Grace seconded the motion, which carried.

DRE Report

Beth distributed her written report and provided highlights.

Religious education attendance for January, February, March is usually high; so far, attendance has not been quite as high as past years, but two popular programs are not going on right now. High school youth group attendance did increase after curriculum changed as intended. Beth continues to cycle through different kinds of worship activities to accommodate different learning styles.

Beth has also been working on youth attendance for the next CON. Unfortunately, the CON follows the beginning of CPS spring break, which limits attendance as many families travel during CPS spring break; however, a number of non-CPS students have expressed interest in attending. One member of the youth group has a long-term goal of having a CON at First U.

A volunteer from the RE council will be dropping off the supplies collected through the Cradles to Crayons program, and new OWL books have been ordered for the new trainees. Beth is also going to be trained to be a trainer by the UU here in Chicago.

Beth would like to provide one more RE social outing, hopefully outside of the church space due to construction.

Grace requested that Beth consider ways to involve the RE parents and students in the process of crafting the congregational behavioral covenant.

Ellen raised the issue of food allergies especially with respect children. Beth noted two children in the RE program have peanut allergies and therefore peanuts are not allowed in RE classrooms. Kristin noted that Lorraine may be able to add allergy restrictions to her excellent coffee hour instructions as well.

Beth noted that the issue of keeping Narcan supplies at church had also been discussed, and Rev. Teri noted that it hadn't been taken any further.

Rev. David noted how much of the construction burden had fallen on the RE program and how it has nevertheless thrived during this challenging time.

Ministerial Intern Report - Monica

Monica distributed her written report and provided highlights.

Monica found an enthusiastic welcome from the congregation upon her return, with special interest in her newsletter column on Transylvania. Her current work is now to continue community-building. The Celebrate at First event was a huge success with enough chocolate for people to take home, and and child who made Valentines were encouraged to give them to elders in the Church. Beth designed the amazing Valentine kits and Barbara Randolph also helped a great deal with the project. Congregants also expressed enthusiasm for future Celebrate at First events.

Monica's other focus will be peace circles. She and Rev. David will be leading a peace circle on Thursday the 25th. The theme of the month is resilience. The next day, the trained circle-keepers are meeting to plan the rest of the peace circle schedule. The current circle-keepers are Barbara Randolph, Jim Proctor, Anita Orlikoff, and Cory Muldoon. All are excited to have the peace circles be part of the larger good relations work of the congregation.

Kristin inquired how the peace circles have been publicized. Monic noted that they are included in the order of service and email blast, and the ministerial team will be preaching about them.

In terms of her ministerial competencies, Monica is looking forward to preaching again soon.

Grace congratulated Monica on being elected co-president of the Meadville-Lombard Student Advisory Council.

Finance Committee Report - Liz

Liz distributed written reports and provided highlights.

She is pleased with the current financial position of the church. At the previous committee meeting, several issues were discussed.

The finance committee has been discussing the possible creation of an audit committee for several months, and they are close to making a formal recommendation. The purpose of othe committee would be to take the place of an actual auditor, which would provide assistance to donors, both current and in anticipation of future bequests, that the funds are being used as directed and that there is a reasonable accounting. The committee feels this is a healthy way to move forward as the church grows.

The finance committee also discussed the 5% draw that is authorized by the church by-laws, which the congregation has done in the past as a contribution to general operations. Last year, this amounted to just under \$53,000. The discussion also included the \$250,000 loan from the general endowment to the capital projects, and how the church will address that dip in terms of the general endowment. The committee's recommendation is that the church treat the \$250,000 note as part of the endowment for the purposes of calculating the 5% draw. Based on this accounting, the calculated figure to be included in next year's budget is about \$4,000 less than this year. Liz spoke with Rev. David and Mike Knowles, and recommended that the church also include the crypt account, because crypt funds had always been a part of the general endowment. This would result in taking \$52,473 out of the account instead of the \$52,935 from last year.

With respect to the distributed income statement, the church is through 58% of the fiscal year, and total operating income is currently at 61%. The church needs to address its other sources of revenue given that it will lose a tenant, which will be one of the critical factors to be addressed in coming projections, given the current lack of a replacement tenant. Kristin noted that the Board had considered the possibility of forming a committee to find a new tenant. Rev. David noted that the formation of a committee was put on hold because the dance studio is seriously interested in renting the additional space, and their board is meeting tonight.

Richard Pardo sent out a report on construction progress, which Kristin will forward to the Board. In summary,t he electrical panel is in place and operation, the Pennington windows are installed, and Pennington center is currently awaiting air conditioning. All storm windows were installed in the Sanctuary, Hull Chapel, and VOV library. Work on the Parish Hall continues, but is behind schedule, though things continue moving forward. She noted that Errol has been very dedicated to the job, and they have tried to find ways to add additional items for the same price; consequently, the church has been getting good results for the money. In a follow-up email, it

was realized that the work on the ramp was left out because it is contingent on when the schools can make it work. There are costs of a bout \$38,000 that was not factored into the budget. This was only realized this afternoon, and there was a meeting this afternoon to work out the issues. Richard plans to come to next month's meeting to give a report.

Liz noted that there is a meeting scheduled for the 25th with Virginia Pace who has been working with Richard and Errol.

Kristin noted that the finance committee is the second check and balance on the process, and the numbers have not been through that process yet, but the system and the moving parts seem to be working well together. The congregation should be able to use the Parish House in May or June, when the church can have a celebration. Cindy commented that we need to remember to invite the construction crew to the celebration.

Rev. David pointed out that the current budget doesn't use all the Fenn House money authorized, and while it would be nice not to have to use all the money, there is something of a buffer there.

Liz reported that the finance committee has begun the process of making assignments of treasurer duties. Lin Orear has offered to work on the budget this year, and Joan Pederson has volunteered for next year. Laura Stern has offered to review the statements from the financial secretary. They don't yet have a volunteer for the title of Treasurer.

Kristin noted that the treasurer is appointed by the Board and has signatory responsibility, but the church has such a competent finance committee, the Board might be able to find someone who has comfort with numbers and money who does not necessarily have to have the kind of expertise that some of the committee members have. Liz indicated that she will continue as chair of the finance committee, and the treasurer doesn't have to be the same person. Rev. Teri noted that the church has other signatories, but the treasurer has slightly different responsibilities.

Items for Discussion and Update

Borja Estate - Kristin

The Board formally hired Wally Moy, who recommended that the church receive the house and sell it by putting it on the market through a realtor and soliciting multiple offers for the best chance of maximizing profit. The house had two appraisals that both came in at \$375,000. Theoretically, the church could sell it for \$375,000 to a pocket buyer, but Wally recommends the hiring of a realtor. She noted that this doesn't mean the church would have to pick the highest bid, and could decide to pick the bid of a family in the neighborhood, as opposed to someone using it as an investment property. A broker would cost up to 5-6%, which in theory could be made up by getting a higher offer. Cindy noted that the house will be available by the end of March, and Kristin affirmed that a broker would be ready to put it up for sale immediately.

