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## **Factors to Determine Level of Risk**

### **1. The Participant**

The vulnerability of the person(s) served needs to be taken into account. Small children, at-risk teens, the physically, socially or psychologically challenged, and the frail seniors are the most vulnerable. A vulnerable adult is someone who does not have full use of her/his faculties or who is experiencing extreme trauma or abuse and 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 ill health
- Mental ill health
- Current crisis/trauma

### **2. The Setting**

The circumstances of the delivery - alone or with others, in a safe or in a questionable location - needs to be taken into account. Where will the activity take place? In someone's home, a car, the parish hall, a campsite, in isolation, publicly? Consider these questions:

- Does this position require work in an isolated location?
- Does this position require unsupervised contact with a vulnerable participant?
- Might 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 and 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 counselling 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, 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 participant or organisational information?
- Does this position involve handling or managing funds, chequebooks or donations?
- Are specific knowledge or skills required to fulfil 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 their supervisor when needed?
- Is feedback on performance regularly sought and given?
- Are participant 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

A position is classified as either a General Risk level or a High Risk level. 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 apply the position will be at the General Risk level.

<b>Participant</b>
<ul style="list-style-type: none"> <li>• A child under 16 years of age</li> <li>• A physically/ mentally/ emotionally vulnerable person</li> <li>• Non-able-bodied senior</li> </ul>
<b>Setting</b>
<ul style="list-style-type: none"> <li>• Isolated place (including tents, cabins, private homes etc...)</li> <li>• A room without any windows</li> <li>• Motor vehicle</li> <li>• One-on-one setting</li> </ul>
<b>Activity</b>
<ul style="list-style-type: none"> <li>• Visits in a home, nursing home, hospital</li> <li>• Overnight activity</li> <li>• Activity that is of high physical or emotional intensity</li> <li>• Directly handles money and/or funds</li> <li>• Has control over parish property (including being entrusted with a key to parish buildings)</li> <li>• Has access to highly confidential information (personal / medical / financial)</li> </ul>
<b>The Supervision</b>
<ul style="list-style-type: none"> <li>• Little or no supervision</li> <li>• No documentation of meetings/events</li> </ul>

These criteria are not exhaustive. They are guidelines used in establishing the risk level of the standardized positions.

## **Strengthening the Caring Community List of Ministry Position Descriptions**

**Standardized Ministry Position Descriptions.** All parishes are to use the Standardized Ministry Position Descriptions listed here. If a Standardized Ministry Position is similar in duties, activities and responsibilities to one at your parish but is different in name, you may change the title of that ministry to reflect the ministry name used at your parish.

If your Parish has a position not listed here; submit a draft of the Ministry Position Description for review and approval by the Diocese.

1. Adoration Coordinator — *General Risk*
2. Altar Server - Adult — *General or High Risk\**
3. Altar Server — Child/Youth — *General Risk*
4. Altar Server Coordinator — *High Risk*
5. Baptismal Preparation Coordinator — *General Risk*
6. Baptismal Preparation Team Member — *General Risk*
7. Bereavement Team Coordinator — *High Risk*
8. Bereavement Team Member — *High Risk*
9. Bible Study Coordinator — *General Risk*
10. Building and Maintenance Committee — *General Risk*
11. Catechumenal Catechist of Children's Initiation — *High Risk*
12. Children's Liturgy of the Word Coordinator — *High Risk*
13. Children's Liturgy of the Word Helper/Volunteer — *High Risk*
14. Children's Liturgy of the Word Teacher — *High Risk*
15. Choir Director — *General or High Risk\**
16. Choir Member — Adult — *General or High Risk\**
17. Choir Member — Child/Youth — *General*
18. Collection Counter — *High or General Risk\*\**
19. Collection Counter Coordinator — *High or General Risk\*\**

