A Meditation for Ministers in the Church
by St. Teresa of Jesus
Avila, Spain
(1515 – 1582)

Christ has no body now but yours,
No hands, no feet on earth but yours,
Yours are the eyes with which he looks compassion on this world,
Yours are the feet with which he walks to do good,
Yours are the hands, with which he blesses all the world.
Yours are the hands, yours are the feet,
Yours are the eyes, you are his body.
Christ has no body now but yours,
No hands, no feet on earth but yours,
Yours are the eyes with which he looks compassion on this world.
Christ has no body now on earth but yours.

Special thanks to:
The Archdiocese of Kingston
The Archdiocese of Toronto
Scouts Canada
21 May 2018
Feast of Mary, Mother of the Church

To: The Priests, Deacons, and Lay Ecclesial Ministers in the Diocese of London

Dear Brothers and Sisters in Christ,

By virtue of this letter, I promulgate this fourth edition of the *Called, Gifted & Sent* manual, and order its publication and distribution throughout the Diocese of London in print, and on our diocesan web-site.

In 2001, Bishop Sherlock mandated our *Called, Gifted & Sent* initiative to be implemented in all the parish communities, programs and related organizations across the Diocese of London. The initiative was designed to strengthen our local Church through establishing appropriate means for recruiting, screening and training volunteers to work in the various ministries of the Church.

Our goal is the same now as it was then, to challenge and enable the People of God in our Diocese to live out their baptismal call faithfully. Even more, as time has passed, we see how closely this call is connected to the whole mission of the Church, specifically the work of evangelization which has been a high priority for all the popes since the Second Vatican Council. Pope Francis made that clear in his Apostolic Exhortation, *The Joy of the Gospel*, when he wrote,

*I dream of a “missionary option”, that is, a missionary impulse capable of transforming everything, so that the Church’s customs, ways of doing things, times and schedules, language and structures can be suitably channeled for the evangelization of today’s world rather than for her self-preservation. The renewal of structures demanded by pastoral conversion can only be understood in this light: as part of an effort to make them more mission-oriented, to make ordinary pastoral activity on every level more inclusive and open, to inspire in pastoral workers a constant desire to go forth and in this way to elicit a positive response from all those whom Jesus summons to friendship with himself* (*Evangelii Gaudium*, 27).

While carrying out this work of the Gospel, it is essential as well to ensure the safety of children and other vulnerable people in our communities to whom we minister. Our desire for a safe environment for all has been one of the hallmarks of our Diocese since 1989. *Called, Gifted & Sent* helps to make that a concrete reality in our various ministries.

In presenting this fourth edition of *Called, Gifted & Sent*, I reiterate its importance for furthering the work of building the Kingdom of God in our Diocese. It is my hope that all involved in every form of pastoral ministry may have, with the grace of the Holy Spirit, the best opportunity to respond to their call and to work together for the good of their parishes, for our local Church and for the greater glory of God.

Sincerely yours in Christ,

Most Rev. Ronald P. Fabbro, C.S.B.
Bishop of London
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</tbody>
</table>
I – Introduction

A. Statement of Purpose
B. Definition of Terms
A. Statement of Purpose

This manual provides the parishes in the Diocese of London with guidelines and ready-to-use forms for the screening, accompanying, and supervision of volunteers. It is the policy of the Diocese of London that these procedures be followed in all of the parishes, programs, and related organizations under its jurisdiction in order to ensure the protection of volunteers, staff, parishioners, and the Diocese of London.

The purpose of Called, Gifted & Sent:

1. To safeguard, in all respects, all of those, but most especially the vulnerable, to whom we minister:
   We have an obligation to protect everyone whom we serve. However, when vulnerable people participate in our programs, we have a much higher obligation to ensure their protection than if they were able-bodied adults who could take care of themselves. This means screening, very thoroughly, people who are going to work with them.

2. To ensure the integrity, safety, and reputation of our volunteers:
   Volunteers are working in an organized, structured environment. Policies and procedures outline the volunteers’ rights as well as responsibilities, and how they will be supported when an incident occurs. Based on role descriptions and interviews, volunteers should be placed in a position that is best suited to their individual abilities and interests. By doing a risk assessment, we take into consideration the personal safety of all involved. The risk assessment ensures that we are not placing a volunteer in a dangerous location (i.e. unsafe equipment or working alone at night) or placing an inexperienced volunteer alone.

3. To ensure that, as a faith-community, we fulfill all our obligations:
   The development of screening policies and procedures is intended to meet our legal obligations, but more importantly, adequate screening measures will fulfill our ethical, moral, and spiritual responsibilities to promote wholeness, accountability, trust, and care in our ministries. The management of volunteers is as important as the management of paid staff, and requires the allocation of appropriate human and financial resources.

4. To provide a consistent approach to the process and maintenance of current records in a confidential manner in all parishes, programs, and related organizations.
   The pastor appoints the Called, Gifted & Sent coordinator, a member of a parish team or a volunteer who fulfils this role at the local level.

5. To respect the privacy of all involved.
B. Definition of Terms

Duty of Care
A general principle in civil law that identifies the obligations of individuals and organizations to take reasonable measures to care for and protect its participants and deliver its programs in a safe and well-managed manner. Canadian courts will hold parishes accountable on the basis of “neglect” if appropriate screening has not been conducted and some incident has occurred.

Full Disclosure
Volunteers have the right to know and to be informed from the outset of all screening procedures that will be used with respect to any position for which they apply.

Participants
Those who participate in programs or who receive services from ministries. The word “participant” is used as a generic term for these people.

Position of Trust/High-Risk Ministry
1. Situations in which someone has a significant degree of:
   - authority or decision-making power over another;
   - dealing with money;
   - unsupervised access to another person and to her/his property; and,
   - contact with vulnerable persons.

2. Situations where the success of the service depends on the development of a close, personal relationship between the individuals; e.g., mentoring, counselling, or home visiting programs.

Risk Management
A process of assessing potential problems and developing strategies for solutions to minimize the risk. In other words, it involves looking at the possibilities of loss or injury that might arise in programs, activities, and services, and taking steps to stop, minimize, prevent, or eliminate them. Screening is an exercise in risk management.

Volunteer
A person who:
   - chooses to undertake a ministry position, service, or activity;
   - does this ministry activity in service to an individual, or to assist the parish or diocesan community-at-large;
   - is not coerced or compelled to do this activity; and,
   - does not receive a salary or wage for this service or ministry activity.

Vulnerable Person
- any person under the age of 18 years;
- any person 18 years of age or older who has difficulty protecting herself or himself from harm temporarily or permanently, or is at risk because of age, disability, handicap, or circumstances such as emotional distress due to extreme crisis or trauma.
II – Screening Process

A. Overview
B. Determining the Risk
C. Role Descriptions for Ministries
   1. Coordinator of Called, Gifted & Sent
   2. Outreach Ministries
   3. Adult Faith Formation Positions
   4. Liturgical Ministries – General Risk
   5. Child & Youth Ministry Positions
D. Recruitment Process
   1. Recruitment is Inviting; Not Pleading, Begging or Arm Twisting
   2. Turning Down a Candidate
E. Volunteer Information and Application Form
   1. Volunteer Information and Application Form for Adults
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F. Interview Procedures – Overview
G. Ministry Leader/Coordinator Guide to Complete a Personal Reference Check
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I. Reference Checks
   1. Request for a Reference Check by Mail
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J. Ministry Leader/Coordinator Reference Checks Summary
K. Police Records Check for Volunteers
L. Police Services in the Diocese of London
M. Offense Declaration
N. Supervision and Ministry Review Procedures
O. Confidential Record Keeping Overview
P. Record Keeping Checklist for Volunteer Minister’s File
A. Overview

Screening begins long before any person offers to be a volunteer and ends only after the person leaves the ministry. The 10 Steps of Screening process, developed by Volunteer Canada, is divided into three sections: before selecting volunteers, the selection process, and managing the volunteers. The following is an adaptation of Volunteer Canada’s 10 Steps:

Before selecting volunteers
1. Determine the Risk
2. Role Description
3. Recruitment Process

The selection process
4. Volunteer Information Form
5. Interviews
6. Reference Check
7. Police Records Check

Managing the volunteers
8. Orientation and Training
9. Supervision/Evaluation
10. Support and Appreciation

Step 1 - Determine the Risk

The nature of the ministry and the inherent level of risk involved dictate the degree of screening required. The greater the risk, the greater will be the degree of screening applied. Factors that will help determine the level of risk include: the participant, the setting, the nature of the activity required, and the level of supervision.

Volunteers, as with employees, who are active in more than one ministry will be screened for the position with the highest level of risk. When a person moves from a position with a general level of risk to a position of high-risk, the other screening steps will be carried out for the new high-risk position.

Step 2 - Ministry Role Description

There is a role description for every volunteer ministry position. It is imperative to describe each ministry and define its inherent risk. These descriptions define the tasks of the position and set the ground rules for all involved. By documenting the role, these descriptions provide greater protection for the person being ministered to, the volunteer, and the parish/diocese.

Included in this manual are static versions for these ministry role descriptions (see C.1., pages 19 - 23). The online versions at www.dol.ca provide templates with drop-down menus for personalizing these descriptions for each parish setting.

Step 3 - Recruitment Process

All recruitment for volunteers, as with staff, will be done in a public process. Calling upon the gifts of the faithful, requests for volunteers should be done in a public way through notices printed in parish bulletins, parish newsletters, or other forms of communication. The notice should be accompanied by a Role Description and notice that a Volunteer Information Form will need to be completed. These two items are powerful screening tools in themselves and prompt
people to reflect on the seriousness of their call to this ministry even before any formal interview. Recruiting materials will clearly indicate that the faith community takes its responsibility towards participants seriously and screens all applicants.

It is important not to leave people with the impression that everyone who applies will be accepted, and it is imperative to make clear that extreme care will be taken to select only those who work in ministry.

Step 4 – Volunteer Information and Application Form

An application form must be completed for all ministry positions. (See E.1., pages 27 - 30)

The completion of an information and application form is intended to ensure that adequate records are kept. In addition, as with the use of a role description, asking individuals to complete the form demonstrates the seriousness of the potential volunteer’s commitment to screening, and provides a record that will protect the applicant, the parish, and the Diocese of London. The form also gives parish coordinator valuable contact information in the event an emergency arises. There is one form for adults and one form for those under 18 years of age. Only official Diocese of London forms are to be used.

Step 5 - Interview

An interview will be conducted for all high-risk ministry positions.

The interviews will be carried out with at least two interviewers. The interview provides an opportunity to talk with the applicant about her/his background, gifts, talents, skills, interests, and availability. It also allows an opportunity to explore any concerns the ministry leader/coordinator may have about the suitability of this person for the ministry position in question, and to ensure there will be a "good fit" between the person and the ministry.

The interview includes questions which are directly related to the specific risk concerns for the position being applied; e.g., interpersonal style with children or vulnerable adults, or a history of working with money. Notes from the interview will be kept in a secure parish file, administered by the Called, Gifted & Sent Coordinator. Use only the official Diocese of London forms.

Step 6 - Reference Check

Three references must be completed for all positions of trust/high-risk ministry.

It should be made clear to the referee that the individual is being considered for a position of trust with children, other vulnerable people, money, etc. Reference forms must be kept in the volunteer’s file.

A reference check may be the most effective screening step during the selection process. References will confirm the background, gifts, talents, and skills of the applicant and will provide an outside opinion on the suitability of the person for the ministry. Use only the official Diocese of London forms.

Step 7 – Police Records Check

A Police Records Check shows, in a very public way, our concern about the safety of our people. The Police Records Check will be provided by all potential volunteers for any positions of trust/high-risk ministry.
The pastor will review every records check to ensure that the potential volunteer will not put people at risk. The records check will then be sealed in an envelope, signed by the pastor, and consigned to the volunteer’s file.

Some possible limitations of a Police Records Check include:
- the report is only good up to the checking day (a recent conviction may not appear)
- there are time lags in sending records from one country to another
- the person may have obtained a “pardon” and therefore is no longer on the list
- the person may never have been caught

We must not rely solely on Police Records Check; to do so would be dangerous.