There was a general preference among board members to sell to a family in the neighborhood, as well as a recognition hiring a broker and soliciting multiple bids would be more prudent in light of the need for transparency with the congregation. It was also noted that even if the house were sold to a family in the neighborhood, there is no guarantee that they would not sell the house for whatever reason the next year.

Ellen moved that the church engage a real estate broker to sell the Borja house, and Grace seconded the motion, which carried.

Good Relations Committee Update - Grace

The draft Policy on Conflict Resolution was distributed and Grace provided highlights and solicited comments.

The committee would like to present the policy in a workshop format at the March 8 Board First Forum, which will be the first opportunity for the committee to receive congregational feedback. Even though the Board has the responsibility to approve the policy, the committee is looking for congregational buy-in. The current plan is that the committee proposes the draft policy to the Board, which approves it as a provisional policy that will be pilot tested for a year. It will be presented to the congregation, but not voted on, with the idea that the congregation will work with the policy on issues that currently exist and will see how it works.

Grace provided highlights of the draft policy, the purpose of which is to deal with conflict in ways that build, rather than diminish, the community. The policy applies to adults only, and works in 4 steps. The policy outlines the duties and non-duties of committee members, lists types of conflict, and provides a glossary of terms.

The Board in particular is involved in Step 4: Impass or Referral to the Board. It was clarified that the Board actions described in the policy are in line with the Board's current powers and responsibilities, and that the policy is not intended to either expand or diminish the role of the Board. However, the Board's options are outlined in the policy as the committee did not want to assume familiarity with the Board's roles.

One of the types of conflict described in the policy was conflict with the Board. It was discussed extensively whether the good relations committee should be involved with conflicts with the Board, given that the Board is the governing body of the church and is elected by the congregation. It was suggested that a congregant with a conflict with a Board decision should be able to petition that the matter be reconsidered by the Board within 12 or 24 months; otherwise, the Board would be bogged down with constant requests to reconsider its decisions and remove any finality to Board decisions. There was discussion about whether conflicts with the Board should be removed from the document entirely, or replaced with a note that disagreements with Board decisions are not covered by the Conflict Resolution Policy. It was further noted that, as a

democratically government organization, the church has other ways to change Board decision or policy than through the Conflict Resolution Policy.

It was also suggested that the definition of "member" include that they subscribe to the congregational behavioral covenant.

The board members expressed praise and gratitude for the work of the committee: Lisa Christensen-Gee's work in particular was raised up.

Three members of the committee will be meeting with Rev. Lisa Pressley.

Grace requested suggestions for exact language changes for the sections that were discussed, as the committee would like to create its final draft at the March 3 meeting. The committee would then distribute the draft policy to the congregation before March 8 so the congregants have a chance to read it prior to the meeting, and then provide hard copies and enlarged visuals for the meeting itself.

Finley Campbell's Complaint to the Board - Kristin

A suggestion was made for a dedicated place on the church website to follow Board business for interested people in order to increase transparency in a way that is both discreet and in line with policy, that respects people's privacy, but still provides an opportunity for the congregation to follow Board business. In particular, she suggested sharing all correspondence to and from the Board. It was also noted that individual Board members have spoken with congregants about the Board's activities and the governing structure of the congregation, but there might be a better way to do this.

Kristin shared that Finley approached Rev. David back in October and asked for mediation around what he characterized as an antagonistic condition. Rev. David referred the matter to the Good Relations Committee. The committee felt that this would be a Board issue, so Kristin sent a letter asking Finley for a written description of the issue.

Kristin read Finley's write-up. There followed a discussion of the CALM organization referenced therein. Finley requested non-UU arbitration, refusing mediation by the Board or the Good Relations Committee, characterizing them as Rev. David's Board and committee.

Kristin read Amos's written feedback, and put the question of mediation between Finley and Rev. David to the other board members. It was noted that the Board arranging for mediation may not be productive as Finley has expressed that he does not affirm the authority or legitimacy of the Board and has rejected its involvement as biased toward Rev. David. It was also raised that, given the democratic governance structure of the church, in order for the Board to be able to make decisions, members need to agree to be bound by the same rules, framework, and norms.

It was also noted that the disagreement outlined may be a legitimate one, but looking at the conflict-resolution policy, this situation would likely be characterized as an impasse, and that although the policy would not apply to a difference with a minister, the general concepts regarding conflict-resolution still apply. It would be a situation in which parties agree to disagree, and the conflict remains unresolved but everyone agrees to behave in accordance with the church's covenants and expectations. Not being able to resolve the conflict would not necessarily constitute a failure, because many differences cannot be resolved, but the behavioral covenant would provide a way to keep going within the church culture and structure. If this were a Good Relations Committee issue, there would be a written agreement by both parties about how they would treat each other.

Kristin synthesized a path forward based on the discussion. The church will not pay for outside arbitration, and would consider the situation to be an impasse. The Board may be able to craft a behavioral covenant for people at an impasse. It was noted that both parties would have to agree to the covenant. The idea of creating standard language for such covenants was floated, with the understanding that this situation is special given that the conflict is with the ministers. It was also noted that framing the issue as binary, either-or, us-against-them is not productive, and that if one of the parties cannot work with the church's governance structure in the form of the Board and the committees, there may not be a logical way to resolve the situation. It was also agreed that the ministers would seek outside consulting with both Lisa Pressley and Henry Yampolski.

Allan Lindrup Email to the Good Relations Committee

Kristin read a message she received from Allan Lindrup stating that unless the Board reverses its decision on the nature of racism course, he will resign his membership. Kristin also shared her response, in which she outlined the four levels of agreement outlined by the conflict resolution training the Board had recently completed, and expressed her hope that despite his serious reservations, Allan would not resign his membership.

It was noted that UUMUAC brochures were left on chairs at the state of the church meeting. Finley indicated he was unaware of who placed them there. These were distributed for review. It was clarified that there are no restrictions on the use of UU in organization names, and that the group has been incorporated as 501(c)(3) organization. As the brochures are fundraising brochures, they were inappropriate to distribute at the state of the church meeting. Kristin received an email with the 501(c)(3) articles of incorporation for the UUMUAC. Finley had indicated to Kristin that the group has been recognized by the denominational affairs committee and wanted to know if the UUMUAC could rent space from the church. Kristin had responded that due to possible confusion between the UUMUAC and the church, the church would not be renting space to or distributing its fundraising literature for the group. It was discussed how this appears to be an end-run around Board governance, having the group sponsor the same class and distribute the same literature at the church that the Board had decided against. It was noted that the issue is not with the views of the group, and that it is good to have groups that push against the UUA, but what isn't acceptable is using this new group as a replacement to do what the

Board has decided against. There followed a discussion about the need to differentiate the brands between First U the UUMUAC. Finley had also asked for a meeting with Kristin and Grace to explain the UUMUAC. A question was raised whether a meeting would be productive if Finley doesn't recognize the legitimacy of the Board and the committee.

Committee Structure: item is tabled until March.

Upcoming Board events:

Peace Circle coming up.