20. Coordinator of Children's Initiation — *General or High Risk\**
21. Custodian/Maintenance Person — *High Risk*
22. CWL President — *High Risk*
23. CWL Treasurer — *High Risk*
24. CWL Christian Family Life Standing Committee Chairperson — *High Risk*
25. Extraordinary Minister of Communion — *General Risk*
26. Extraordinary Minister of Communion Coordinator — *High Risk*
27. Extraordinary Minister of Communion to Homes/Institutions — *High Risk*
28. Lectors' Coordinator - *General Risk*
29. Legion of Mary Leader - *High Risk*
30. Legion of Mary Member - *High or General Risk\*\*\**
31. Liturgical Environment Planner - *General or High Risk*
32. Liturgical Hospitality Coordinator - *General Risk*
33. Liturgical Hospitality: Greeters & Ushers - *General Risk*
34. Marriage Preparation Coordinator - *General Risk*
35. Marriage Preparation Facilitator - *General Risk*
36. Outreach Program Coordinator - *High Risk*
37. Outreach Program; Cook - *General or High Risk\**
38. Outreach Program; Friendly Visitor - *High Risk*
39. Outreach Program; Meal Delivery - *High Risk*
40. Outreach Program; Server - *General Risk*
41. Parish Finance Council Member - *General Risk*
42. Parish Finance Council Vice Chairperson - *General Risk*

43. Knights of Columbus Activities Member - *High Risk*
44. Lay Pastoral Visitor - *High Risk*
45. Lay Pastoral Visitor's Coordinator - *High Risk*
46. Lector - *General Risk*
47. Lectors' Coordinator - *General Risk*
48. Parish Pastoral Council Chairperson - *General Risk*
49. Parish Pastoral Council Member - *General Risk*
50. Parish Social Ministries - *High or General Risk\*\*\**
51. Parish Volunteer Screening Committee Member - *High Risk*
52. Parish Volunteer Screening Coordinator - *High Risk*
53. Prayer Group Coordinator - *High Risk*
54. RCIA Catechumenal Catechist - *General Risk*
55. RCIA Catechumenal Director - *General Risk*
56. RCIA Sponsor - *General Risk*
57. Religious Articles Purchaser - *General Risk*
58. Religious Articles Vendor - *High Risk*
59. Sacramental Preparation Coordinator - *General or High Risk\**
60. Sacramental Preparation Team Member - *General or High Risk\**
61. Saint Vincent de Paul Activities Member - *High Risk*
62. ShareLent Campaign Chairperson - *High Risk*
63. ShareLent Campaign Committee Member - *General Risk*
64. Social Committee Coordinator - *General Risk*
65. Social Committee Member - *General Risk*
66. Sport's League Coach — *High Risk*
67. Sunday School Religious Education Assistant — *High Risk*
68. Sunday School Religious Education Catechist — *High Risk*

- 69. Sunday School Religious Education Coordinator — *High Risk*
- 70. Volunteer Driver — *High Risk*
- 71. Wedding Coordinator — *General Risk*
- 72. Youth Minister — *General or High Risk\**
- 73. Youth Ministers' Assistant — *General or High Risk\**
- 74. Youth Ministers' Director — *General or High Risk\**

\* When children (without the accompaniment of a parent and/or guardian) or the vulnerable are involved, this ministry position is High Risk.

\*\* When the Pastor is always present, this ministry position is General Risk.

\*\*\* When the participants are not vulnerable persons and/or depending upon the level of activity, this ministry position may be considered General Risk.

### **High Risk Volunteer Positions**

1. All Volunteer Positions connected with children or youth, eg.
  - Children's Liturgy Teacher/Coordinator/Helper
  - Altar Server Coordinator
  - Sunday School Director/Teacher/Assistant
  - Catechumenate Catechist for Children/RCIA for Children
  - Choir Director for Child/Youth
  - Sports Coach
  
2. All Volunteer Positions connected with home or institutional visits.  
For example;
  - Minister of Communion to Persons at Home
  - Minister of Communion to Persons in Hospitals/Nursing Homes
  - Lay Pastoral Visitors
  - Friendly Visitors
  - Meals on Wheels
  - Outreach Activities
  
3. All Volunteer Positions connected with the handling of money and have access to valuables and/or highly confidential information.



For example;

- Collection Counter
- Collection Counter Coordinator/Head
- Money Depositor
- Treasurers — All Parish Committees, Councils, Ministries. etc.
- Religious Book/Article Vendor
- Any position that requires having a KEY to the building or ALARM code

Note: List is not exhaustive.

**Diocese of Charlottetown  
Strengthening the Caring Community  
Volunteer Information Form**

The Diocese of Charlottetown is dedicated to strengthening its caring communities.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

In case of emergency, please contact: Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Relationship to applicant: \_\_\_\_\_

Please list volunteer positions you have held with the Parish or other organizations:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How long have you been a member of this Parish community? \_\_\_\_\_ Years

Ministry position(s) for which you are applying:

\_\_\_\_\_

If this ministry is not available, would you consider another ministry? Yes \_\_\_ No \_\_\_

If "Yes", which other ministries might interest you?