Step 8 - Orientation and Training

Appropriate orientation and training will be provided along with expectations and guidelines for all ministry roles. These can be found in Section III of this manual.

In fairness to volunteers, it is essential that orientation and training be provided to ensure that all individuals are able to perform their ministry effectively. Applicants are required to sign the back of their volunteer information forms stating that they have read the role description and the screening policy, and that they understand and will comply with them. Use only the official Diocese of London form.

Step 9 - Supervision and Evaluation

All ministry roles will be appropriately supervised.

Giving and receiving feedback is essential for growth in any ministry, for the volunteer, and the ministry itself. Volunteers will be encouraged to share their experiences, including their joys and struggles, their challenges, and suggestions for improvements in the ministry. Those directing the ministry need to give volunteers feedback about their successes and challenges in fulfilling their roles. Some situations may call for feedback from participants as well, either formally or informally. In all of this, volunteers can be affirmed in their gifts, and learn of ways to develop their skills.

Step 10 - Support and Appreciation

Gratitude is a means of effectively supporting and appreciating volunteers, but it is vital in order for volunteers to stay motivated and active. It is the pastor’s responsibility to work with the Ministry Leader/Coordinator to ensure volunteers are properly recognized.

Liability Coverage

The liability coverage afforded to the Diocese of London administered by Catholic Mutual of Canada provides coverage on a legal liability basis to all volunteers and employees who are responsible for screening of other volunteers and employees. Coverage applies to all volunteers and employees while acting within the scope of their duties, and responds to any legal liability for bodily injury and/or property damage subject to the policy exclusions, terms, and conditions. The policy does not refer to abuse of any kind. For questions related to abuse, refer to A Safe Environment Policy for the Diocese of London (2016).
B. Determining the Risk

The nature of the ministry and the inherent level of risk involved dictate the degree of screening required. There are four factors which we consider in order to determine whether a position is high- or general-risk.

1. The Participant

The vulnerability of the person(s) served needs to be taken into account. Small children, teens who are at risk, individuals who are physically, socially or psychologically challenged, and seniors who are frail are the most vulnerable. A vulnerable adult is someone who does not have full use of his/her faculties, or who is experiencing extreme trauma or abuse, and who is unable to function and reason normally. Consider factors such as:

- Age
- Emotional distress
- Maturity
- Isolation
- History of abuse
- Language and communication skills
- Disability
- Dependence
- Physical or mental illness
- Cultural background
- Current crisis/trauma

2. The Setting

The circumstance of the delivery – alone or with others, in a safe or questionable location – needs to be taken into account. Will the activity take place in someone’s home, a motor vehicle, the parish hall, a campsite, in isolation, or in a public place? Consider also these questions:

- Does this position require work in an isolated location?
- Does this position require unsupervised contact with a vulnerable participant?
- Does someone else have access to the participant while with this volunteer?
- Does the position involve transportation of vulnerable participants?
- Is there heightened potential for contact with bodily fluids, infectious diseases, or illnesses?
- Does the position take place in an intrusive or unsafe environment?

3. Intensity of the Activity

The “perceived authority” of the volunteer delivering the service is vital. The frequency and intimacy of encounters is very important. One-to-one grief care, for example, is a much more intense activity than the preparation and delivery of Christmas hampers. Consider these questions:

- Does the position involve physical contact?
- Does the position involve working with young children in a setting where touching, lifting, toileting, etc. are intrinsic to the position?
- Does the position involve helping participants change clothes, bathe, or move around?
- Does the position require physical exertion or endurance, such as helping someone transfer from a wheelchair?
- Does this position involve working with extremely emotional or traumatized participants?
• Is this a position with expected high levels of stress, emotional strain, and burnout?
• Does this position involve access to confidential information of participants or the organization?
• Does this position involve handling or managing cash, cheques, or other donations?
• Is specific knowledge or skill required to fulfill this position?
• Will staff typically experience emotional stressors such as loss, grief, or bereavement?

4. The Supervision

The issue of serious supervision must be considered in determining the level of risk involved in a ministry position. Consider these questions:
• How well is the person in this position supervised?
• Does the volunteer have access to the supervisor when needed?
• Is feedback on performance regularly sought and given?
• Are participants consulted regarding the volunteers performance?

Note: As a matter of policy, all ministry positions are examined in the light of the relevant factors to determine the degree of risk involved. When there is doubt as to the degree of risk, a position is categorized as high-risk.

High-Risk Level Criteria

Below are the basic criteria used to classify a position as high-risk (when used in certain scenarios or combinations). If none of the following conditions applies, the position will be at the general risk level.

1. The Participant
   • A child under 16 years of age
   • A person who is physically, mentally, financially, or emotionally vulnerable
   • A senior who is not able-bodied.

2. The Setting
   • An isolated place (including tents, cabins, private homes, etc.)
   • A room without any windows
   • A motor vehicle
   • A one-on-one setting

3. The Activity
   • Visits in a home, nursing home, hospital, or other care facility
   • Overnight activity
   • Activity that is of high physical or emotional intensity
   • Directly handles money and/or funds
   • Has control over parish property (including being entrusted with a key to parish buildings)
   • Has access to highly confidential information (personal / medical / financial)

4. The Supervision
   • Little or no supervision
   • No documentation of meetings/events
These criteria are not exhaustive. They are guidelines used in establishing the risk level of the standardized positions. Some local conditions may cause the risk level to be altered. When the pastor, in consultation with the Called, Gifted & Sent committee, decides this is the case, the Called, Gifted & Sent Coordinator and Human Resources of the Diocese of London should be contacted to discuss the determining factors and possibly modify the risk level for that particular parish ministry.

Sample List of Ministry Role Descriptions:

Altar Server Scheduling and Training
Bereavement Team Coordinator
Bereavement Team Member
Called, Gifted & Sent Coordinator
Called, Gifted & Sent Team Member
Catechist for Children
Choir Director for Children and Youth
Collection Counter
Elderly Outreach Coordinator
Parish Cheque-Signing Officers
Parish Youth Coordinator
Pastoral Assistant
Pastoral Ministry to those who are Homebound
RCIA Coordinator
RCIA Director
Society of St. Vincent de Paul Member
Volunteer Driver
Youth Ministry
C. Role Descriptions for Ministries

The following pages contain role descriptions for various ministries exercised across the diocese organized into five categories. Four categories have drop-down menus under Name of Group/Ministry which provide the various options of ministry within those areas.

C.1. Coordinators of Called, Gifted & Sent in Parishes, Communities or Diocesan Programs

C.2. Society of St. Vincent de Paul Member
    Bereavement Team Member
    Bereavement Team Coordinator
    Ministry to the Homebound
    Senior Outreach Coordinator
    Hospital Visitation

C.3. RCIA Coordinator
    RCIA Team Member
    Adult Faith Formation Coordinator
    Social Media Coordinator
    Young Adult Minister
    Marriage Preparation Coordinator
    Marriage Preparation Team Member

C.4. Director of Adult Choir
    Choir Member
    Gift Bearer Coordinator
    Gift Bearer
    Lector
    Minister of Communion
    Usher Coordinator
    Usher
    Liturgical Environment Coordinator
    Sacristan

C.5. Catechist
    Children’s Choir Director
    Altar Server Coordinator
    Children’s Ministry Coordinator
    Youth Minister
    Children’s Minister
## C.1. Role Description of Coordinators of *Called, Gifted & Sent* in Parishes, Communities, or Diocesan Programs

<table>
<thead>
<tr>
<th>Name of Group/Ministry</th>
<th><em>Called, Gifted &amp; Sent</em> Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountability</td>
<td>Pastor</td>
</tr>
<tr>
<td>Purpose of Ministry</td>
<td>To oversee the <em>Called, Gifted &amp; Sent</em> protocol in the parish. The purpose of this initiative is to ensure the safety of all vulnerable people to whom we minister, to safeguard our volunteers and our parish resources</td>
</tr>
<tr>
<td>Participant Group</td>
<td>Parish Volunteers</td>
</tr>
</tbody>
</table>
| Activities and Responsibilities |  • To learn the diocesan policies and the procedures for screening volunteers, initiate the screening process as per the procedures manual  
  • Ensure that there is a locked file cabinet and that all documentation is placed in the volunteer’s file  
  • With the ministry leaders, develop volunteer job descriptions  
  • Determine the level of risk in each ministry and suggest ways of reducing risk  
  • Assigning trust levels to positions  
  • Ensure that parish staff conduct and document interviews, follow up on references and police records check, and have volunteers fill out all required forms  
  • Implement the ongoing screening measures and dismissal policies, provide support where needed  
  • Address any problems that arise from evaluations and participant follow-ups  
  • Attend all training sessions and workshops provided by the Diocese  
  • Assist, as required, in keeping the policy/training manual updated |
| Other Requirements     |  • A practising Catholic and/or a parishioner  
  • Responsible, trustworthy, reliable and flexible  
  • Skilled at organizing, interviewing, and listening  
  • Able to maintain confidentiality  
  • Works well within a team structure  
  • Has some volunteer experience |
| Time Commitment        | Four hours per month               |
| Duration               | Two years renewable                |
| Orientation and Training | The Human Resources office of the Diocese of London |
| Support                | The pastor and the Human Resources office provide ongoing support |
| Supervision            | The *Called, Gifted & Sent* Coordinator is responsible to the pastor or his delegate |
| Evaluation             | The pastor is responsible for evaluating the *Called, Gifted & Sent* Coordinator |
| Position Level         | High Trust                         |
| Screening Procedure    |  • Receive a position description  
  • Complete Section II Form E, and Section III Forms L, M and N  
  • Sign Oath of Confidentiality  
  • Receive Expectations and Guidelines for Volunteer Ministers  
  • Interview  
  • Reference checks  
  • Police records check  
  • Orientation and training  
  • Supervisory checks and evaluations |
## C.2. Role Description for Outreach Ministries

<table>
<thead>
<tr>
<th>Name of Group/Ministry</th>
<th>[Choose an item.]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountability</td>
<td>[Choose one from list]</td>
</tr>
<tr>
<td>Purpose of Ministry</td>
<td>To coordinate programs and activities for young people aged 13-18</td>
</tr>
<tr>
<td>Participant Group</td>
<td>Click on those that apply and delete all those that do not apply including these instructions:</td>
</tr>
<tr>
<td></td>
<td>- Seniors</td>
</tr>
<tr>
<td></td>
<td>- Individuals who are homebound</td>
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<td></td>
<td>- Families or individuals in financial need</td>
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<td></td>
<td>- The bereaved in the community</td>
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<td></td>
<td>- Individuals who are in hospital</td>
</tr>
<tr>
<td>Activities and</td>
<td>Click on those that apply and delete all those that do not apply including these instructions:</td>
</tr>
<tr>
<td>Responsibilities</td>
<td>- Recruit and support volunteers for programs</td>
</tr>
<tr>
<td></td>
<td>- Ensure that all Called, Gifted &amp; Sent procedures are being followed</td>
</tr>
<tr>
<td></td>
<td>- Participate in parish meetings as required</td>
</tr>
<tr>
<td></td>
<td>- Organize planning meetings for programs</td>
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<tr>
<td></td>
<td>- Assist the pastor or pastoral coordinator in the planning of training for the volunteers involved in the ministry</td>
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<tr>
<td></td>
<td>- Be available to communicate with families and caregivers</td>
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<td></td>
<td>- Be available for training with the parish or diocese</td>
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<tr>
<td></td>
<td>- Identify individuals in the community in need of the ministry</td>
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<td></td>
<td>- Keep records of those served</td>
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<td></td>
<td>- Visit the elderly in the community</td>
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<td></td>
<td>- Distribute the Eucharist to those unable to attend Mass</td>
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<tr>
<td></td>
<td>- Visit the homes of those in need</td>
</tr>
<tr>
<td></td>
<td>- Collect donations from parish and community, and deposit or deliver to the parish office</td>
</tr>
<tr>
<td></td>
<td>- Visit the bereaved</td>
</tr>
<tr>
<td></td>
<td>- Assist bereaved in planning the funeral liturgies</td>
</tr>
<tr>
<td>Skills and Qualifications</td>
<td>Click on those that apply and delete all those that do not apply including these instructions:</td>
</tr>
<tr>
<td></td>
<td>- Baptized, practising Catholic</td>
</tr>
<tr>
<td></td>
<td>- Active member of the parish community</td>
</tr>
<tr>
<td></td>
<td>- Likes working with the elderly</td>
</tr>
<tr>
<td></td>
<td>- Comfortable with spirituality and faith</td>
</tr>
<tr>
<td></td>
<td>- Organizational, interpersonal, and communication skills</td>
</tr>
<tr>
<td></td>
<td>- Strong leadership with ability to delegate</td>
</tr>
<tr>
<td></td>
<td>- Imagination, creativity, and prayerfulness</td>
</tr>
<tr>
<td></td>
<td>- Knowledge and understanding of the liturgy</td>
</tr>
<tr>
<td></td>
<td>- Has an understanding of the elderly and relevant issues</td>
</tr>
<tr>
<td></td>
<td>- Has an understanding of funeral liturgies and guidelines for funerals</td>
</tr>
<tr>
<td>Time Commitment</td>
<td>Choose an item:</td>
</tr>
<tr>
<td>Duration</td>
<td>Two years renewable</td>
</tr>
<tr>
<td>Orientation and Training</td>
<td>Click here to enter text.</td>
</tr>
<tr>
<td>Support</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>Supervision</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>Evaluation</td>
<td>Review annually</td>
</tr>
<tr>
<td>Position Level</td>
<td>High Trust</td>
</tr>
<tr>
<td>Screening Procedure</td>
<td>- Receive a position description</td>
</tr>
<tr>
<td></td>
<td>- Complete Section II Form E, and Section III Forms L, M and N</td>
</tr>
<tr>
<td></td>
<td>- Interview</td>
</tr>
<tr>
<td></td>
<td>- Reference checks</td>
</tr>
<tr>
<td></td>
<td>- Police records check</td>
</tr>
<tr>
<td></td>
<td>- Receive Expectations and Guidelines for Volunteer Ministers</td>
</tr>
<tr>
<td></td>
<td>- Supervisory checks and evaluations</td>
</tr>
</tbody>
</table>
## C.3. Role Description for Adult Faith Formation Positions