Christian Group Sunday Service

A handout from the Christian Group was distributed for the Board's review and discussion

Last Sunday afternoon, the Christian Group held a service at the church led by Finley Campbell. For clarity, the UU Christian Fellowship is a larger denominational group. Finley has used the Christian Group to give the impression that he has been fellowshipped with the UUCF.

A question was raised whether this was the first such service of its kind, but that is unknown. The handout appears to have been given only to particular people. A discussion followed on the nature of the Christian Group. It was raised that the presence of a church-within-the-church causes confusion and undermines cohesion, and appears to be a power play, causing wear and tear on the congregation. It was pointed out that this has caused a strain on the church's called ministers. A proposal was put forth the bring in Henry Yampolski to see if the situation could be resolved. It could be considered a success merely to discover, through the process, that there is no path forward. Henry has agreed to do a facilitation with 15 people.

A discussion followed on Henry Yampolsky's practice. His center can be hired to come in and assess a situation using a cross-section of people in the organization, and then doing a group facilitation. The program is a one-week intensive. The executive committee inquired about the program and sent a proposal for \$8,200. They center would interview 25 people and do the facilitation with 15. The process would not be a mediation; rather, Henry would create a report on the situation based on the interviews and the facilitation. While the process might not lead to a resolution of the situation, it could help clarify the issues and let people feel they have been heard. A question was raised whether the congregation is ready for this kind of evaluation, and whether a clearer process was needed for asking for outside help. It was proposed that Grace, Kristin, and the ministers would work with Henry on these issues. Kristin then read a description of Henry's proposed further services. It was clarified that this facilitation would not be in response to Finley's request for mediation with Rev. David, but an attempt at wider, lasting congregational cultural change.

Ministers' Report - Rev. Teri and David Schwartz

The ministers distributed their written report and provided highlights.

The Little People Learning Center lease is up August 31.

On October 10-11, Dr. Qiyamah Rahman will be holding lectures and leading services.

Closing Words

Closing words were offered by the ministers.

Addendum

Grace proposed a resolution by email that \$1,500 in funds be approved from the Ministerial Intern Fund to pay for Monica to attend the UUA General Assembly. The motion was seconded by Margie and approved unanimously by email.

Report on Capital Projects Progress through February 20, 2020 Richard Pardo

Summary: A report was skipped in January, partially due to the Holiday period. This report is intended to reflect the work as of February 19, 2020. In summary: 1) the new building electrical panel is in place, has been inspected by Commonwealth Edison, and is providing all the building electrical power. 2) All Pennington windows are now installed, new insulation on exterior walls is finished, interior painting is nearly complete but some touchup remains. Remaining Pennington work is installation of new air conditioning system; some work on that has begun. 3) All storm windows are installed for the Sanctuary, Hull Chapel, and VOV Gallery. Also repairs to various windows in Sanctuary are finished. 4) Parish House work continues. AC work is about 85% complete; repair, installation, and cleaning of existing exterior windows and storm windows is complete; new wiring to electrical panels for both 1st and 2nd floor is installed but wiring individual plugs and lights are not in place. Cabinets have been selected and contract awarded, appliances for new kitchen are purchased. Completion is now estimated in May 2020.

Parish House: The Parish House Advisory Team (PHAT) has been meeting regularly with our architect, Errol Kirsch to finalize selection of the kitchen appliances, cabinet choices, bathroom and lounge fixtures and cabinets and eventually the floor choices for the final product. The kitchen appliances order has been placed and paid. Company is holding delivery until we are ready for installation. Cabinets have been selected and ordered. Heating system modifications and additional insulation are complete except for installation of new thermostats. Duct work and inside heat exchanger for the new Parish House AC system is now in place and the new folding door system between Chris Moore and Aki's Place has now been designed and construction is underway. The schedule has continued to slip, but we expect to complete all work by June 2020 when the new compressor for the AC system will be installed. We expect to begin to use the new Parish House in April 2020.

Pennington Center: All Pennington windows are now installed. Painting of windows and trim around windows is complete except for some remaining painting around the edges of the operable windows. This will be painted when the weather permits, opening the windows to cure the painted edge until till dry for completion. Storm windows bids are being obtained for the basement windows of the room now used as a costume storage room in the Pennington basement (old Garden Room kitchen) as well as the two windows in the basement bathrooms (on the north side). We will delay the commitment to procuring and installing these windows for now since they were not part of our original cost estimate. The major activity left in Pennington Center is to install 'central' air conditioning in the building. That work is beginning the week of February 10. Our anticipated schedule for the AC installation is shown in the schedule section below.

Separately one of the contractors is looking into removing the old stove ad dishwasher from the old Garden Room kitchen for no cost. I have told him to let me know if this is

possible, but it seems to be a good idea to me. Let me know if there are other issues or opinions.

Sanctuary and Hull Chapel 'Storm Windows': The installation of all storm windows in the Sanctuary, Hull Chapel and VOV Gallery is complete. One window must be reinstalled because of an error in measurement for the framing of that window, but it was installed and will later be replaced. The existing main Sanctuary window frames were scraped, cleaned, and painted before the storm windows went into position. In addition (with operating funds) a number of broken panes in VOV and along the North aisle are being repaired.

Electrical Panel and Building Power: The work to replace the 1920's power feed and also the 1960's Pennington power feed is complete. All power for the building now comes through the new power distribution system and new power lines come into the building from ComEd lines in the alley. This work was completed by mid-January 2020. The same company is now installing new power lines and subpanels for Parish House – both the first and second floors.

Fire Alarm: The existing fire alarm system will be expanded into the Parish House to meet city requirements. Permits are in process and we anticipate the rough installation in March. Alterations to the existing Fire Alarm system in the Pennington Center, if required, were not included in the estimated budget

Ramp between Parish House and Pennington: Design work on this activity is complete. The ramp installation was scheduled to begin on December 20; however, the Little People's Learning Center extended their operation to December 23. Therefore, the stair work was delayed. Work on modifying the temporary plywood walls is now underway and also modification of the Sacristy door has started with completion of raising the door opening now complete. We expect work to begin on the modified stairs, starting from the basement up to the landing between the first and second floor in March, however the exact schedule for this installation depends on negotiations with LPLC and Hyde Park School of Dance.

Budget Status:

The overview of project income and cost as of January 31, 2020 is shown in the tables below. At the beginning of this project we estimated a of need approximately \$187,453.50 from other sources (Fenn House proceeds) to complete these projects and this was reported to the congregation in September 2019. This number is almost exactly what we reported in September 2019 to the congregation.

In addition, I asked Errol Kirsch to look to the end of these projects and estimate any future 'extras' or 'credits' he could foresee. His response is summarized by a statement that he estimated the undiscussed 'extras' (mostly air conditioning details that were not previously known) totaled \$52,934.98 and additional credits totaling '\$32,747.00 for a net cost of \$20,187.98. Virginia Pace tells me by email that we still have about \$21,000 in our contingency line and thus may be able to cover these items within the original budget. Therefore, I will assume these costs are included in the numbers shown in Table I. If no other 'extras' or 'credits' develop, then the total budget shown in Table I

appears to still hold. But we cannot be absolutely certain of this. For sure, we are getting significantly more in many areas than we originally planned in our project list (about one year ago). I will expand on this point in a later report.