\_\_\_\_\_  
\_\_\_\_\_

I understand that my name and phone number will be given to the appropriate Ministry Coordinator.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please complete the remainder of this form for all High Risk Ministries.**

Please provide two (non-family) references who can describe your suitability for this ministry.  
(e.g. supervisor, neighbour, teacher, work associate, other parishioner)

1. Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Relationship to applicant: \_\_\_\_\_  
Phone Number: \_\_\_\_\_
2. Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Relationship to applicant: \_\_\_\_\_  
Phone Number: \_\_\_\_\_

(Please provide reference forms to your references and ask that they return the completed form to the Parish.)

1. I authorize the Parish Volunteer Screening Committee to communicate with my references regarding my suitability to serve as a volunteer in the specified ministry.
2. I agree to obtain a current Vulnerable Sector Criminal Record Check and provide it to the Pastor before I can be approved as a volunteer. I understand that only the Pastor has access to this document.
3. If I am charged with, or found guilty of, a criminal offence after being accepted as a volunteer, I agree to inform my Pastor immediately of this fact.
4. I understand that my name and contact information will be provided to the appropriate Ministry Coordinator or Leader.
5. I certify that the information I have provided on this Volunteer Information Form is true and complete.

By signing below, I confirm that I am in agreement with statements 1-5 above.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Diocese of Charlottetown**  
**Strengthening the Caring Community**  
**Volunteer Statement**

It is an honour and privilege to be accepted to work as a volunteer in a ministry within my Parish community.

The work of volunteers is appreciated and valued by parishioners, the Parish and the Diocese.

As a volunteer within my Parish, I am committed to provide the best level of service that I can in the ministry for which I have been approved. I realize the importance of treating others with respect at all times.

*Please check that the following have been received and read:*

- The Ministry Position Description for the position for which I am ministering.
- The “Strengthening the Caring Community Guidelines for Parish Volunteers”.
- I am aware of the responsibilities and limits of this ministry position and agree to meet them. If I have any questions or issues, I will contact the ministry coordinator for information. The Ministry Coordinator is \_\_\_\_\_  
Phone \_\_\_\_\_
- I understand that I represent this Parish as a volunteer only when functioning in the specific ministry for which I have been accepted.
- I agree to keep confidential any information that I become aware of as a result of my volunteer work regarding the participants of various parish programs, affairs of the Parish, its clergy, other volunteers, and volunteers unless otherwise directed by law or by authorities from the Diocese of Charlottetown.

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **Strengthening the Caring Community**

### **- Interview Guidelines -**

#### **Responsibility for Interviews:**

The Parish Volunteer Screening Committee is responsible for conducting interviews, when required. Generally, the Ministry Coordinator would conduct recruiting activities for their ministry. As part of this process, they would be expected to discuss with the prospective volunteer, the duties of the ministry, the ability of the individual to perform the duties, and any concerns or issues the volunteer or coordinator may have.

If the prospective volunteer is not known to the coordinator or Pastor, or there are concerns about the suitability of the prospective volunteer to perform the ministry duties, the Parish Screening Committee shall assign two individuals to interview the individual.

It is imperative that the prospective volunteer is seen to be reputable and possess the skills and commitment to perform the duties of the Ministry.

#### **Interviews Conducted by Parish Screening Committees:**

- Have at least two members of the Parish Volunteer Screening Committee conduct each interview. Plan ahead of time, how questions will be divided between the two interviewers.
- Have the completed Volunteer Information Form handy.
- Interviews should be conducted at the Parish. Establish a safe environment.
- All interviews must be conducted In-Person.
- Explain the interview process to the person.
- Describe the ministry specifically, using the Ministry Position Description.
- Describe the screening procedures that must be conducted for this position.
- Use only the official Diocese of Charlottetown forms to document the person's responses as the interview is being conducted
- Keep these forms in confidential files.

#### **"Dos" of Interviewing:**

- Do maintain confidentiality of the all responses; these may only be discussed with the Pastor.
- Do use the official Diocese of Charlottetown forms.
- Do assure the person that their comments are important in the process.