<table>
<thead>
<tr>
<th>Group/Ministry</th>
<th>[Choose an item.]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountability</td>
<td>[choose one from list]</td>
</tr>
</tbody>
</table>

### Purpose of Ministry

*Click on those that apply and delete all those that do not apply including these instructions:*

- To welcome and form new members of the Christian Community
- To plan and organize the ongoing formation programs in the parish
- To provide a social media presence for the parish community
- To plan and organize the Marriage Preparation program
- To assist with the Marriage Preparation program

### Participant Group

*Click on those that apply and delete all those that do not apply including these instructions:*

- Parishioners
- Young adults (18-35)
- Those desiring initiation or catechesis in the Catholic faith
- The larger community
- Those preparing for marriage

### Activities and Responsibilities

*Click on those that apply and delete all those that do not apply including these instructions:*

- Recruit and support volunteers as needed
- Ensure that all Called, Gifted & Sent procedures are being followed
- Participate in parish meetings as required
- Welcome and encourage those interested in learning more about the Catholic faith
- Plan and organize the RCIA program with the pastoral team
- Plan and organize the Marriage Preparation program with the pastoral team
- Assist the pastor or pastoral coordinator in the planning of training for the volunteers involved in the ministry
- Plan and prepare events and gatherings for young adults at each stage of life
- Be available to coordinate the parish social media feeds on a regular basis
- Liaison with the pastor and pastoral team

### Skills and Qualifications

*Click on those that apply and delete all those that do not apply including these instructions:*

- Active member of the parish community
- Comfortable with spirituality and faith
- Organizational, interpersonal and communication skills
- Strong leadership with ability to delegate
- Comfortable in leading a group
- Understanding of Church teachings to engage in conversation with those seeking entry into the Church
- Understanding of the sacrament of Marriage and related issues (Natural Family Planning, Declaration of Nullity, etc.)

### Time Commitment

*Choose an item.*

- **Duration**: Two years renewable

### Orientation and Training

*Click here to enter text.*

### Support

*Choose an item.*

### Supervision

*Choose an item.*

### Evaluation

Review annually

### Position Level

High Trust

### Screening Procedure

- Receive a position description
- Complete Section II Form E, and Section III Forms L, M and N
- Interview
- Reference checks
- Police records check if required
- Receive Expectations and Guidelines for Volunteer Ministers
- Orientation and training
- Supervisory checks and evaluations
## C.4. Role Descriptions for Liturgical Ministries – General Risk

<table>
<thead>
<tr>
<th>Name of Group/Ministry</th>
<th>[Choose an item.]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountability</td>
<td>[choose one from list]</td>
</tr>
</tbody>
</table>

### Purpose of Ministry

- Click on those that apply and delete all those that do not apply including these instructions:
  - To sing at Sunday Mass or other special occasions
  - To schedule volunteers for the Sunday Mass or other special occasions
  - To participate in the celebration of the Eucharist by presenting the gifts
  - To participate in the celebration of the Eucharist by proclaiming the Sacred Scripture
  - To participate in the celebration of the Eucharist by assisting the priest in the distribution of the Holy Eucharist
  - To prepare the church, sanctuary, and credence table for liturgical celebrations
  - To assist in the organization of the congregation during Mass

### Participant Group

- Click on those that apply and delete all those that do not apply including these instructions:
  - Parishioners
  - Volunteers

### Activities and Responsibilities

- Click on those that apply and delete all those that do not apply including these instructions:
  - Choose music for Sunday Mass and other special occasions
  - Participate in practices and sing at Sunday Mass
  - Attend Mass as per schedule
  - Present the gifts at the Presentation of the Gifts
  - Coordinate Mass schedules
  - Recruit new volunteers as required
  - Prepare by reading, rehearsing, and praying with the Scripture reading prior to arrival
  - Let the pastor, pastoral minister or coordinator know if you are going to be away
  - Seat people when church is becoming full, take up collection, distribute bulletins
  - Assist the priest in the distribution of Holy Eucharist
  - Assure that the general liturgical environment corresponds to the furnishings, lighting and permanent decorations
  - Prepare liturgical material including *the Lectionary*, *the Missal*, vessels, and other materials required for a given liturgy

### Skills and Qualifications

- Click on those that apply and delete all those that do not apply including these instructions:
  - Active member of the parish community with no canonical impediments
  - Comfortable with spirituality and faith
  - Organizational, interpersonal, and communication skills
  - Strong leadership with ability to delegate
  - Good singing voice
  - Has a natural ability to proclaim the Word in an articulate manner
  - Sensitive to the needs of others
  - Desire to serve the parish community
  - Has been selected by the pastor who seeks written, formal appointment by the Bishop
  - Possesses aesthetic skills to create an inviting and appropriate environment

### Time Commitment

- Choose an item.

#### Duration

- Two years renewable

### Orientation and Training

- Click here to enter text.

### Support

- Choose an item.

### Supervision

- Choose an item.

### Evaluation

- Review annually

### Position Level

- Choose an item.

### Screening Procedure

- Receive a position description
- Complete Section II Form E, and Section III Forms L, M and N
- Interview
- Reference checks
- Police records check if required
- Receive Expectations and Guidelines for Volunteer Ministers
- Supervisory checks and evaluations
C.5. Role Description for Child and Youth Ministry Positions

<table>
<thead>
<tr>
<th>Name of Group/Ministry</th>
<th>[Choose an item]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountability</td>
<td>[choose one from list]</td>
</tr>
<tr>
<td>Purpose of Ministry</td>
<td>To coordinate programs and activities for young people</td>
</tr>
<tr>
<td>Participant Group</td>
<td>Click on those that apply and delete all those that do not apply including these instructions:</td>
</tr>
<tr>
<td></td>
<td>☐ Preschoolers</td>
</tr>
<tr>
<td></td>
<td>☐ Elementary school children</td>
</tr>
<tr>
<td></td>
<td>☐ Children ages 3-7</td>
</tr>
<tr>
<td></td>
<td>☐ Grade 2 students</td>
</tr>
<tr>
<td></td>
<td>☐ Children ages 8-12</td>
</tr>
<tr>
<td></td>
<td>☐ Grade 7 or 8 students</td>
</tr>
<tr>
<td></td>
<td>☐ Youth ages 13-18</td>
</tr>
<tr>
<td>Activities and</td>
<td>Click on those that apply and delete all those that do not apply including these instructions:</td>
</tr>
<tr>
<td>Responsibilities</td>
<td>☐ Coordinates programs and activities for applicable age group</td>
</tr>
<tr>
<td></td>
<td>☐ Recruits and supports volunteers for programs</td>
</tr>
<tr>
<td></td>
<td>☐ Ensure that all Called, Gifted &amp; Sent procedures are being followed</td>
</tr>
<tr>
<td></td>
<td>☐ Participates in parish meetings as required and planning meetings for programming as required</td>
</tr>
<tr>
<td></td>
<td>☐ Organizes planning meetings from programs</td>
</tr>
<tr>
<td></td>
<td>☐ Coordinates the sacramental preparation programs with the supervising member of the pastoral team</td>
</tr>
<tr>
<td></td>
<td>☐ Assists coordinator in implementation of sacramental preparation programs</td>
</tr>
<tr>
<td></td>
<td>☐ Assists the pastor/pastoral coordinator in the planning of training for volunteers involved in ministry</td>
</tr>
<tr>
<td></td>
<td>☐ Assists with training of Altar Servers and prepares and distributes schedules for Altar Servers</td>
</tr>
<tr>
<td></td>
<td>☐ Coordinates and assists with weekly Children’s Liturgy dismissal</td>
</tr>
<tr>
<td></td>
<td>☐ Is available to communicate with parents and other caregivers</td>
</tr>
<tr>
<td></td>
<td>☐ Is available for training with the parish or diocese</td>
</tr>
<tr>
<td></td>
<td>☐ Is available to teach classes to those preparing for the sacraments using material provided</td>
</tr>
<tr>
<td></td>
<td>☐ Organizes and attends appreciation events</td>
</tr>
<tr>
<td></td>
<td>☐ Selects music for weekly liturgy</td>
</tr>
<tr>
<td></td>
<td>☐ Plans and directs weekly practice</td>
</tr>
<tr>
<td></td>
<td>☐ Directs choir during the liturgy</td>
</tr>
<tr>
<td>Skills and Qualifications</td>
<td>Click on those that apply and delete all those that do not apply including these instructions:</td>
</tr>
<tr>
<td></td>
<td>☐ Baptized, practising Catholic</td>
</tr>
<tr>
<td></td>
<td>☐ Active member of the parish community</td>
</tr>
<tr>
<td></td>
<td>☐ Works well with young people</td>
</tr>
<tr>
<td></td>
<td>☐ Comfortable with spirituality and faith</td>
</tr>
<tr>
<td></td>
<td>☐ Organizational, interpersonal, and communication skills</td>
</tr>
<tr>
<td></td>
<td>☐ Strong leadership with ability to delegate</td>
</tr>
<tr>
<td></td>
<td>☐ Imagination, creativity, and prayerfulness</td>
</tr>
<tr>
<td></td>
<td>☐ Knowledge of Child and Family Services Act</td>
</tr>
<tr>
<td></td>
<td>☐ Knowledge and understanding of the order of Mass</td>
</tr>
<tr>
<td></td>
<td>☐ Works well with children</td>
</tr>
<tr>
<td></td>
<td>☐ Able to read music and direct choir</td>
</tr>
<tr>
<td></td>
<td>☐ Ability to choose appropriate liturgical music</td>
</tr>
<tr>
<td>Time Commitment</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>Duration</td>
<td>2 years renewable</td>
</tr>
<tr>
<td>Orientation and Training</td>
<td>Click here to enter text.</td>
</tr>
<tr>
<td>Support</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>Supervision</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>Evaluation</td>
<td>Review annually</td>
</tr>
<tr>
<td>Position Level</td>
<td>High Trust</td>
</tr>
<tr>
<td>Screening Procedure</td>
<td>• Receive a position description</td>
</tr>
<tr>
<td></td>
<td>• Complete Section II Form E, and Section III Forms L, M and N</td>
</tr>
<tr>
<td></td>
<td>• Interview</td>
</tr>
<tr>
<td></td>
<td>• Reference checks</td>
</tr>
<tr>
<td></td>
<td>• Police records check</td>
</tr>
<tr>
<td></td>
<td>• Receive Expectations and Guidelines for Volunteer Ministers</td>
</tr>
<tr>
<td></td>
<td>• Orientation and training</td>
</tr>
<tr>
<td></td>
<td>• Supervisory checks and evaluations</td>
</tr>
</tbody>
</table>
Volunteer ministry is a vital part of our Church. Through Baptism, each Christian is called to service within the community.