REVISION: AS a result of reviewing all aspects of our budget, Errol Kirsch realized on the evening of 2/19/20 that the Pennington-Parish Ramp Project had not been included in the CC budget. Thus, I have amended the Table II below to add back the \$39,000 cost estimate that we have for this project. The budget is over the original estimate, compared to the October 2019 estimate, by \$43,500. We (Liz, Virginia, Errol and I) will review this and discuss our options at the next 'payout' meeting in 2-3 weeks from the date of this report. I make it clear what changes have been made to report this, I have used a dark blue font for this paragraph and for the numbers that the change involved in Table II. I have not yet changed the last lines in

Table I. Capital Campaign pledges, uncollected pledge factor and net proceeds expected for capital projects.

Total pledged to Capital Campaign + Schug bequest + Green	\$1,116,526.00
Sanctuary contribution	
Allowance for uncollected pledges for CC contributions	\$-70,000.00
(Approximately 7% of CC pledges)	
Net funds for Capital Projects and fundraising	\$1,046,526.00
New estimate to be permanently funded from Fenn House	\$212,579
Proceeds ²	

Table II. Summary of costs and projected costs for Capital Campaign Projects. Costs are totaled through JANUARY 31, 2020. (Including payout #6.)

Project costs paid or authorized to date (Jan. 31, 2020)	\$930,362
Current estimate of costs to complete projects (sum of present retention and assumed remaining costs)	\$328,743
Pennington-Parish Ramp Cost Estimate	\$39,000
Total Project current cost estimate	\$1,298,105*

^{*} Revised cost estimate includes the Pennington-Parish Ramp.

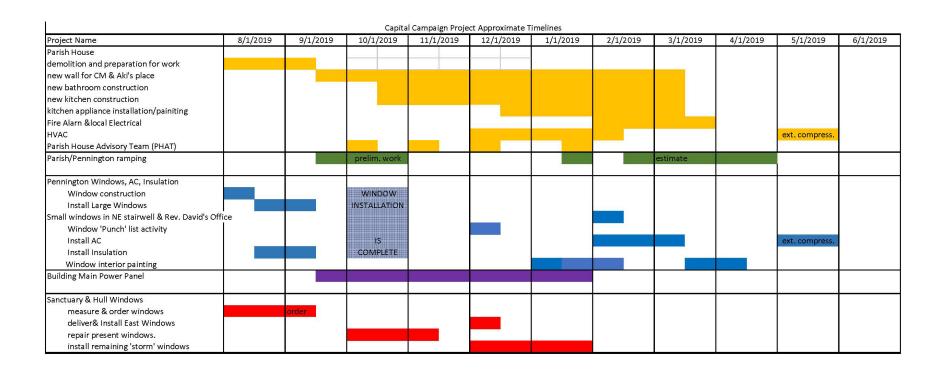
Thus at this point it appears that we are now about \$118,250 over our original estimates. This does not include any Phase V income but only assumes that the original pledge amount holds, less 7% as uncollected.

Schedule:

An updated schedule is shown here. Parish House work is delayed about two months, but we believe the interior work will be complete by the end of March 2020. The AC compressor installation is now planned for May. Other projects are completing about as planned.

The start of installation of the Sanctuary Windows began in December and continued and completed at the end of January.

The biggest uncertainty at this point is the modification of the stairwell and hallway that connects Pennington Center to Parish House on the first floor. That requires coordination with LPLC, especially and lesser for the Hyde Park School of Dance. But we are ready to perform the work in March if that can be scheduled.



Pictures of various parts of the Capital Projects

A. Pennington Center



Figure 1. Front of Pennington Showing new Windows installed.





Figure 2. Interior of new Pennington Windows in Volunteer Office Figure 3 Interior of second floor. NW classroom for LPLC.

B. Sanctuary and Hull Chapel Storm Windows



Figure 4. Round window from outside showing new storm window



Figure 5. East facing Sanctuary window



Figure 6. South facing window of Sanctuary and VOV.



Figure 7. Hull Chapel South Facing Windows.

C. Parish House as of February 8, 2020



Figure 8. New Kitchen area. Windows out onto alley.



Figure 9. AC in old Parish House Janitor's Closet.



Figure 10. View into new bathroom and lounge area.



Figure 11. Chris Moore & Aki's Place status

D. Building Electrical Feed in October 2019



Figure 12. Pennington Power Panel (~1963).

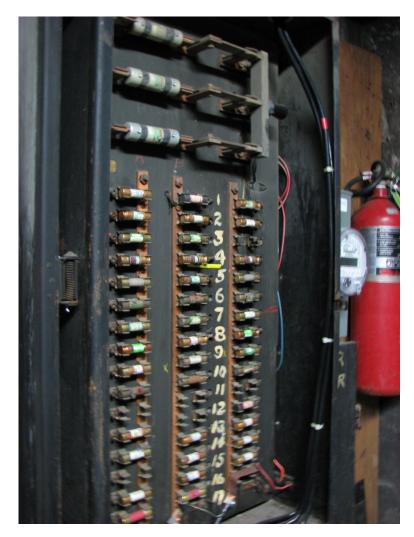


Figure 13. Sanctuary power panel (~1929).

E. Electrical Panel and power feed



Figure 12. New building power feed for all buildings.



Figure 13. New power feed for Sanctuary/Parish House



Figure 14. Subpanel for First Floor Parish House to be replaced.

Draft 2/18/20 (2)

FIRST UNITARIAN SOCIETY OF CHICAGO

Policy on Conflict Resolution

Introduction

Conflict is an inescapable part of human relations and community life. In striving for good relations with each other, our challenge is not to prevent or avoid conflicts but rather to manage and resolve differences of opinion, personalities, or objectives in ways that build rather than diminish our community.

This document identifies the steps that should be followed in our church when conflicts arise. These are:

- Step One: Direct Dialogue Between Concerned Persons
- Step Two: Request Help from the Good Relations Committee (GRC)
- Step Three: Facilitated Conversation with members of the GRC
- Step Four: Concluding Actions (Impasse or Referral to the Board

This Conflict Resolution Policy, which applies to adults only, fits within a set of documents, [some of which are still under development], including:

- Congregational Behavioral Covenant [under development]
- The Bylaws of the First Unitarian Society of Chicago
- The Policy Manual of the First Unitarian Society of Chicago, including the Policy on Disruptive Behavior

The Good Relations Committee has the role of implementing and managing the Policy on Conflict Resolution, as described. The Committee will not serve as professional mediators, nor adjudicators, nor investigators. The Committee will assess issues brought to its attention, make recommendations for resolution, and serve as trained volunteer facilitators.

The four types of conflict that we address are:

- 1) Between/Among Members/Friends of the Congregation (chart 1 attached)
- 2) Between Member/Friend of the Congregation and Church Staff (chart 2 attached)
- 3) Between Member/Friend of the Congregation and Minister (chart 3 attached)
- 4) Disruptive or Dangerous Behavior (chart 4 attached)

We have incorporated a Glossary of terms used, for common understanding, and four charts that provide a graphic representation of the process to be followed in each type of conflict.