#### **"Don'ts" of Interviewing:**

- Don't avoid doing an interview for a high risk volunteer ministry position!
- Don't omit questions because of your own embarrassment.
- Don't make biased assumptions or rush through an interview.

**Closing the Interview:**

- Allow the person to ask any questions that might arise for them at the end of the interview.
- Summarize what was discussed.
- Clarify what needs to happen next
- Thank the person for coming in.
- Give out the Strengthening the Caring Community Guidelines for Parish Volunteers Booklet.

**What to do After the Interview:**

- Discuss the interview with the other interviewer and have interview notes filed.
- Continue with the next Steps in the Screening Program.

**Strengthening the Caring Community**  
**- Interview Questions for New Applicants -**

Interviewer's name: \_\_\_\_\_ Date of interview: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

1. How did you hear about this ministry position? What attracts you to this ministry position?

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2. Do you have any questions about what you have read in the Ministry Position Description?

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3. Have you ever been involved in any activity like this in the past?

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4. Tell me about any challenges that you can foresee that might make it difficult for you to carry out your responsibilities in this ministry.

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5. What assistance or support do you think you might need to be able to carry out your ministry?

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**- Interview Questions for New Applicants Continued -**

6. Do your spouse/family/friends support you in this ministry? How?

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7. Are there some persons or groups with whom you prefer to work? (E.g. adolescents, elderly, immigrants, children, etc...) Why?

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8. If you had reason to believe that a child, youth, or other vulnerable person was being abused what would you do?

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9. Tell us why you believe you are an ideal person for this Volunteer Ministry Position.

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**10. If there are any specific concerns about the individual being able to perform the duties, discuss the concerns with the individual.**

*Note:*

- *Watch out for single word answers such as yes or no, rather than complete answers to the questions. Watch for evasive/ general roundabout answers rather than specific information.*
- *Ask each question and then write down the answer. Accurate written information that is as objective as possible is the most useful in ensuring that everyone concerned will be safe. Therefore, record keeping must be 100% objective.*

**Recommendation:**

- Endorsed for this Volunteer Ministry Position
- Not endorsed for a Volunteer Ministry at this time
- Endorsed for another Volunteer Ministry Position



## - Interview Helps -

### **Active Listening**

Active listening is a way of communicating to another person that you are there to listen, to understand and to accept what the other has to say.

### **Control the physical setting**

Remove all distractions, hold telephone calls, close the door and take papers off the table. Make sure both you and the person being interviewed can hear each other. Ensure privacy, set chairs so you can see each other.

### **Demonstrate interest**

Face the person being interviewed; adopt a relaxed posture that physically shows you are interested. Do not allow your attention to wander.

### **Create an open and trusting atmosphere**

Put the person being interviewed at ease, help her/him feel free to talk, create an encouraging environment.

### **Empathize with the speaker**

Try to see the viewpoint of the person being interviewed by putting yourself in her/his place. Stay tuned in to the person being interviewed rather than formulating your own views, rebuttals or next questions.

### **Observe as well as listen**

Be aware of the overall behaviour of the person being interviewed. Try to understand the meaning of what she/he is saying by observing the tone of voice, the facial expressions, the body language, etc.

### **Be Patient**

Understand that the average person can listen to about 400 words per minute while people speak at about 125 words per minute. Do not interrupt. A long pause often precedes an important comment.

### **Indicate simple acceptance**

Show that you have heard the speaker, not necessarily that you agree.

### **Stop talking**

You cannot listen if you are talking. Resist the impulse to fill quiet spots with your own voice.

## - Interview Helps -

### SOME BLOCKS TO GOOD LISTENING THAT SHOULD BE AVOIDED

**Anticipation ...of** the end of a sentence or statement and instead of continuing to listen, beginning to think about the next question.

**Intolerance... or** being mentally critical of the person being interviewed due to her/his speech, appearance or mannerisms.

**Impulsiveness...or** interrupting the person's answer to either interject your own thoughts or to ask another question.

**Indolence...or** allowing your attention to wander.

**Suggestibility...or** undue influence from emotion laden terms.

**Time Restraints...or** worry about meeting other commitments and rushing the volunteer.

**Preconceived Ideas... or** deciding about the person's interests or skills by her/his appearance or manner.

**Language Differences...or** failing to hear what people who speak English with difficulty are trying to communicate.

***Diocese of Charlottetown***  
**Strengthening the Caring Community**  
**Reference Letter**

Throughout the province, volunteer organizations and churches are asking their volunteers to provide references. This is done to assure the safety of children, the elderly, vulnerable adults and the volunteers themselves. The information on this form stays in a confidential file in our parish and is not shared with any outside organizations or institutions.