Crafting an appropriate message is crucial. Tone conveys a lot of information. Use a welcoming tone. It is possible to convey the seriousness of the work to be done and still talk about the fun side of volunteering.

Invite potential volunteers to select the opportunities that are being offered. The manner in which one presents the invitation to become involved is very important. It should sound welcoming to newcomers without implying that every applicant will be immediately accepted. For example, one might say:

“This ministry position is worth your time and effort. We offer you the opportunity to become involved so that your gifts and talents are utilized and you will be answering your baptismal call while also making a very important contribution to the community.”

If it is accepted that a majority of people volunteer because they were “asked,” then one should expect to do as much personal one-to-one recruitment as possible. This means that once prospective candidates have been identified, frame individual conversations so as to be successful in issuing an invitation to volunteer. Face-to-face recruitment offers people the opportunity to explore whether or not they fit into the ministry position.

Among the most important tools are listening and observation. The potential volunteer should have a chance to ask questions and react to what has been said. Does the potential volunteer seem interested? What aspects of what has been presented are getting the most attention?

At the recruitment stage, explain only the basics, the Role Description has all the important information. The basics are:

- the ministry position as succinctly and clearly as possible. What is the ministry about and whom does it serve?
- what work needs to be done and why a volunteer may be well suited to do it.
- how volunteers contribute to the work of the parish. What have volunteers achieved in the past? What kinds of people volunteer? Participating in the life of the parish is our baptismal call.

There is always a choice. You want candidates to do self-screening. It may be harder to accept that it is better to live with a vacancy than to compromise and put the wrong volunteer into a position. It is always possible to negotiate and compromise much later. But at the start, ask for what is expected, no matter how demanding it may sound. As clearly – and truthfully as possible, with reference to the Role Descriptions, describe:

- the tasks that need to be done
- an overview of the work
- time considerations
- the ideal qualifications/characteristics
- indicate the benefits – tangible and intangible – volunteers can expect in return for their service
- highlight training that is offered, both at the parish and through other means
- explain any possible out-of-pocket costs and what, if anything, will be reimbursed
D.2. Turning Down a Candidate

When it is clear that a candidate, inappropriate for a specific role has come forward the interviewer must assess the reasons for such a reaction. Is there a clear lack of qualifications or is there something less tangible that is making the interviewer cautious? Just as in the hiring of employees, the screening of volunteers is as much an art as a science. All the techniques of personnel management should be employed in these situations.

The potential need to turn someone down is why it is so important to make it clear that candidates must undergo the entire screening process. It is much harder to turn someone down if it has been implied that everyone will be accepted.

It is vital, however, not to evade turning someone down by saying “we’ll call you” and then not doing so. If an applicant must be turned down, be clear about it. One can still be supportive in a search for the right volunteer placement for that person. If the parish has decided not to turn away a volunteer, there is still no obligation to assign any applicant to whatever specific volunteer position she or he wants. Make sure there is a number of low-risk, low-people-contact ministry positions that can be used for volunteers who are not qualified for other positions. This should not be “busy work” or a role that will undercut all other qualified volunteers.
E.1. - Volunteer Information and Application Form for Adults
(18 years of age and over)

Name:_______________________________________________________________

Address:_____________________________________________________________________

City:________________________Province:______________________________

Postal Code:____________________Home Phone:_____________________________

Workplace:____________________Work Phone:_____________________________

Email:______________________________________________________________

Please provide a contact in case of an emergency:

Name: ______________________________________________________________

Home Phone:____________________Other Phone:____________________________

Relationship to applicant:______________________________________________

Have you held a volunteer position with another organization/parish? ___ Yes ___ No

If yes, please list:_________________________________________________________________

How long have you been a member of this parish community?______________________________

Ministry position(s) for which you are applying or are currently involved in:______________________________

_______________________________________________________________________________

If this ministry is not available, would you consider a different ministry? ___ Yes ___ No

If yes, which other ministries might interest you?____________________________________________________

_______________________________________________________________________________

Sign initials that the following have been received and read:

_____ The Ministry Role Description for the position for which I am ministering.

_____ The Called, Gifted & Sent, Section III Expectations and Guidelines for Volunteer Ministers,

_____ The contact information of the Ministry Leader/Coordinator:

continued
Declarations

I am aware of the responsibilities and the limits of this ministry position and agree to them. I understand that I represent this parish as a volunteer only when I am functioning as described in the Role Description. I agree to keep confidential any information that I may come across regarding the affairs of this parish, its clergy, other volunteers, and parishioners, unless otherwise directed by law or by authorities from the Diocese of London.

I certify that the information provided on this Volunteer Information Form is true and complete. I understand that this information will remain confidential, and is property of the parish. As well, I understand that my name and phone number will be given to the appropriate Ministry Leader/Coordinator so that he or she may contact me.

Signature: ___________________________ Date: ___________________________

Ministry Leader/Coordinator

Name: ________________________________

Role: ________________________________

Signature: ___________________________ Date: ___________________________
E.2. - Volunteer Information and Application Form for Youth
(under 18 years of age)

Name:______________________________________________________________

Address:___________________________________________________________

City:______________________________ Province:________________________ Postal code:____________________

Phone:______________________________ Date of Birth:____________________

E-Mail:______________________________

Please provide a Contact in case of an Emergency:

Name:______________________________________________________________

Phone: (Home)__________________ (Other)______________________________

Relationship to applicant:____________________________________________

Ministry position(s) for which you are applying or are currently involved in:
______________________________________________________________

If this ministry is not available, would you consider a different ministry?  □ Yes  □ No

If yes, which other ministries might interest you?______________________________

______________________________________________________________

Sign initials that the following have been received and read:

_____ The Ministry Role Description for the position for which I am ministering.

_____ The Called, Gifted & Sent, Section III Expectations and Guidelines for Volunteer Ministers,

_____ The contact information of my Ministry Leader/Coordinator:

continued
Declarations

I am aware of the responsibilities and the limits of this ministry position and agree to them. I understand that I represent this parish as a volunteer only when I am functioning as described in the Role Description. I agree to keep confidential any information that I may come across regarding the affairs of this parish, its clergy, other volunteers, and parishioners, unless otherwise directed by law or by authorities from the Diocese of London.

I certify that the information provided on this Volunteer Information Form is true and complete. I understand that this information will remain confidential and is property of the parish. As well, I understand that my name and phone number will be given to the appropriate Ministry Leader/Coordinator so that he or she may contact me.

Signature: ____________________________ Date: ____________________________

Ministry Leader/Coordinator

Name: ___________________________________________________________

Role: __________________________________________________________

Signature: ____________________________ Date: ____________________________

<table>
<thead>
<tr>
<th>Parent/ Guardian Consent</th>
</tr>
</thead>
<tbody>
<tr>
<td>I give my permission for ___________________________ to volunteer at</td>
</tr>
<tr>
<td>___________________________ and I take responsibility for</td>
</tr>
<tr>
<td>___________________________</td>
</tr>
<tr>
<td>name of applicant</td>
</tr>
<tr>
<td>name of parish</td>
</tr>
</tbody>
</table>

I understand that she/he is to participate as a parish volunteer and will be expected to comply with the Called, Gifted & Sent Resource Manual and to be faithful in honouring her/his volunteer commitments. I also understand that should she/he fail to comply with the Called, Gifted & Sent Resource Manual or fail to keep a commitment without giving adequate advance notice, her/his participation may be re-evaluated. I understand the contents of this Volunteer Information Form.

Print Name: ____________________________ Phone #: ____________________________

Relationship to applicant: ______________________________________________________

Signature: ____________________________ Date: ____________________________
E.3. – Additional Information for High-Risk Ministry Applications

a. References Provided by Applicant
Provide three references who can describe your suitability for this ministry (e.g., family (only 1), friends, neighbours, other parishioners, coworkers, professionals). Notify these people that the parish will be contacting them.

Name: __________________________ Relationship to applicant: __________________________
Address: __________________________ City: __________________________
Postal Code: ______________________ Phone Number: __________________________

Name: __________________________ Relationship to applicant: __________________________
Address: __________________________ City: __________________________
Postal Code: ______________________ Phone Number: __________________________

Name: __________________________ Relationship to applicant: __________________________
Address: __________________________ City: __________________________
Postal Code: ______________________ Phone Number: __________________________

b. Consent
I, __________________________, authorize the Ministry Leader/Coordinator __________________________ of __________________________ to contact the references that I __________________________ listed on this Volunteer Information Form, in order to collect the information that is appropriate to the position. I understand that the information obtained will be confidential.

Signature: __________________________ Date: __________________________

c. Police Records Check
I agree to comply with obtaining a Police Records Check before I can participate in a high-risk ministry position. I understand that only the pastor reviews this information.

Signature: __________________________ Date: __________________________

RETURN COMPLETED FORM TO PARISH
F. Interview Procedures - Overview

Interviews are an extremely important step in assessing suitability for ministry. The interview provides not only an opportunity to talk to the potential volunteer minister about his/her background, gifts, talents, skills, interests, and availability, but it serves to express the ministry expectations and to convey the guidelines set for volunteering in our diocese.

1. The Purpose of the Interview:
   • To discern the emotional maturity and stability of a potential volunteer minister;
   • To clarify what attitudes, values, experiences, and skills the person would bring to ministry; and,
   • To share expectations regarding training, role, supervision and the ministry itself.

2. Responsibility for Interviews
   • The Called, Gifted & Sent Coordinating Team is responsible for conducting interviews. The team may decide to invite the Ministry Leader/Coordinator of a specific ministry to assist with the interviews since this person will have a clearer understanding of what gifts are needed to perform that specific ministry.

3. Who Will Be Interviewed?
   • All new volunteer ministers who will be engaged in High-Risk Ministry as determined by the Diocese of London; and,
   • Current volunteer ministers who are not presently involved in a high-risk ministry and who intend to move into a high-risk ministry.

Guidelines for Conducting an Interview:

1. Preparation:
   • All interviews must be conducted by at least two people. Determine ahead of time who will be asking which questions. Review Human Rights Code (on website). Review Interview Summary Form.
   • Interviews should be conducted at the parish (unless the ministry will take place in the potential candidate’s home, in which case an interview in his/her home would also be suitable)
   • Bring the completed Ministry Information form and reference notes to the interview.
   • Establish an environment for the interview which is safe and free of distractions.

2. During Interview
   • Welcome potential candidate and explain process of interview.
   • Be a good listener – you are gathering information, not discussing your views!
   • Attitude – show interest, be alert, and maintain eye contact. This person is very important, make him/her feel that way.
   • Specifically describe the ministry using the Ministry Role Description.
   • Use the Interview Questions for New Volunteer Ministers form (in this section).

Follow the interview questions since they are subject to the Human Rights Code.
G. Ministry Leader/Coordinator’s Guide to Complete a Personal Reference Check

1. Contact the references given by the volunteer. The Ministry Information Form provides contact information for these references.

2. Use the phone: Most references are more likely to be honest over the phone or in person rather than in a formal letter. An outline of how to conduct a phone interview is included in this section. A formal form is also provided if this is easier to obtain.

3. Seek information on role-related behaviour: Ask for details about role-related behaviours, such as tardiness and absenteeism, rather than about personality traits, such as ambition and intelligence, which are hard to evaluate reliably.

4. Ask specific and direct questions: Questions such as "Would you be willing to have this person work one-on-one with your child?" or "How is this person's behaviour in a group setting?" or "Would this person be able to work with those grieving?"