We expect and hope that most conflicts can and will be resolved by effort on the part of individuals to treat each other with dignity and respect, follow our Congregational Behavioral Covenant, and seek resolution when conflicts arise through the processes articulated in this policy, thereby strengthening the social fabric of our community and our ability to live out our mission.

First Unitarian Society of Chicago Conflict Resolution Policy

CONFLICT RESOLUTION PROCESS

STEP ONE: Direct Dialogue Between Concerned Persons

When you have a conflict or concern with another individual or church body, including with another congregant, minister, staff member, or committee you are asked to:

First address your concern directly with the person or persons involved. If you do
not know who is responsible for your area of concern, consult this policy or check
with a minister, member of the Good Relations Committee, or member of the
Board.

The simplest, most effective path to conflict or concern management is one-onone, face-to-face, open communication. This honors confidentiality and allows each party to address the issues without involving unrelated third parties that can lead to gossip and escalation of the conflict.

Communicating face-to-face is best or over the phone (if necessary). Avoid communicating via email or text when the conflict or concern is of an interpersonal nature.

- Agree on a mutually acceptable time and place to talk one on one and as soon as possible after the incident. Use the "Ground Rules" and "Preparation Suggestions for Successful Resolution" included at the end of this policy to prepare for and engage in a productive conversation.
- If you are uncomfortable meeting directly with the person with whom you are in conflict or with whom you have a concern (e.g., if safety is an issue), the individual refuses to meet or use the ground rules, or a meeting does not resolve the conflict, move to Step 2.

STEP TWO: Request Help from the Good Relations Committee

Often it is helpful to involve other skilled people to advise and assist parties in conflict to resolve their differences in positive ways. First Unitarian's Good Relations Committee is chartered to fill that role.

If you have a conflict or concern that you are unable to address by direct dialogue, you may take your conflict or concern to the Good Relations Committee for their confidential help in resolving the conflict or concern. You may email the GRC chair or email [goodrelations@firstuchicago.org] to schedule a meeting. A member of the GRC will respond to your request within two weeks.

If, for any reason, you are not comfortable with bringing your issues to the Good Relations Committee, then talk to a minister or member of the Board who will provide direction on taking the next appropriate step.

When communicating with the Good Relations Committee, you will be required to describe in writing your concern or conflict stating:

- A brief description of the conflict or concern, including the person(s), committee or situation you are having difficulty with (anonymous complaints are not acceptable--be prepared to take responsibility for your concerns)
- What steps you have taken to resolve the conflict or concern
- What outcome you would like to see

(Assistance in writing up and submitting the conflict or concern summary can be available as needed.)

As in Step 1, use the "Ground Rules" and "Preparation Suggestions for Successful Resolution" described at the end of this policy to engage in productive conversations with members of the Good Relations Committee about the conflict or concern.

Members of the Good Relations Committee working with you will do their best to listen carefully, try to understand the nature of the conflict or concern, and make recommendations regarding how the GRC can help.

After assessing the situation, the Good Relations Committee may:

- Help you clarify your understanding of the conflict or concern
- Help you find words to talk with the person directly
- Help you to prepare to meet with the other party
- Contact other parties to the dispute or concern and offer the services of the Good Relations Committee to them as well

If the initial steps taken by the Good Relations Committee are not able to resolve the conflict or concern, the Good Relations Committee will consider next steps in conflict resolution, which could include facilitated conversation, declaring an impasse, or referring the conflict or concern to the Board.

In the following cases, the matter will go directly to the Board:

- 1. One or both parties refuse to participate productively in the resolution process;
- 2. The conflict or concern is perpetuated by unchanged behavior;
- 3. The Good Relations Committee believes the conflict or concern involves disruptive, dangerous, or damaging behavior as defined by the Policy on Disruptive Behavior.

STEP THREE: Facilitated Conversation by GRC Facilitators

If the Good Relations Committee (GRC) believes that a more formal process would be justified in managing the conflict or concern, the GRC can make a recommendation to the parties that a facilitated conversation be pursued.

Selection of a facilitator
 The GRC will select one or more Facilitators from among the members of the Good Relations Committee or other congregants skilled in conflict resolution if approved by the GRC.

• Purpose of Facilitated Conversation and Role of the Facilitator(s)
The purpose of a facilitated conversation is to make space for the parties in
conflict to communicate their respective concerns, feelings and needs. The role
of the facilitator is to create space for the parties to voice, and potentially hear,
the concerns of the other, but does not extend beyond that. While it is hoped
that the parties will be able to come away from the process with greater
understanding of themselves, the other, the situation, and likely scenarios going
forward, it is ultimately up to the parties involved, not the facilitators, to identify
and arrive at any potential resolutions going forward.

Format of the Conversation

The facilitator(s) will introduce themselves to the persons in conflict, specify the purpose of the conversation, the behavioral expectations, and the time schedule. Each party will be allowed to present their issue, uninterrupted; the facilitator will reflect back to the presenter what he/she heard and understood. The other party will be allowed to speak, uninterrupted, and the facilitator will reflect back in the same fashion. The facilitator will assist the parties in understanding the nature of their conflict or concern and, if relevant, help them articulate an agreement that will help resolve the issue.

Confidentiality

Each party, including the facilitator(s), may be asked to sign a confidentiality statement. This confidentiality statement helps to ensure that what is said during the facilitation process will not be shared with others. Agreements that are reached could be shared, if all parties agree.

Agreement

Any agreements reached to resolve the dispute will be documented by the GRC facilitators to ensure a common understanding among the parties. The agreement that the parties arrive at will be filed with the chair of the Good Relations Committee.

If the conflict or concern is beyond the scope and/or skills of the Good Relations Committee but the GRC believes that mediation would be justified in managing the conflict or concern, the GRC can make a recommendation to the parties and/or the Board that external mediation resources be pursued. The Board will determine whether it is appropriate to allocate church resources for securing mediation services.

STEP FOUR: Concluding Actions (Impasse or Referral to the Board)

If the conflict or concern remains unresolved even after receiving help from the Good Relations Committee, the GRC will declare an Impasse or refer the matter to the Board.

A. Declaration of an Impasse

There may be times in our congregational life when parties seeking conflict resolution find that they are at an impasse. An impasse will be declared when the following criteria in conflict resolution have been met:

- The congregation's Conflict Resolution Process has been followed
- The parties in conflict or concern have met face-to-face to attempt resolution
- Each party involved feels that they have said what needs to be said to the other party
- The Good Relations Committee has been involved in the attempts toward resolution
- The minister(s) is/are aware of the conflict or concern and the attempts toward resolution, either through direct involvement or through consultation with the Good Relations Committee
- The majority of the parties in conflict or concern, the Good Relations Committee, and the minister(s) agree that an impasse has been reached (if the conflict or concern is with the minister(s), the Good Relations Committee is responsible for declaring an impasse)

When an impasse is declared, further attempts at conflict resolution are recognized as futile. However, if the involved parties commit to and uphold First Unitarian's Congregational Behavioral Covenant, they can remain in right relationship with each other and the congregation.