\_\_\_\_\_, is interested in volunteering  
 (applicant's name)

at \_\_\_\_\_ Parish and thus, has been asked to  
 (parish name)

provide references. This person has supplied us with your name and address.

**Position Summary**

Title: \_\_\_\_\_

Responsibilities: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*[Enter specific details regarding the ministry position]*

We wish to receive current, accurate information about this person; the information you provide will be an important tool in our decision-making process. Please base your assessment of this person on your experience of being with and working with this person. We expect that this will take about 10 to 20 minutes of your time.

Please PRINT your name: \_\_\_\_\_

1) What is your relationship to the person indicated above? How long have you known this person? \_\_\_\_\_

2) Do you believe this person has the skills and is suited for this volunteer position?  
 \_\_\_\_\_

3) What would you identify as this person's strengths?

\_\_\_\_\_  
\_\_\_\_\_

4) If you have to suggest some areas of improvement, what would they be?

\_\_\_\_\_  
\_\_\_\_\_

5) How well does this person work independently?

\_\_\_\_\_

6) On a scale of 1(very little) to 4 (very much); how much does this person exhibits these traits?

	very little		very much		very little		very much		
Dependable:	1.....	2.....	3.....	4	Tolerant of diversity:	1.....	2.....	3.....	4
Trustworthy:	1.....	2.....	3.....	4	Committed:	1.....	2.....	3.....	4
Honest:	1.....	2.....	3.....	4	Respects confidentiality:	1.....	2.....	3.....	4
Deals well with stress:	1.....	2.....	3.....	4	Respects others:	1.....	2.....	3.....	4
Good Leader:	1.....	2.....	3.....	4	Team Player:	1.....	2.....	3.....	4
Role model for others:	1.....	2.....	3.....	4					

7) Would you recommend this person for this ministry position? Please Explain.

\_\_\_\_\_

8) Any additional comments:

\_\_\_\_\_  
\_\_\_\_\_

Reference's signature \_\_\_\_\_ Date: \_\_\_\_\_

We sincerely thank you for your time.  
Please return this form to the person/address listed below.

Parish Volunteer Screening Coordinator: \_\_\_\_\_

Parish: \_\_\_\_\_

Address: \_\_\_\_\_

## Appendix 7

### **Applicant Procedures for Criminal Record Checks**

**\*\* Please Note: Since there are some variations in the way in which each Police Agency goes about these Vulnerable Sector Criminal Record Checks, these have been broken down into separate units**

- Applicants present themselves at the appropriate police agency and complete the required Consent Form, along with:

**In the case of the Charlottetown Police Department:** a photocopy (**bring along the original copy**) of two (2) pieces of personal identification, i.e. passport, driver's license, credit card (Health Card and SIN Card will not be accepted) As well, bring a letter from the Parish or Diocese specifying what parish they are seeking to volunteer within and a description of the ministry they will be involved in.

**In the case of the Summerside Police Department:** a photo ID is required, i.e. driver's license, passport. As well, bring a letter from the Parish or Diocese specifying what parish they are seeking to volunteer within, a description of the ministry they will be involved in, with the added statement that this position requires a Criminal Record Check

\* For volunteers, there is no administrative fee for this check

\*\* For paid employees, there is an administrative fee for this check of \$20.00, payable at the time when the Criminal Record Check is requested

**In the case of the RCMP:** present two (2) pieces of personal identification, i.e. passport, driver's license, student ID, credit card (Provincial Health Card and SIN Card will not be accepted), along with a letter from the Parish or Diocese specifying that the individual needs the Criminal Record Check for their volunteer work or employment

**Application for disclosure of CRC Information at the appropriate Police Agency:**

–Applicants complete the form "**Consent for Disclosure of Criminal Record Information**" in person at the same time as they are completing the Consent for Criminal Record Check form

–Although this same Consent is present on the RCMP forms, they prefer that the applicant him/herself, once they pick up the completed Criminal Record Check, return it to the respective place where they are applying to volunteer.