5. Combine references with other predictors: Reference letters are not a substitute for Ministry Information Forms, Interviews, or a Police Records Check. They are only one important part of a good selection process for high-risk ministries.

6. Watch out for phrases with hidden meanings: Most references do not blatantly lie; they simply don't tell the whole truth; e.g., an "individualist" may be a person who cannot work with others.

7. Listen for traits and behaviours that match those of a suitable volunteer ministry leader. Use the Ministry Role Description to ascertain the skills/traits necessary for the specific ministry.

8. Ask open-ended questions that require more than just “yes” or “no” responses. Keep asking clarifying questions until you understand the answers the reference is giving.

9. As there is specific information which one cannot legally ask due to the Human Rights Code (on website), use the templates provided as a guide and only ask questions directly related to the ministry role.

10. Fill out the Reference Checks Summary form included in the section on forms. This is the only document to be kept in the volunteer minister's file. Shred all personal notes taken while checking references.
H. Ministry Leader/Coordinator’s Form for Reference Checks by Telephone

CONFIDENTIAL

—to be shredded once selection process is complete

Name of Volunteer Minister: ______________________________________

Identify yourself and ask if he/she is in a confidential setting and can speak freely. Note the attitude, tone and hesitancy (if any) in his/her voice through the conversation. It is important to check all references to ensure you have a clear picture of the individual. Explain that this will take about 10 minutes.

What is your relationship with this person? ______________________________________

How long have you known each other? ______________________________________

Describe the Ministry clearly to the person giving the reference.

How would you describe his/her skills and suitability for this ministry? ______________________________________

Identify the level of trust that will be developed with children/youth/vulnerable adults within the ministry. (e.g., Joe will be working closely with children and may be alone with them. Would you be comfortable with Joe having this kind of relationship with your child?)

Record Comments: ______________________________________

Could you comment on how you think this individual would fit into this ministry? ______________________________________

How would you describe the candidate’s personality and temperament? ______________________________________

continued
What would you describe as this individual’s strengths?

__________________________________________________________

What would you identify as this individual’s weaknesses as they pertain to this ministry?

__________________________________________________________

On a scale of 1(very little) to 10 (very much), how little or how much does this person exhibit these traits?

<table>
<thead>
<tr>
<th>Trait</th>
<th>Very Little</th>
<th></th>
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<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
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<tr>
<td>Respect for others</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>Leadership ability</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>Tolerance of diversity</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
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<td>Team player</td>
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<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>Respect for confidentiality</td>
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<td>4</td>
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<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
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</table>

Would you have any hesitation in recommending this individual for this volunteer ministry position? Is there anything we should be aware of in accepting this person?

__________________________________________________________

Do you have any further comments?

__________________________________________________________

IMPORTANT INFORMATION - RECORD KEEPING

The only information about the reference checks that will be kept in the candidate’s file is the Reference Checks Summary Form. Once the interview is complete, fill out this form and appropriately discard any personal notes you have made including these notes.
I.1. Request for a Reference Check by Mail

Throughout the province, volunteer organizations and parishes are asking their volunteers to provide references. This is done to assure the safety of children, youth, the elderly, vulnerable adults, and volunteers themselves.

In the Diocese of London, we require a formal process of reference checks particularly for those working with vulnerable individuals. The information you provide will be kept confidential in our parish and is not shared with any outside organization.

__________________________________________________________________________, is volunteering at

Name of volunteer minister

__________________________________________________________________________. This person has supplied us with

Parish/program name

your name and address. The current ministry position for which he/she would like your

reference is

ministry position

Brief Description:______________________________________________________________

____________________________________________________________

We wish to receive current, accurate information about this person. Base your assessment of this person on your experience of the work you have done together. Your comments will be held in strict confidence. We expect this will take about 15 to 20 minutes.

Fill in the enclosed form and return it to the person listed below

Called, Gifted & Sent Coordinator:______________________________________________

Parish/Program:______________________________________________________________

Address:____________________________________________________________________
I.2. Form for Reference by Mail

Print your name: ____________________________________________________________

Print the name of the volunteer minister for whom you are writing this reference: ____________________________________________________________

What is your relationship with this person? ________________________________________

How long have you known each other? ____________________________________________

How would you describe his/her skills and suitability for this ministry? _______________________________________________________________________

Would you describe this candidate as someone who serves the needs of others? _______________________________________________________________________

Describe the individual’s strengths: _______________________________________________________________________

Describe any areas that need improvement: _______________________________________________________________________

This individual is working with vulnerable people (children, youth or vulnerable adults) as described in the introductory letter. Are you comfortable with him/her having this type of relationship? Why? Why not? _______________________________________________________________________

continued
Indicate any problems or conditions that would interfere with the volunteer minister being able to care for those entrusted to him/her:

On a scale of 1 (very little) to 10 (very much), how much or how little does this person exhibit these traits?

<table>
<thead>
<tr>
<th>Trait</th>
<th>Very Little</th>
<th>Very Much</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dependability</td>
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<td>1 2 3 4 5 6 7 8 9 10</td>
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<td>Stress management</td>
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<tr>
<td>Respect for others</td>
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<tr>
<td>Leadership ability</td>
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<td>Tolerance of diversity</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<tr>
<td>Team player</td>
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<td>Respect for confidentiality</td>
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<tr>
<td>Commitment</td>
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</tr>
<tr>
<td>Communication skills</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
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</tbody>
</table>

Would you have any hesitation in recommending this individual for this volunteer ministry position? Is there anything about this person of which we should be aware?

Any further comments:

We sincerely thank you for the time taken to provide answers to our questions and for returning this form to the person listed in the introductory letter.
J. Ministry Leader/Coordinator’s Reference Checks Summary

Only the Reference Checks Summary (template included in this section) will be kept in the volunteer minister’s file. Shred all personal reference check notes and/or reference letters once the selection process has been completed.

Date: 
Name of Candidate: 
Volunteer Ministry Position: 

Objective: To assess the results of all reference checks in determining suitability for ministry, to base the score and comments using information from all references.

<table>
<thead>
<tr>
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<th>Objective Comments Made by Reference</th>
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<td>4</td>
<td>Personality/Temperament</td>
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<td>Working with Vulnerable Population</td>
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<td>6</td>
<td>Dependability</td>
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<td>7</td>
<td>Communication</td>
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<td>Honesty/Trustworthiness</td>
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<td>9</td>
<td>Stress Management</td>
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<td>10</td>
<td>Respect for Others</td>
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<tr>
<td>11</td>
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<td>14</td>
<td>Respect for Confidentiality</td>
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<tr>
<td>15</td>
<td>Commitment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total** /150

Recommendation:
___ References recommended candidate for this position
___ Candidate did not meet criteria as outlined by references
___ Candidate did not have experience required to fill position
___ Candidate did not have the skills required for this ministry
___ Reference(s) had hesitations about candidate working in this ministry
K. Police Records Check for Volunteers (Bill 15, 2016)

The purpose of this Act is to promote volunteerism by reducing the frequency with which an organization that retains the services of a volunteer can require a police records check for the volunteer, and reducing the cost to a volunteer of obtaining a police records check, while still ensuring public safety.

Definitions:

“Criminal Record”, with respect to a person, means a record of the offences under the Criminal Code (Canada), the Controlled Drugs and Substances Act (Canada), or any other Act of Canada of which the person has been convicted and for which the person has not received a pardon under the Criminal Records Act.

Police Records Check, with respect to a person, means a copy of the person’s criminal record, which copy complies with the authenticity requirements that are prescribed in the Act. This process verifies whether an individual has a criminal record and provides the applicant with the detailed information that can be legally disclosed.

Vulnerable Sector (VS) Check: A vulnerable sector check is an enhanced police records check. This type of records check was created in 2000 to protect children and vulnerable persons and is governed by section 6.3(3) of the Criminal Records Act. This process verifies whether an individual has a criminal record, as well as any record suspensions (formerly pardons) for sexual offences and local police records for information relevant to the VS check. The information that can legally be disclosed is provided to the applicant.

The following is a list of frequently asked questions that may be helpful when addressing concerns regarding criminal background checks with persons in high-risk ministries:

1. Who decides who needs a vulnerable sector check?
   It is the responsibility of the organization or person responsible for the vulnerable person/people to request a vulnerable sector check. Equally it is the person or organization responsible for the vulnerable person/people who decides how often a vulnerable sector check must be repeated. Public Safety Canada’s Screening Handbook, 2012 Edition provides organizations with guidance on what level of criminal record screening they require and how to determine their screening requirements.

2. Why can’t the results of a vulnerable sector check be used for more than one position?
   The Criminal Records Act requires that vulnerable sector checks be conducted for individual positions. For this reason, an individual may be required to submit fingerprints in support of subsequent requests for vulnerable sector checks.

3. How often does one need to get a Police Records Check?
   A Police Records Check must be obtained every five years. In the intervening years, volunteers must sign the Annual Offence Declaration, which certifies that the volunteer has not been convicted of a criminal offense or had any negative policy involvement.

4. At what age will youth volunteers obtain a Police Records Check?
   Volunteers under the age of 18 are not required to obtain a police records check. They will be asked to provide three letters of reference. Once reaching the age of 18, he/she must obtain a police records check.
<table>
<thead>
<tr>
<th>Location</th>
<th>Parish</th>
<th>Police Service</th>
<th>Contact Numbers</th>
</tr>
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<td>Aylmer</td>
<td>Our Lady of Sorrows</td>
<td>Aylmer Police</td>
<td>519-773-3144</td>
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<tr>
<td>Amherstburg</td>
<td>St. John the Baptist</td>
<td>Amherstburg Police Services</td>
<td>519-736-6322</td>
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<tr>
<td>Belle River</td>
<td>St. Simon and St. Jude</td>
<td>Lakeshore OPP</td>
<td>519-728-1810</td>
</tr>
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<td>Blenheim</td>
<td>St. Mary</td>
<td>Blenheim OPP</td>
<td>519-676-3300</td>
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<td>Brights Grove</td>
<td>St. Michael</td>
<td>Sarnia Police</td>
<td></td>
</tr>
<tr>
<td>Chatham</td>
<td>Blessed Sacrament, Our Lady of Victory Polish CC, St. Agnes, St. Joseph, St. Ursula</td>
<td>Chatham Kent Police Service</td>
<td>519-436-6600</td>
</tr>
<tr>
<td>Comber</td>
<td>Visitation</td>
<td>Lakeshore (Belle River) OPP</td>
<td>519-728-1810 1-888-310-1122</td>
</tr>
<tr>
<td>Corunna</td>
<td>St. Joseph</td>
<td>Lambton County OPP, Corunna office</td>
<td>519-862-4680 1-888-310-1122</td>
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<tr>
<td>Delaware</td>
<td>Sacred Heart</td>
<td>Strathroy OPP Detachment, Delaware office</td>
<td>519-652-1133</td>
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<tr>
<td>Delhi</td>
<td>Our Lady, Queen of Martyrs, St. Casimir</td>
<td>Norfolk County OPP, Delhi office</td>
<td>519-426-3434 1-888-310-1122</td>
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<td>Dublin</td>
<td>St. Patrick</td>
<td>Perth OPP - Mitchell Detachment</td>
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<td>Holy Name of Jesus</td>
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<td>Norfolk County OPP - Simcoe Detachment</td>
<td>1-888-310-1122</td>
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<td>Watford</td>
<td>Our Lady Help of Christians</td>
<td>Chatham Kent Police Services</td>
<td>519-436-6600</td>
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<td>Glencoe Detachment</td>
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<td>Windsor</td>
<td>Assumption, Atonement, Holy Trinity, Immaculate Heart, Most Precious Blood, Our Lady of Guadalupe, Our Lady of Mount Carmel, Our Lady of Perpetual Help, St. Alphonsus, St. Angela Merici, St. Anthony of Padua, Sts. Cyril and Methodius, St. Francis of Assisi, St. Jerome, St. John Vianney, San Juan Diego of Guadalupe Hispanic CC, St. Michael, St. Philippe &amp; St. Ane Thanh Vietnamese Martyrs CC St. Cecilia, St. Theresa, St. Vincent de Paul, St. Yu Jin-Gil Korean CC</td>
<td>Windsor Police Service</td>
<td>519-255-6700 Ext. 4000</td>
</tr>
<tr>
<td>Wingham</td>
<td>Sacred Heart</td>
<td>OPP Wingham</td>
<td>519-357-1331</td>
</tr>
<tr>
<td>Woodslee</td>
<td>St. John the Evangelist</td>
<td>Windsor Police Service</td>
<td>519-255-6700 Ext. 4000</td>
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<tr>
<td>Woodstock</td>
<td>Holy Cross Polish, Holy Trinity</td>
<td>Woodstock Police</td>
<td>519-537-2323</td>
</tr>
<tr>
<td>Zurich</td>
<td>St. Boniface</td>
<td>OPP Exeter</td>
<td>519-236-1300</td>
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This information is deemed accurate as of the date of publication of this document.
M. Offence Declaration Form

Complete either Part A or Part B, sign, and date at bottom

Part A - No Offences to Declare

I, ________________________________________________, (print name)

in the position of _________________________________________,

do certify that since the date of the Police Record Check submitted as a condition for high-risk ministry, that I have not been convicted of any offence under the Criminal Code of Canada nor had any negative police involvement.