To that end, the parties in conflict or concern shall enter into an agreement called a Commitment to Covenant regarding how they will treat each other with respect in all public settings. In addition to incorporating the standards set forth in the Congregation's Behavioral Covenant, a Commitment to Covenant may also specify limitations on communications about each other within the First Unitarian community, as the situation requires, and will articulate the terms of confidentiality expected.

The Commitment to Covenant will be made in writing, signed by the parties in conflict or concern, witnessed by one or more members of the Good Relations Committee, and submitted to the GRC for final approval. The Chair of the Good Relations Committee will keep copies of the final Commitment to Covenant in the church's files for record and reference by current and future GRCs, the Board of Trustees, and Minister(s).

Any action that violates the spirit of the agreement shall be deemed as a failure to adhere to the signed Commitment to Covenant and may lead to termination of membership.

B. Referral to the Board

Some conflicts or concerns may involve behaviors the Good Relations Committee deems to be dangerous (i.e., threatening to people or property), disruptive (i.e., interfering with essential church functions), or damaging (i.e., driving people away); these matters will be referred to the Board directly, to be addressed through the Disruptive Behavior Policy.

If a conflict or concern is not of the nature described in the preceding paragraph and cannot be successfully managed through Steps 1-3 of this policy, the Good Relations Committee may also refer the matter to the Board for formal resolution.

The types of actions the Board may take include:

- The Board will consider matters coming from the GRC and take action as they deem appropriate
 - If no resolution is possible, concern for the well-being, openness, safety and stability of the congregation as a whole shall be given precedence over the feelings or actions of any individuals
- The Board can endorse the GRC's recommendations or it can set its own recommendations and ask that the parties adhere to said recommendations
- The Board can solicit assistance from the UUA or other resources
- Exclusion or removal of a person from church activities
 - The Board can take action to exclude a person from attending church activities for a period of time based on a refusal to honor our church mission, Congregational Behavioral Covenant, or Conflict Resolution Policy
 - The Board, given just cause, can exclude a person from the church and the church premises, and remove their name from church membership
 - The Board may specify conditions for returning to the First Unitarian community, and set criteria for evaluation of compliance
 - Once conditions are met, assent of the Board will be required for return to the First Unitarian community
- Information sharing
 - The Board may share the final actions with the congregation

TYPICAL CONFLICT SITUATIONS

Conflict Between/Among Members/Friends of the Congregation

You are urged to follow the steps outlined in the policy, namely:

Step One: Direct Dialog Between the Concerned Persons

Step Two: Request Help from Good Relations Committee

Step Three: Facilitated Conversation by GRC Facilitators

Step Four: Concluding Actions will apply, if no resolution is reached.

Conflict with Staff

The Good Relations Committee processes do not apply to supervised staff. Supervised staff includes the Director of Religious Education, employed teachers, Director of Operations, Nursery staff, the Director of Music, and the Sextons.

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If your conflict or concern is with one of the supervised staff, you are urged to attempt Step 1, Direct Dialogue. If this does not result in an adequate solution, your next step is to go to a minister who in their role as Chief of Staff are the supervisors of staff members. If that does not produce a satisfactory result, you may contact a member of the Board.

Conflict with Ministers

If your conflict or concern is with a minister, you are urged to attempt Step 1, Direct Dialogue. If this does not result in an adequate solution, your next step is to go directly to the Board of Trustees. If necessary, and with the option of consulting with the Good Relations Committee, the Board will consider whether other methodologies for conflict resolution, including denominational resources, and/or declaring an impasse are advisable.

If you have a conflict or concern with a minister regarding performance matters, policy matters or ethical issues, such as honesty, integrity, professional conduct or violation of First Unitarian's Bylaws or Policies, you are asked to:

- Submit a signed complaint in writing to the Congregation's President.
- The Board will acknowledge the complaint in writing.
- The Board will advise you in writing as to the outcome of the review and the Board's actions.

Disruptive or Dangerous Behavior

In these situations, the existing Disruptive Behavior Policy in the Church's Policy Manual applies. This Policy states in part:

"While openness to a wide variety of individuals is one of the prime values held by our congregation and expressed in our denomination's purposes and principles, we affirm the belief that our congregation must maintain a secure atmosphere where such openness can exist: both for those on its physical property or participating in church activities elsewhere and, by its public presence and impact, for those who might be drawn to it. When any person's physical and/or emotional well-being or freedom to safely express his or her beliefs or opinions are threatened, the source of this threat must be addressed firmly and promptly, even if this ultimately requires the expulsion of the offending person or persons."

See https://firstuchicago.org/wp-content/uploads/2016/12/PolicyManual May2018.pdf

OTHER POSSIBLE TYPES OF CONFLICT

Conflict or concern with/within Committees

Process for resolution: Follow Steps One through Four

Conflict or concern over decisions made by the Board of Trustees

Process for resolution: Submit complaint/concern in writing to the Board of Trustees. The Board will review, consult with the Good Relations Committee and/or external UUA Region Congregational Life Consultant, if deemed necessary, and respond in writing as to the results of the review. This decision may be shared with the congregation, as appropriate.

Conflict or concern over a specific Policy that is part of the Church's Policy Manual

Process for resolution: Submit complaint/concern in writing to the Board of Trustees. The Board will review, consult with the Good Relations Committee and/or external UUA Region Congregational Life Consultant, if deemed necessary, and respond in writing as to the results of the review. This decision may be shared with the congregation, as appropriate.

Tools for Self-Mediated Conflict Resolution

A. Preparation Suggestions

For the Party Requesting Dialogue:

- Before approaching someone about a concern or conflict, ask yourself:
 - What exactly is bothering me?
 - Why is this matter important to me?
 - What do I want the other person to do or not do?
 - Are my feelings in proportion to the issue or are they amplified by some other situation or condition?
 - What is my own role in contributing to the conflict or concern?
- Reflect on the possible outcomes that would bring resolution, remembering that
 the idea is not to "win" or "be right" but to come to a better understanding of
 each other and a mutually satisfying and peaceful solution to the problem.
- Approach the person(s) with a request to discuss a concern you have. Be
 prepared to offer a succinct summary of the issue and to coordinate on a time to
 talk once the other person has had an opportunity to process the situation and
 prepare for a productive conversation.

For the Party Invited to Dialogue:

- When approached by someone regarding a concern or conflict, be willing to learn more about the other person's concern and experience.
- Give yourself time to consider what is being said. If you need any clarifications, ask.
- Reflect on your intent at the time of the incident and the intended as well as unintended impact on the other person.
- Decide if this is an issue that you can address directly with the person. If you decide to proceed, schedule a time to discuss the issue with the person. Prepare for that meeting by using the tools and strategies included in this document to help facilitate conversation.