**Process of Completed Police Check**

- Once the screening (Criminal Record Check) has been completed by the respective Police Agency, the applicant will be notified (usually within two business days) that the form has been completed by that Agency and the applicant is responsible for collecting their own form from that same Agency and returning it to the Diocesan or Parish Screening Committee, unless, as is the case with the Charlottetown Police Department, they have completed and signed the form authorizing that the completed form be forwarded directly to the identified Screening Committee

## Notations

There is no need to make an appointment for any of the locations mentioned below, but you must present yourself with the proper documentation during regular daytime business hours.

Please note that, **within the City of Charlottetown or the City of Summerside**, they will process, free of charge, the Criminal Check for ONLY volunteers.

Paid employees, within the City of Charlottetown, are directed to:

L-1 Identity Solutions

Charlottetown Fingerprint Service

119 Kent Street, Suite 160

Charlottetown, PE CIA 1N3

Telephone: 902-892-0002 [www.Llid.com/cdnfmggerprints](http://www.Llid.com/cdnfmggerprints)

Monday - Friday 10 a.m. to 5 p.m.

The cost of having the initial check completed with L-1 Solutions is \$25.00. If the record comes back positive, then further checks and costs are necessary, as in fingerprinting.

For the **City of Summerside**, there is a charge of \$25.00 for doing the Criminal Record Check for paid employees.

Residents of **other areas of Prince Edward Island**, not within the jurisdiction of the Charlottetown Police Department or the Summerside Police Department, are directed to their respective local RCMP Detachment, i.e. Maypoint Detachment; Souris Detachment; Montague Detachment; East Prince Detachment; Alberton Detachment.

\* \* It is evident that each Detachment has its own particular way of taking care of this Criminal Record Check, the required identification and the cost (for paid employees). Therefore, it would be wise to be prepared when requesting a Criminal Record Check at any of the Detachments, by:

- a) Bringing two (2) pieces of personal identification
- b) Bringing a letter from the Parish or Diocese
- c) Being prepared to pay a fee from \$20.00 to \$40.00, if a paid employee.

SAMPLE LETTER

PARISH - DIOCESE

FULL ADDRESS

CONTACT NUMBERS

DATE

TO WHOM IT MAY CONCERN:

This letter is to certify that \_\_\_\_\_ will be helping as a volunteer in \_\_\_\_\_ Parish/Diocese, and because of this she/he will need to complete a Criminal Record Check.

Sincerely,

\_\_\_\_\_

\_\_\_\_\_

Pastor or Authorized person's name and title.

## Strengthening the Caring Community

### Guidelines for Parish Volunteers

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*Through the Sacrament of Baptism, we are called to share our gifts with one another and with the world. Given the importance of this call from God, it is essential that we, as a community, do all we can to assure that 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.*

Strengthening the Caring Community is simply a process designed to create and maintain a safe environment in our parishes. This process involves identifying any volunteer ministry position, which could put children, youth or other vulnerable persons at risk of being harmed. The goal at all times is the protection and safety of our vulnerable people, our volunteers, our paid staff, and our Church. Thus, it is a permanent policy of the Diocese of Charlottetown to screen all parish volunteer ministry positions.

Every organization has a responsibility, which is at once moral, spiritual and legal. Strengthening the Caring Community is not only the right thing to do but it is legally required under the concept of "Duty of Care". Duty of Care is a legal principle that identifies the obligations of individuals and organizations to take reasonable measures to care for and protect those who participate in their programs.

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## Strengthening the Caring Community

- Guidelines When Working, With Children -

- 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. The important safeguard for both our vulnerable participant and us is full disclosure. If an adult finds him 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/guardian as quickly as possible under the circumstances.

- Volunteers over 16 years of age should not spend extended time alone with children without consent of the child's guardian and the knowledge of the ministry leader/supervisor.
- When programming requires an adult to be alone with children such as overnight camps, every effort must be made to protect the child's privacy. Girls and boys must not change together and adults must change separately from the children. Adults should not sleep in proximity to children. **A minimum of two adults shall supervise children for overnight events such as camping. The adults shall be the same gender as the children; if both boys and girls are involved, there shall be both a man and woman supervising the event.**
- Adults who form a relationship with children through Church activities should not seek out opportunities to spend time with the child "off site". If off site interactions occur the Ministry Coordinator/Leader should be informed.
- Adults should not help children with toileting. For younger children who cannot manage alone. parent/guardian permission must be given before toileting or changing help is permitted.
- Children should not be taken in an adult's vehicle without parent/guardian permission and the knowledge of the Ministry Coordinator/Leader.
- Physical contact between adults and children should occur in "public" and be sanctioned by the Ministry Coordinator/Leader and the parent/guardian. For example hugs and kisses for younger children or physical "roughhousing" with older kids.
- Parents/guardians of children enrolled in programs should be encouraged to ask questions and stay abreast of the nature of the adult/child interaction. Where they feel comfortable they should be encouraged to talk with their children about the programs and the volunteers and staff they encounter.