Part B - Offences to Declare

I, ________________________________________________, (print name)

in the position of _________________________________________,

do certify that since the date of the Police Record Check submitted as a condition for high-risk ministry, that I have been convicted of an offence under the Criminal Code of Canada or have had negative police involvement. Below are the details of this involvement:

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

I acknowledge that making a false statement will be grounds for discipline which may lead to the suspension of any and all of my ministries within the Diocese of London.

Signature: ________________________________________________________________

Dated this ______ day of _____________________________, 20__.

Mail, email or fax this completed document to:

Diocese of London, Diocesan Centre
Attention: Human Resources Department
1070 Waterloo Street, London, ON N6A 3Y2
Email: jfurac@dol.ca
Fax: 519-433-0011

This information is for screening purposes only and will be kept confidential. Date received_________
N. Supervision and Ministry Review Procedures

The nature of supervision will be more intensive with high-risk ministries in order to ensure that people are not left alone in situations that could compromise their integrity. This process is designed to encourage and support the ministry of the volunteer.

What is involved in supervision? This involves the Ministry Leader/Coordinator or a more “senior” or “experienced” person in the ministry spending time with the volunteer as they are doing their ministry. It should be made clear when the person joins a ministry that supervision in the form of visits and spot checks may be conducted. By instituting a review process, the volunteer’s ministry service can be observed and supported on an ongoing basis.

A recommended annual review between the Ministry Leader/Coordinator and the volunteer should include:

1. Review the Ministry Role Description;
2. Provide any new information regarding address/phone number/emergency contact information, if needed;
3. Discuss areas of success and challenge;
4. Complete the Annual Offence Declaration for Volunteers form and place it in the volunteer’s file;
5. The review ends with an agreed upon list of next steps to support the volunteer; and,
6. The Ministry Leader/Coordinator will report any pertinent information to the pastor.
O. Confidential Record Keeping Overview

It is important to provide a consistent approach to the process and maintenance of current records in a confidential manner in all parishes, programs, and related organizations.

The pastor will appoint a Called, Gifted & Sent Coordinator. This can be a member of a parish team or a volunteer who fulfils this role at the local level. (See C.1. Role Description on page 20)

All files should be kept secured in locked drawers to which only the pastor and Coordinator of Called, Gifted & Sent have access. Members of the pastoral team and those responsible for volunteers may request to review these files at any time. The coordinator will be responsible to ensure that these files are updated regularly while the volunteer is in a ministry position at the parish/program. When volunteers leave their position, the files for those volunteers who worked in high-risk ministry must be stored alphabetically in the parish archives. All other files may be destroyed.

Only basic information (e.g., contact information and emergency contact information) and information about the gifts and talents, may be placed in a data base and be accessed by other ministry leaders.

All volunteers have the right to expect that any personal information will be kept confidential. It is important that these guidelines on the maintenance and confidentiality of records be explained to all volunteer ministers and/or applicants so that they know who has access to their information. It should be made clear to them that they can examine their file at any time and may insert documentation of their own if they so desire. The file remains the property of the parish/program/diocese.

Volunteer Ministers’ files should contain copies of:
- Record keeping checklist
- Ministry role description
- Ministry information forms

For those involved in High-Risk Ministries the files should also include:
- Interview summary (no personal notes from interviewers)
- Reference Summary (no personal notes from person contacting references)
- Sealed and marked “Confidential” envelope containing Police Records Check

Other information that may be included in a Volunteer Ministers’ file:
- Letters of praise
- Appreciation awards
- Feedback/evaluations
- Certificates of training
- Information the volunteer would like to insert
Name of Volunteer Minister:

____________________________________________________________

Ministry Position:

____________________________________________________________

Ministry Coordinator:

____________________________________________________________

<table>
<thead>
<tr>
<th>Requirements Covered</th>
<th>Date</th>
<th>Initial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Information and Application Form</td>
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<tr>
<td>Ministry Role Description given to volunteer</td>
<td></td>
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<tr>
<td>Guidelines for Volunteer Ministers given to volunteer</td>
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<td><strong>FOR HIGH-RISK MINISTRY ONLY</strong></td>
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<td>Sealed Police Records Check</td>
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<tr>
<td>Supervision/Feedback</td>
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<tr>
<td>Resignation/Termination</td>
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</table>

Other documentation that can be included in file:

- Ministry Role Description
- Letters of praise
- Copy of certifications
- Appreciation awards
- Feedback/evaluations
- Information the volunteer would like to insert
III – Expectations and Guidelines for Volunteer Ministers

A. General Guidelines for Volunteers
B. Standards Toward Which We Strive
C. Responsibilities of Volunteer Ministers
D. Code of Conduct
E. Public Use of Parish/Diocese of London Name
F. Liability Policy for the Diocese of London
G. Harassment
H. Expectations and Guidelines When Working with Other People’s Children
I. Reporting Protocol: Abuse/Inappropriate Conduct
J. Documentation and Reporting of Suspected Abuse/Inappropriate Conduct
K. Social Media Policy (internet policy)
L. Volunteer Driver Form
M. Oath of Confidentiality
A. General Guidelines for Volunteers

The backbone of all our ministries and outreach programs is the many volunteer ministers who by their involvement answer their baptismal call, and who by their dedication and actions, promote the Kingdom of God. It is the responsibility of each faith-community to ensure that volunteers are well equipped to carry out their ministries. The overall goal of Called, Gifted & Sent is to enhance the support, training, and formation of our volunteer ministers and to ensure the safety of vulnerable people. In answering our baptismal call, we are sharing our gifts with one another and with the world. It is important that we assure the right gifts are shared in the right way, at the right time, by the right people. We fulfill our mission more effectively when we make every effort to ensure a richer, stronger, more vibrant, and safer community of faith.

The Called, Gifted & Sent program provides a volunteer screening process designed to create and maintain a safe environment within all parishes as well as the offices and departments within the Diocese of London. This process involves identifying any volunteer ministry position, which could put children, youth, or other vulnerable persons at risk of being harmed. A Safe Environment Policy for the Diocese of London is intended to inform clergy, employees, and volunteers about their obligations and serves to ensure that they comply with civil, canonical, diocesan, and other appropriate standards of conduct. Called, Gifted & Sent is the procedural program that supports the maintenance of a safe environment in the Diocese of London.

General Guidelines for Volunteers

The following guidelines are intended to provide a general overview of how interaction should occur. It is recognized that unforeseen circumstances can and will occur. Full disclosure is the important safeguard for both vulnerable participants and volunteers. If an adult finds himself or herself alone with a vulnerable participant/child for any significant amount of time, or in a situation of emotional intensity, every effort should be made to find another adult or inform the ministry leader or the child’s parent or guardian as quickly as possible under the circumstances.

1. Volunteers should not spend extended time alone with vulnerable participants without consent and knowledge of the Ministry Leader/Coordinator.
2. When an emergency requires a volunteer to be alone with a vulnerable participant every effort must be made to protect the person’s privacy.
3. Volunteers should not take others in their vehicle without letting the Ministry Leader/Coordinator know.
4. Volunteers providing transportation for events must follow the “two-deep” rule; i.e., volunteers are not to be alone with a vulnerable person.
5. Appropriate physical contact between adults or one-on-one conversations with participants should occur in “public” in accordance to the ministry being provided.
6. Volunteers should not take any money or property from a participant for their volunteer ministry.
7. Volunteers must not act outside the set boundaries of the Ministry Role Description.
B. Standards Toward Which We Strive

Each Volunteer Minister should:

1. be treated as a co-minister, with clarity about his/her ministry role – not just as “free help”, and not with any special treatment either;

2. be involved in a suitable ministry based on gifts, interests, and past experience;

3. receive information about the faith community/organization/program – its goals, policies, people, and ministries;

4. receive preparation and training related to the ministry - thoughtfully planned and effectively presented;

5. have access to ongoing development as a follow-up to initial training, information about new developments, and training for greater responsibility;

6. receive sound guidance, direction, and feedback by someone who is experienced, well-informed, patient, and thoughtful, and who has time to invest in giving guidance;

7. work within an appropriate space conducive to the ministry;

8. have access to a variety of experiences in ministry, given the volunteer minister’s gifts, experiences, interests, and suitability for particular ministries;

9. be heard, to have a part in planning, to feel free to make suggestions, and to have respect shown for an honest opinion; and,

10. be given support and recognition. Efforts are recognized through day-to-day expressions of appreciation. Through simple gestures of gratitude and general support, ministry is being carried out.

Our Lady of Sorrows
C. Responsibilities of Volunteer Ministers

The following is expected of all volunteers:

1. to be a Christian witness and a model of Christian living;

2. to carry out tasks in line with the mission of the Church and particular goals and aims set out by the program;

3. to be reliable by following through with commitments, arriving on time, and being prepared to carry out one’s ministry;

4. to be honest by speaking the truth in love, and carrying out all tasks with integrity;

5. to provide a safe and caring environment for the most vulnerable through actions and words;

6. to respect confidentiality in all circumstances except those listed below:
   - when a person threatens suicide;
   - when a minor (16 and under) reports physical or sexual abuse;
   - when someone’s life is in danger;
   - when my or someone else’s physical well-being is threatened;
   - when someone exhibits psychotic behaviour or some other form of mental illness; and/or,
   - in a situation that is beyond the minister’s own experience and expertise (in these situations it is appropriate to share the information with the coordinator/leader of the ministry).

7. to report any concerns that may be harming individuals and/or ministers of the parish;

8. to attend preparation and training sessions so as to be fully prepared for ministry;

9. to minister within the agreed guideline and ministry role description since that is specifically what the volunteer has been mandated to do;

10. to dress appropriately for ministry, respecting the cultural reality in which one is ministering.
D. Code of Conduct

1. The implementation of the “two-deep” rule is to be the common practice. Clergy, lay ecclesial ministers, staff, and volunteers are not to be alone with a child.

2. Access to priests’ living quarters is to be restricted. Priests are not to be alone with minors in their living quarters or in a motor vehicle.

3. Clergy and lay ecclesial ministers will never take a person under 18 years of age on personal trips or vacations.

4. Expensive gifts are not to be given to, or accepted from, a child or young vulnerable person.

5. Clergy, lay ecclesial ministers, and staff will accept the responsibility to set reasonable boundaries in their relationships with others.

6. One-on-one private meetings with adults are to be conducted in a space with clear glass openings in doors or walls.

7. Two adults are to be present for recreational programs. The Guidelines for Volunteer Ministers (*Called, Gifted & Sent*) are to be followed.

8. The preparation of children for the celebration of the sacraments of First Penance, First Communion and Confirmation is to be conducted in a group format. One-on-one instruction is not allowed.

9. The celebration of the sacrament of Penance with minors is to be celebrated in an open space that allows the penitent and the priest to be in full view of others or in a traditional confessional with a clear glass opening in the door.

10. The location of reconciliation rooms is to be in a high traffic area of the church building. Any new construction or renovation of reconciliation rooms is to provide for clear glass openings.