B. Suggested Structure for Dialogue

Ground Rules

Together review and agree to abide by the following Ground Rules:

- We agree to talk directly with the person with whom there are concerns, and not seek to involve others in "gossip" or "alliance building."
- We agree one person speaks at a time so all parties can be heard.
- We will make a sincere commitment to listen to one another, to try to understand the other person's point of view before responding.
- We will provide time and space to say what needs to be said, listening quietly without interruption.
- We agree to try our hardest and trust that the other person is doing the same, approaching the resolution of differences with an open mind and an open heart and not rigid demands.
- We agree to focus on the issues, and not to attack the person with whom we disagree.
- What we discuss together will be kept in confidence, unless there is explicit agreement regarding who needs to know further information.

Sharing & Active Listening

For the person who initiated the conversation:

- (1) Thank the other person for being willing to meet and discuss your concern.
- (2) State the problem clearly, focusing on your understanding of the facts.
 - Speak from the first person: "This is my experience, my recollection, my perception, my point of view, my interpretation."
 - Be as specific as you can about whatever situation you are describing; give examples.
 - Speak about the behavior you observe, not someone's character or personality.
 - Avoid labels.
- (3) After presenting your understanding of the facts, share your feelings as honestly and completely as you are able.
- (4) What are the "hurts"? Use "I" messages to describe feelings of anger, hurt, or disappointment: "I am sad," or "I am disappointed." Avoid "you" messages such as "you make me angry...."

For the person invited to the conversation:

- (1) Use active listening skills--be careful not to interrupt and genuinely try to hear the other's concerns and feelings. Try to see the problem through the other's eyes. The "opposing" viewpoint can make sense even if you don't agree.
- (2) Take a moment to confirm that you understand what the person said. Try to restate what you have heard in a way that lets the other know you have fully understood.

After the person who has initiated the conversation has confirmed that they feel heard/understood, switch roles, with the invited party sharing their experience, feelings, needs from the same situation/issue and the party that initiated the dialogue actively listening and reflecting.

Devise Possible Solutions

After each party has been offered a chance to be heard, move into a conversation about potential solutions.

- The party who initiated the request for dialogue should be prepared to propose specific solutions, asking directly for what they want as well as identifying what they themselves might need to change to improve the situation.
- Invite the invited person to propose solutions, too.

Be ready for some compromise.

 Allowing the other person only one course of action will likely hinder resolution.

If you are able to reach agreement on a proposal for change, celebrate!

If you are not, consider requesting help from the Good Relations Committee.

Closing

Thank each other for being willing to try to resolve the conflict.

GLOSSARY

Agreement - harmony of opinion, action, or character; an arrangement as to a course of action; a document detailing the course of action the parties involved reached to resolve the dispute to ensure a common understanding.

Board of Trustees – Seven members of the congregation elected to serve as the governing body of First Unitarian Society of Chicago (First Unitarian Church) for staggered terms of two or three years. As stated in the Bylaws, "The Trustees shall have the care, custody, and control of the real and personal property of the Society and shall establish the policies necessary for the conduct of the programs and affairs of the Society."

(see https://firstuchicago.org/wp-content/uploads/2016/12/Bylaws 180520.pdf)

Concern - A worried or nervous feeling about something, or something that makes you feel uncomfortable or uneasy.

Confidentiality – The state of keeping or being kept secret or private. A confidentiality statement helps to ensure that what is said during the facilitated conversation process will not be shared with others. Agreements that are reached could be shared, if all parties agree.

Conflict - Strong disagreement between individuals or groups that often results in angry argument; a difference that prevents agreement; disagreement between ideas, feelings, and more.

Congregant – A member or friend of the congregation.

Damaging - To cause damage to; to injure or harm; to drive people away from the congregation

Dangerous – Able or likely to cause harm or injury; behavior that threatens physical or emotional well-being of self or another, or church property.

Destructive - Causing or wreaking destruction, or ruin; tending to disprove or discredit.

Direct Dialogue – Speaking one-on-one with the person with whom you have a concern or conflict.

Disruptive behavior - Behavior that interferes with, or disrupts, the activities of the congregation, disruption of public events and diminishment of the church; perceived compromise of the safety or well-being of child or adult.

Facilitated Conversation – Conversation between parties in conflict or expressing issue(s) of concern that is guided by a facilitator of facilitators chosen by the Good Relations Committee.

Facilitator – Someone who helps two individuals or a group of people understand their common objectives and assists them to plan how to achieve these objectives; in doing so, the facilitator remains neutral, taking no particular position in the discussion.

Friend (of the congregation) – Individual who attends, on a regular basis, the worship service and/or activities and events sponsored by the church, but has not taken membership classes, made a financial pledge to the church, nor signed the Membership Book.

Impasse - A situation in which no progress is possible, especially because of disagreement.

Mediation - Intervention in a dispute in order to try to resolve it. Note: Depending on the conflict or concern, and the assessment of the Good Relations Committee regarding the skill level required to address the conflict or concern, a professional mediator might be recommended.

Member (of the congregation) – Individual who has signed the Membership Book, after taking membership classes, or has over time become familiar with, and subscribes to, the UUA Principles, the mission and vision of the congregation, its governance structure and culture. A Member makes a financial pledge to support the upkeep and programming of the church, within his/her means, or contributes a minimum of \$50 per year, or has received a waiver after speaking with a minister. Members are allowed to vote at the Annual Meeting and special meetings of the society. Only members are eligible to serve in elected positions, e.g. Board of Trustees, Treasurer, Social Justice Council Chair. The Bylaws state: "Any person who subscribes to the purposes of this Society and is approved by the Membership Committee shall become a member of the Society upon signing the Membership Book."

Minister(s) – Professional clergy "called" by congregational vote on the recommendation of an elected Search Committee, or hired. According to the Bylaws, he/she/they has control of the pulpit and general direction of the religious activities of First Unitarian.

The Senior Minister is also the chief administrator and is ex officio member of all standing committees. Decisions regarding the use of space in First Unitarian's buildings are to be coordinated with the Senior Minister but are ultimately the responsibility of the Board of Trustees. According to the Minister(s) letter of agreement with First Unitarian, supervision of all staff is his/her/their responsibility, but this responsibility may be delegated where appropriate. Other ministerial positions may include Associate, Affiliated, Minister-at-Large, Minister of Religious Education, and Ministerial Intern.

Offensive - Causing someone to feel deeply hurt, upset, or angry.

Safe – Protected from, or not exposed to, danger or risk; not likely to be harmed or lost.

Staff – Paid employees of the church; namely, the Ministerial Intern, the Director of Religious Education, the Director of Operations, Director of Music, paid RE teachers, nursery staff, the Financial Secretary, the Sextons (2). Note: The Ministerial Intern and the Directors are supervised by the Senior Ministers; the Financial Secretary and the Sextons are supervised by the Director of Operations, the paid RE teachers and the nursery staff by the RE Director.

First Unitarian Society of Chicago Conflict Resolution Policy

[See Flow Charts 1-4 attached]

Developed by the Good Relations Committee:

Lisa Christensen Gee Jean Hester David Hodgson Ellen LaRue Jim Proctor Joan Staples Grace Latibeaudiere-Williams, Chair Rev. Teri Schwartz, Ministerial Advisor

CHART 1 - Concern or Conflict Among/Between Members/Friends of the Congregation

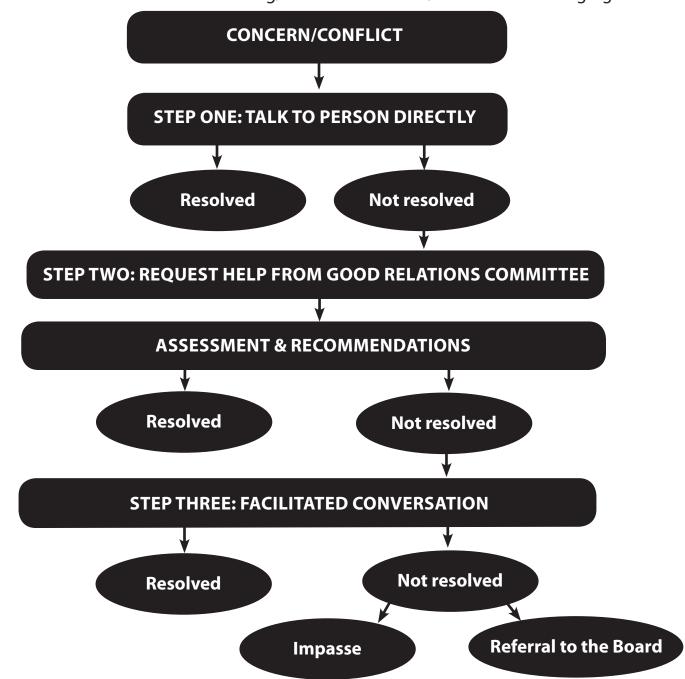


CHART 2 - Concern or Conflict Between Member/Friend of the Congregation and Staff Member

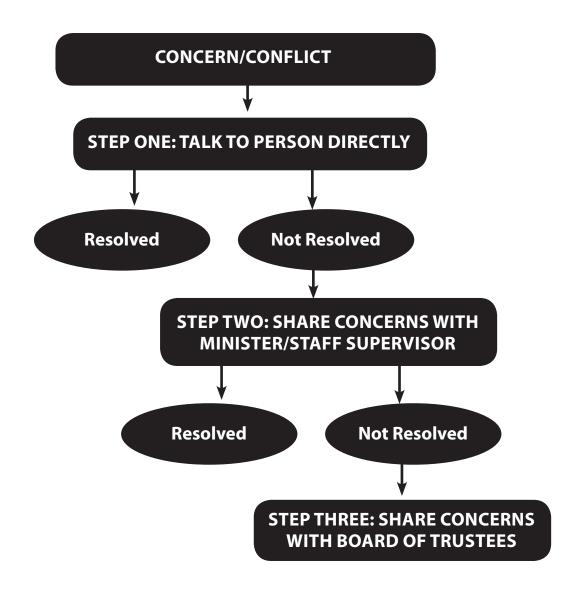


CHART 3 - Concern or Conflict Between Member/Friend of the Congregation and Minister

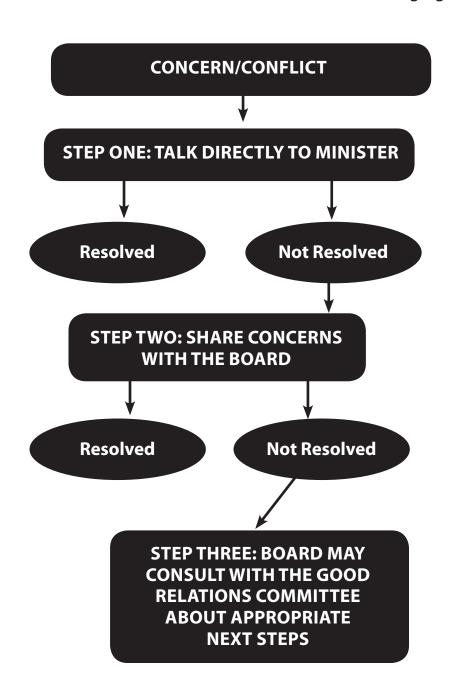
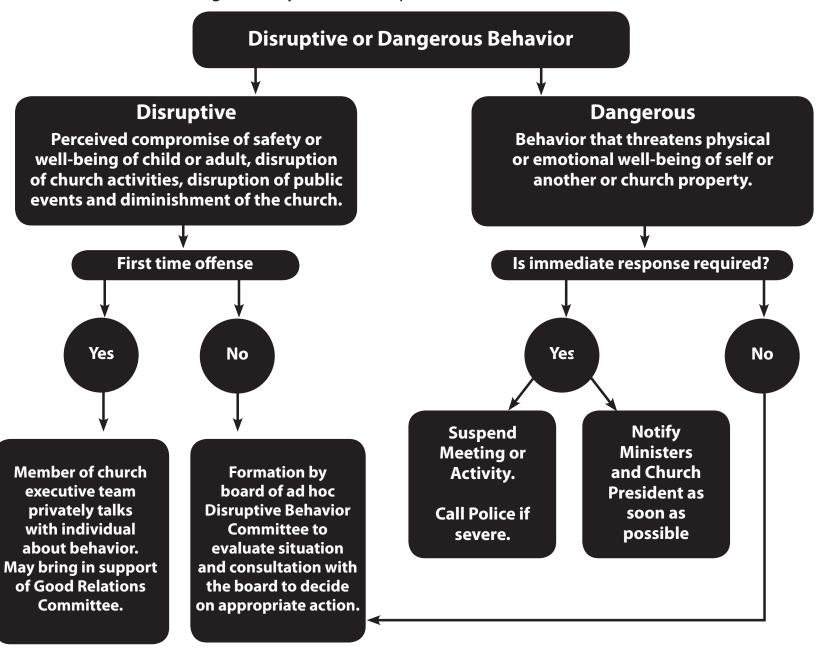


CHART 4 - Disruptive Behavior Occurring During Congregational Worship or at Meetings, Events or Activities Organized by Church Groups, Either On or Off the Church Premises



February 14, 2020

To: Good Relations Committee

From: Allan Lindrup

Re: Conflict with First Unitarian Society Board of Trustees

I am writing the Good Relations Committee to ask that it try to facilitate the Board of Trustees reconsidering its decision, made last spring, to bar the Nature of Racism class from being offered at First Unitarian Society of Chicago.

Our U.U. Principles are very important to me. The Board of Trustees action on this matter was and continues to be a violation of the 4^{th} Principle – the responsible search for truth and meaning. I have been an active U.U. for roughly 50 years (1959 – 1966, and 1977 to 2020), and this is the most egregious violation of our U.U. Principles by the governing body of a U.U. congregation I have been a member of. We are called to affirm and promote our U.U. Principles, but instead our Board of Trustees has chosen to violate and denigrate one of our U.U. principles.

I have been patient and wish to give the Board of Trustees and opportunity to reconsider and correct its violation of the 4th U.U. Principle. However, if the decision stands I will have no choice but to resign my membership in the First Unitarian Society of Chicago by the end of the current church year.

Sincerely,

All an J. Lindrup