Taken from *A Safe Environment Policy for the Diocese of London, 3rd Edition, October 2016*
E. Public Use of a Parish’s Name or the Diocese of London’s Name

Without the specific authority of the pastor/ministry leader or designate, volunteers should never make any public pronouncements on potentially contentious theological or moral issues in the name of a parish or the Diocese of London, or in any way which may be construed as having been made with such authority. It is recognized that volunteers are also private citizens and as such have freedom as individuals to have personal opinions. As a volunteer in ministry, however, they have the responsibility to present the official teaching of the Catholic Church. This applies in all forms of verbal and written communication, including social media.

Prohibited Items on Property

Prohibited items are not permitted on parish/diocesan property, including parking areas.

Safe Environment

The pastor/ministry leader is responsible for creating and maintaining an environment that fosters mutual respect among individuals, and to ensure that all volunteers are familiar with A Safe Environment Policy for the Diocese of London. This includes ensuring volunteers are not subject to retaliation as a result of making a complaint or participating in an investigation of a complaint.

Specifically, all volunteers are required to:

- attend as scheduled and to be punctual; to absent themselves only for good and sufficient reason, and to notify the necessary person of anticipated absences;
- perform duties and to discharge responsibilities safely, effectively, and with proper regard for time and material;
- be courteous and cooperative in their relations with other volunteers and with the parish community;
- conduct themselves, at all times, in a manner that reflects credit to their parish and/or ministry; to dress appropriately; and,
- demonstrate an awareness of, and respect for sexual, cultural and physical differences in their relationships with participants, other volunteers, and the whole parish.
F. Liability Policy for the Diocese of London

What would happen if someone were injured at a parish activity? Could the parish be sued? Could the volunteer(s) be sued? In case of an injury at a parish activity, any volunteers present could be charged with “personal neglect”.

Those things covered:

The Diocese of London has a "liability policy" that covers anyone acting on their behalf. This includes ordained, lay ministers, and volunteers with this proviso: that they are acting "within the scope of their duties" and on behalf of the parish/diocese (this includes planned and/or advertised programs or events). If someone were charged, regardless of fault, the diocese would pay for defence costs by a lawyer chosen by the Diocese of London. Neglect is determined if a lack of care were demonstrated and in such an event the diocesan liability policy would cover damages awarded.

Those things not covered:

An ordained minister, lay minister, or volunteer would not be covered by diocesan liability insurance if the accident occurred when he/she was acting "outside" of a parish ministry activity or event (e.g., a volunteer who spontaneously decided to take a few kids to the beach one day, and one drowned).

Some possibilities for ensuring proper care

• Although it will not prevent a lawsuit, parental permission forms and medical release forms should be used for each program or event.
• Have a registered nurse present at events with a lot of physical activity or with large numbers of people attending.
• Arrange CPR, safety, and first-aid training for volunteer ministers.
• There is no substitute for common sense and good judgement.
• Follow the Called, Gifted & Sent protocol for selecting individuals who will be working with children/youth/vulnerable adults.
• Volunteers who are driving need to have a valid driver’s license and adequate liability car insurance ($1,000,000 recommended).
G. Harassment

“Harassment means engaging in a course of vexatious comments or conduct that is known or ought reasonably to be known to be unwelcome” [Ontario Human Rights Code, R.S.O. 1990, Chapter H.19, section 10. (1)]. No volunteer shall be allowed to harass any other or any member of the general public by exhibiting behavior including, but not limited to, the following:

- Verbal harassment – verbal threats toward persons or property, the use of vulgar or profane language towards others, disparaging or derogatory comments or slurs, offensive sexual flirtations and propositions, verbal intimidation, exaggerated criticism and name-calling;
- Visual harassment – derogatory or offensive posters, cartoons, publications, pictures or drawings; and,
- Physical harassment – any physical assault, such as hitting, pushing, kicking, holding, impeding or blocking the movement of another person.

Reporting Harassment

The Diocese will promptly investigate any allegation of harassment, and if it is determined that harassment has occurred, appropriate action will be taken. All allegations will be investigated in a confidential and professional manner.

Volunteers who feel they have been subjected to harassment of any kind (including sexual harassment) should:

1. Make their disapproval known to the person whose behaviour is in question.
2. Keep a written record of the date(s), time(s), the unacceptable behaviour(s), any witnesses to the incident(s).
3. Speak to the pastor or ministry leader. If necessary, contact the Human Resources Department of the Diocese of London.
4. The pastor/ministry leader may provide support to the volunteer (if comfortable in doing so) and/or refer the volunteer to the Human Resources Department of the Diocese of London so that an investigation can be made.

The person who has received the initial contact from the volunteer should promptly report the matter confidentially to the Human Resources Department of the Diocese of London.
H. Expectations and Guidelines When Working with Other People’s Children

Volunteers should adhere to the “two-deep” rule at all times. Volunteers should not spend extended time alone with children without consent of the child’s parent/guardian and the knowledge of the ministry leader/supervisor. The following guidelines are intended to foster safe and healthy relationships:

Expectations

1. Volunteers are not to be alone with a vulnerable person.

2. Children should not be taken into a volunteer’s vehicle without parent/guardian permission and the knowledge of the pastor/ministry leader.

3. Volunteers who form a relationship with children through parish activities shall not seek out opportunities to spend time with the child off-site or through social media.

4. When events such as overnight camps or day trips to a swimming pool require adults to be with children, every effort must be made to protect the children’s privacy. Girls and boys must not change together, and adults must change separately from the children.

5. On overnight trips or retreats (e.g., COR, Steubenville Retreat), whenever possible, adults should sleep in a separate room from the young people. In cases where adults share dormitories with young people, the “two-deep” rule is especially important. Every effort shall be made to respect the privacy and safety of all.

6. First-aid or emotional comfort should be given by someone of the same gender as the youth requiring attention.

7. Volunteers shall stay in view of others at all times. If you need to speak to a young person alone, remove yourself from the larger group but always remain in the view of others.

8. Physical forms for discipline must never be used.

9. Provide adequate supervision. Maintain appropriate adult to youth rations for the activities and age group. Keeping in mind that the “two-deep” rule must always be observed, the following ratios should be adhered to:

   a. Children ages 3 - 5  
   b. Children ages 6 - 8  
   c. Children ages 9 - 11  
   d. Youth ages 12 - 18  
   e. Overnight events for any age

   1:6  
   1:10  
   1:15  
   1:20  
   1:10

10. Confidentiality needs to be respected except in the following situations, when the Ministry Leader/Coordinator should be informed of the situation:

   a. When the person threatens suicide;
   b. When a youth aged 16 or under reports physical, sexual or verbal abuse;
   c. When someone’s life is in danger;
   d. When someone’s physical well-being is being threatened;
e. When someone exhibits some form of mental illness; and,
f. A situation that is beyond your own experience and expertise.

Best Practices

1. Don’t play favourites. Show a similar and appropriate level of affection for all the young people in your care.

2. Volunteers should not normally help children with toileting. For younger children who cannot manage alone, parent/guardian permission must be given before toileting or changing help is permitted.

3. In some cases, physical contact between adults and participants is appropriate in a retreat setting such as COR. This should always occur in public, and be in keeping with the nature of the retreat or activity. Leaders must be conscious of appropriate boundaries when it comes to games with youth, and allow children to back away from your well-intentioned affection.

4. Do not permit abusive activities or language from other adults or among the youth. (e.g., initiation ceremonies, ridiculing, bullying).

5. Ministry leaders/volunteers should provide parents/guardians of children enrolled in programs with an outline and the expectations of the program when asked. Clear communication with parents/guardians is always expected.
I. Reporting Protocol: Abuse/Inappropriate Conduct

In the case of the discovery of abuse by or against a volunteer or employee, the person who has uncovered this information has the responsibility to report it in the following manner:

In the case of a person who is under 16 years of age:

1. Recognizing the laws of the province of Ontario, there is a legal obligation for anyone who has even a suspicion of any abuse of a minor who is under the age of 16 to report such directly to the Children’s Aid Society. No clergy, nor diocesan employee, nor volunteer can absolve themselves from this duty to report directly to the Children’s Aid Society by rationalizing that they have no “first-hand information”, that the information is “hearsay”, or that someone else will make the report. The provincial legislation concerning this is The Child and Family Services Act, S.O. 1984 (c.55). This applies to Church or non-Church related activities. The Child and Family Services Act, S.O. 1984 has been repealed and replaced by the Child, Youth and Family Services Act, 2017. The duty to report section of the new statute has been expanded. Please note the following:
   - The expansion of this portion of the new statute relates to children who are 16 or 17
   - Reporting is mandatory in relation to children under the age of 16
   - Reporting is not mandatory for children ages 16 and 17, but for those children it is advisable to make a report to the appropriate Children’s Aid society, so that the Society can determine whether or not they should investigate a given situation

2. For Church-related situations, in addition to your legal responsibility, one must report abuse/inappropriate conduct to the pastor and/or ministry leader.
   - If the allegation is against a volunteer or a staff member, the pastor will notify that person and remove him or her from the ministry until further notice. The pastor will then notify the Director of Human Resources for the Diocese of London.
   - If the allegation is against a priest, that person will report this to the ministry leader, who in turn will report the allegation to the Bishop’s Delegate (see A Safe Environment Policy for the Diocese of London).
   - All allegations should be kept in confidence, and reported only to the pastor or ministry leader.

3. After an investigation of the allegation, the pastor will notify the volunteer or employee of the allegation and that person will be temporarily removed from ministry or work.

In the case of a volunteer or employee who is 16 years of age and older:

1. Ensure that the pastor and/or ministry leader has been notified of any allegation of abuse or inappropriate conduct. The pastor will in turn will notify the Bishop’s Delegate.

2. In the case of a vulnerable person, the alleged victim should be encouraged to contact the local police service. In the case of any doubt, speak to the ministry leader or pastor.

3. After an investigation of the allegation, the pastor will notify the volunteer or employee of the allegation and that person will be temporarily removed from ministry or work.
J. Documentation and Reporting of Suspected Abuse/Inappropriate Conduct

1. All statements, conversations, and observations shall be documented as soon as possible and given to the pastor or Bishop’s Delegate. These documents must be kept strictly confidential and secured.

2. Statements must include the following: dates, times, name of persons involved, locations, a clear and complete summary of the incident(s), situation(s), or warning sign(s).
“Emails, text messages, social networks and chats can also be fully human forms of communication. It is not technology which determines whether or not communication is authentic, but rather the human heart and our capacity to use wisely the means at our disposal. […] Access to digital networks entails a responsibility for our neighbour whom we do not see but who is nonetheless real and has a dignity which must be respected. The internet can be used wisely to build a society which is healthy and open to sharing. […] This is a gift of God which involves a great responsibility”

Message of his Holiness Pope Francis for the Fiftieth World Communications Day,
January 24, 2016 (Read the entire message here.)

Social Media Policy Introduction

Digital technology has changed the ways by which we communicate and share information, as well as how we relate to one another. Immense amounts of text, photography, and video can now be sent very quickly and inexpensively to anywhere in the world. In the words of the Basilians, “The digital world is a public square.” Pope Benedict XVI called it “the digital continent.”

With such ready means of communication now available in virtually every office, home, mobile device, and even the automobile, it is imperative that we use these technologies in a safe and responsible manner, and in keeping with our Catholic mission to share the Good News, baptize, and teach the people "to observe all the commands I gave you" (Matthew 28:19-20). This is particularly true for those who are associated with the Diocese of London, its parishes, ministries, and offices.

The Diocese of London recognizes the internet and digital media as powerful tools, among many, that can be used in our everyday work and our collective mission. The Diocese encourages and supports responsible, meaningful interactions of all kinds. In the particular case of social media, we have the ability to spread news and messages “in real time” to a group of so-called followers. With the immense popularity of social media—it is used by hundreds of millions of people—it is no longer a question of whether to use it, but rather how best to use it, in pursuit of our Catholic mission.

The goal of this policy is to promote the use of social media for the greater good, while discouraging the hazards that may harm the user, the recipients, or the Diocese. This policy fits within the larger framework of A Safe Environment Policy for the Diocese of London. In light of our overall responsibilities, it is paramount that clergy, employees and volunteers are required to adhere to both policies in the realm of social media: including but not limited to personal
websites and blogs, accounts on social media formats such as Facebook and Twitter, and the posting or sharing of still or video images.

The Diocese of London encourages anyone who feels he/she needs it, to seek the necessary training and tools to interact safely and responsibly online within this social media policy, and if necessary to cease communications until they are able to do so.

For purposes of this policy, a “diocesan user” includes anyone who works for or on behalf of the Diocese of London, including but not limited to diocesan staff, parish staff, clergy, and volunteers.

Code of Conduct

Use of Computers and the Internet Policy
The intent of this policy is to ensure that all use of computers and the Internet (including social media) is consistent with the purposes of the local church. While this policy cannot articulate every required or proscribed behavior, it relies on each employee and member to show good judgment and appropriate conduct consistent with the values of the Roman Catholic faith.

Due to the breakneck pace of change in social media, it is impossible for this policy to account for every current and future nuance of social communications. Rather, the policy will be a touchstone for the diocesan user and subject to revision at any time.

Protection of the Vulnerable

It is paramount to protect minors and all others who are vulnerable. The “Two Deep” rule requires that at least two adults with appropriate authority are present for interaction with a minor (someone less than 18 years of age). That is to say, every correspondence between an adult and a minor age will have a second adult present and/or electronically copied. For example, if a youth were to initiate a conversation via a Private Message on a social media platform, it would be appropriate to message him or her and ask for an email address at which they can be reached.

Keeping in mind the Two Deep rule, “live” chat or video conferencing without a second adult present is discouraged, as there will be no permanent record of what was transmitted unless it was recorded in real time. This feature, inherent to platforms such as SnapChat, has been spreading to most other major formats as well.

When circumstances or technology have not made the Two Deep rule possible, it is expected that the interaction will only be temporary, until the earliest opportunity to establish a means of communication that honours the Two Deep rule.
If you receive a communication from someone who appears to be in imminent danger, suffering injury, or in a mental health crisis, you must discern an appropriate response. If necessary consult with your supervisor or call 911.

Expectation of Good Judgement

While it is impossible for this policy to cover all aspects of the ever- and rapidly- changing frontier of social media, the Diocese of London has an expectation of good judgement in the spirit of this policy.

A few questions can help guide this self-reflection:

- Will my words or images be received in the way that I intend? Without the cues of body language or intonation, or even because of a simple typo, sometimes a meaning can be misconstrued.
- Is what I am saying or doing in keeping with the mission of the Church?
- Would I say this at the pulpit during Sunday Mass or print it in the weekend bulletin? Would I say this in the presence of my pastor, family, and neighbours? Anyone who uses a personal social media profile should understand that, whether they intend it or not, everything they write or post may reflect on the Diocese of London—just as it does in the real world.
- Can what I am posting be used or misused at some point by a reporter or blogger, even without my permission? Once something is posted on the internet, control has been relinquished. Your post cannot be unposted and can resurface in unintended places, even years later.
- Am I spending time on social media that should be spent on personal encounters, ministry or work obligations, or personal needs such as adequate sleep?

Under no circumstances should anything be posted that is: illegal, immoral, violent, obscene, harassing, hateful, libellous, untrue, or humiliating.

Monitoring and Maintaining Social Accounts

Every parish or office which undertakes a social media profile must take responsibility for monitoring it regularly. For example, an inappropriate comment on a parish Facebook page should be identified sooner rather than later, and dealt with appropriately.

Even though casual spelling and grammar, emoticons, and slang are all commonplace in social media, the overall tone should not reflect poorly on oneself and by extension the Diocese of London. Likewise, users must understand that their response to posted comments, articles, or images viewed in social media (i.e., “likes,” emoticons, memes, or Gifs) may be interpreted as a reflection of opinions held by the user and, by extension, the Diocese. As a general rule for posting content: “When in doubt, leave it out!”

Pages or accounts for an office or ministry should clearly be named and operated as such; they should not be tied to a personal account, for example “BobSmith MinistryOffice.”
Review online “friend” profiles before approving them, and review their comments regularly.

Be sure to set and maintain your privacy settings in every social media platform. They may change as the platform evolves, so recheck them from time to time.

Managing social media requires good judgement, transparency, strategy, and time resources. Individuals charged with monitoring and maintaining social accounts, or any user personally accessing social media during a staff break, should not consume an inordinate amount of time. If you feel that you or someone you know is showing signs of time mismanagement or addiction, please seek help.

Right to Review

The Diocese of London reserves the right to review the organizational, personal, and social networking websites of any personnel, if there are reasonable grounds for believing that the diocesan policy may be in violation. If you observe or suspect that a diocesan user may be in violation of this policy, in letter or in spirit, contact your immediate supervisor or, if appropriate, the Communications Officer of the Diocese of London by telephone 519-433-0658, or email communications@dol.ca.

If a user is suspected to be in violation of this social media policy, or deemed in violation, that user may be removed from a social media account and replaced with a different officer, and/or the account may be closed, either temporarily or permanently. See “Enforcement,” below.

The Diocese of London reserves the right to revise this policy at any time and at its sole discretion. A parish or ministry office may choose restrictions or parameters in addition to those described in this policy. These policies must not contradict this policy or A Safe Environment Policy for the Diocese of London.

If you receive any written communication from an individual that does not seem in keeping with his or her normal communications, usually in the form of a “Personal Message” or email, contact that person by another means and/or report the instance. In some cases a person can “spoof” the identity of another person using their picture, information, even email address, all gleaned from social media or through a hacked email address. In such a case the sender would need to be reviewed or investigated.

Procedures

Access
The website of the Diocese of London is www.dol.ca and no other website may claim to represent the diocese or its bishops. The logo of the Diocese of London, the bishops’ crests and signatures, all trademarks, and all photos and videos are the property of the Diocese and cannot be used without permission.
Every computer or device should be password-protected with a password of at least six characters, including an uppercase letter and at least one symbol. Passwords should be securely stored and changed periodically, ideally every three months. Previous passwords should not be reused. Whenever there is a change of personnel, or after the term of a temporary employee such as a summer student, all passwords of which that person had knowledge should be reset. For devices that are fingerprint enabled, the fingerprint of the officers (as described above) should be used. Likewise, the electronic fingerprint of any former user should be deleted.

At least two adults, functioning with official capacity, should have full access to all organizational social media user names and passwords. The parish priest should always have full access to all organizational accounts and/or sites. If the priest does not feel able to access the technology, he may add a delegate, for a total of three officers including himself.

Every computer screen and mobile device should be “screen locked” when not in use. Devices connected to Wi-Fi should be disconnected when not in use.

Images

Written permission must be attained prior to posting photographs, video, or other identifying information of people under the age of 18. For individuals over the age of 18, verbal permission is adequate.

Only the given name of a young person should be used in a caption, never their surname nor any identifying information such as, but not limited to, the date, time, and place that the photo was taken.

Permission of individuals in a large, group photo is ideal but not always practicable. It is widely accepted that attendance at a public event such as a Mass may result in photographs or video taken that may be used in social media, on a website, or other places in the public view. In the case of an individual or small group (i.e., a family) taking photos or video during a sacrament, for example Baptism or Confession, is discouraged unless for express purposes, and with advance permission.

Photographs, logos, text, video, and fonts may be copyright-protected and must be observed in diocesan communications. Some images should also be avoided for less obvious reasons, for example the cartoon character “Pepe the Frog,” which has become a hate symbol. If you are unsure about an image, search for it on the ADL Database [www.adl.org/education/references/hate-symbols](http://www.adl.org/education/references/hate-symbols), Google, or contact communications@dol.ca. When in doubt, use a different image.
Social Media Best Practices

In order to save time and promote efficiency, it is good practice to use social media as a complement to other communications, and within an overall communications strategy. For example, a job posting for the parish bulletin can be copied-and-pasted for sharing on Facebook and Tweeting. In many cases, content needs to be shortened and/or modified for social media consumption.

Use of social media should be deliberate. It should be part of an overall communications plan; it should proffer a steady flow of newsworthy, interesting content; it should reflect the “brand” or collection of impressions and attitudes toward a parish, office, or other entity represented in the social media account. In all cases, social communications must follow the Code of Conduct, as outlined above.

One must never communicate on behalf of the Diocese of London or one of its parishes unless one has been given express permission from the Moderator of the Curia, the Bishop’s Office, or the Communications Officer.

Whenever possible, link back to a parish or the diocesan website in order to encourage users to consume more diocesan content, and to avoid possible broken links.

Generally speaking, it is better to communicate deliberately and calmly, rather than commenting or replying in haste or in “the heat of the moment.”

Communication with visitors to any site should always be done through official diocesan email and not via personal email or messages.

Personal use of the Internet and Social Media

Personal use of social media is, increasingly, blurred together with professional use, and should be treated as such; personal behavior can reflect on a parish or the Diocese of London. Under no circumstances should private, confidential or proprietary information be shared in a personal account.

Many individuals choose to indicate their profession, as well as place of employment on their personal websites and social networking pages. Be aware that even though one is acting in his/her own personal capacity, to the public that person is a representative of the Diocese of London.

In social media, privacy is not assured. Know that any statements made, even in seeming privacy, can become public. For example, criticizing a colleague on Facebook or boasting “I got a big raise today!” online is akin to saying such comments in the lunch room at work.
If you wish to run a discussion/blog which may result in a conflict of interest, you should discuss it first with the appropriate authority, usually your immediate supervisor.

The following notice should be placed in a reasonably prominent place on any personal websites, blogs, etc., where a personal opinion is being expressed:

“The views expressed are mine alone and do not necessarily reflect the views either of my parish or of the Diocese of London.”

Enforcement

The Diocese of London intends to enforce the social media policy set forth in this document. Failure to comply may be grounds for formal discipline, up to and including employee termination, or removal in the case of a volunteer.

The Diocese reserves the right to change this policy at any time and at its sole discretion, and interpret and administer this policy accord to then-current circumstances or changing technologies.
L. Volunteer Driver Form

Name of Driver:_______________________________________________________________

Address:_____________________________________________________________________
____________________________________________________________________________

Driver's License #: ___________________________ Province Issued:____________________

Year, Make & Model of Vehicle:____________________________ License Plate:___________

Insurance Company’s Name:_____________________________________________________

Liability Limits:________________________________________________________________
(Minimum Limits of $1,000,000 Required)

Please provide a copy of Proof of Insurance for our files.

In order to provide for the safety of those we serve, we ask each volunteer to answer the following questions:

1. I have NOT had a conviction for an infraction involving drugs or alcohol (such as driving under the influence or driving while intoxicated) in the last three years.            _____            _____
2. I have NOT had two or more convictions for an infraction involving drugs or alcohol (such as driving under the influence or driving while intoxicated) in the last seven years.            _____            _____
3. I have had no more than one moving violation or collision in the last three years.                                                                                                                   _____            _____

Be aware that as a volunteer driver, your personal automobile insurance is primary.

Thank you for helping us with our transportation needs.

Certification
I certify that the information given on this form is true and correct to the best of my knowledge. I understand driving for Church ministry is a profound responsibility and I will exercise extreme care and due diligence while driving. I understand that as a volunteer driver, I must be 21 years of age or older, possess a valid driver’s license, have the proper and current license and vehicle registration, and have the required insurance coverage in effect on any vehicle. I agree that I will refrain from using a cell phone or any other electronic device while operating my vehicle. I will use an 11-15 passenger van only when I have approval from the Episcopal Director of Administrative Services at the Diocesan Centre.

Volunteer Driver Signature ______________________ Date ______________________
M. Oath of Confidentiality

I, the undersigned ________________________________________________________________,
(print name)

agree that I will keep confidential any personal information which comes to me as a result of

carrying out my responsibilities as a member of the ________________________________ of
Ministry Program

__________________________________________
parish or family of parishes

I will hold this information for as long as I shall live, so help me God.

Given this __________ day of _________________, in the year ____________.

__________________________________________
Signature of Coordinator

__________________________________________
Witness

This completed document is to be placed in the Volunteer’s file.