- Volunteers should not spend extended time alone with vulnerable participants without consent and knowledge of the Ministry Coordinator/Leader.
- When and if programming requires a volunteer to be alone with a vulnerable participant every effort must be made to protect the person's privacy.
- Volunteers should not take others in their vehicle without letting the Ministry Coordinator/Leader know.
- Physical contact between adults should occur in "public" and be sanctioned by the Ministry.
- Volunteers should not take any money or property from a participant for their volunteer ministry.
- Volunteers must not act outside the set boundaries of the Ministry Position Description.

These guidelines are not intended to hamper relationships between volunteers and participants or between adults and children. More importantly they are not designed to introduce suspicion. In all cases with children, a certain amount of discretion rests with the adult, based on their knowledge and the nature of the relationship, the setting and the activities. Being open or "transparent" when a relationship becomes closer or more time is spent alone, reviewing any incidents with 'supervisors' — these steps will ensure the safety of our vulnerable, the integrity of our programs and the well-being of our volunteers.

## **Strengthening the Caring Community**

### - Volunteer Conduct -

#### **Conduct**

To ensure the highest standard of health and safety for all volunteers, participants, staff, clergy, parishioners and the whole parish community and to provide for the efficient and effective operation of the parish, all Volunteers must maintain the highest traditions of service.

Specifically, all Volunteers are required:

1. 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;
2. To perform duties and to discharge responsibilities safely, effectively, and with proper regard for time and material;
3. To be courteous and cooperative in their relations with other Volunteers and with the parish community;
4. To conduct themselves, both on and off the job, in a manner that reflects credit to their Parish; to dress appropriately; and
5. To demonstrate an awareness of and respect for sexual, cultural and physical differences in their relationships with participants, other Volunteers and the whole parish community.

*The pastor is responsible for creating and maintaining an environment that fosters mutual respect among individuals. This includes ensuring Volunteers are not subject to retaliation as a result of making a complaint or participating in an investigation of a complaint.*

#### **Public Use of the Parish Name**

Without the specific authority of the Pastor or his delegate, Parish Volunteers should never make any public pronouncements on potentially contentious theological or moral issues in the name of the Parish or which might be constructed as having been made with the authority of the Parish. It is recognized that volunteers are also private citizens and as such have the freedom as individuals to speak out on matters of public concern; however, in so doing they should make it very clear that they are speaking as private citizens and not with the authority of the Parish.

#### **Prohibited Items on Parish Property**

Under no circumstances are the following items permitted on parish property, including parking areas: all types of firearms; switchblade knives and knives with a blade longer than five inches; dangerous chemicals; explosives including blasting caps; chains and other objects carried for the purpose of injuring or intimidating.

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 toward 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.
- *Physical Harassment* - Any physical assault. such as hitting, pushing, kicking, holding, impeding or blocking the movement of another person.

Any Volunteer who feels they have been subjected to harassment of any kind (including sexual harassment) should:

- Make their disapproval known to the person whose behaviour is in question
- Keep a written record of the date(s), time(s), the unacceptable behaviour(s), any witnesses to the incident(s) to whomever they feel comfortable talking to (the Pastor, Associate Pastor, member of the Finance Council, etc.).
- The individual contacted will provide counsel to the Volunteer (if comfortable in doing so) and request that she/he provide written documentation of the incident(s) so that an investigation may be made.
- The person who has received the initial contact from the Volunteer should promptly inform the Diocesan Pastoral Centre; who will in turn make the appropriate contacts.

All Parish Volunteers in the Diocese of Charlottetown are expected to adhere to this Guideline for Volunteer Conduct.

## Statement of Intention

1. TO SAFEGUARD, IN ALL RESPECTS, ALL OF *THOSE TO WHOM WE MINISTER.*
2. TO SUPPORT *PARISH VOLUNTEERS* AND PRESERVE THEIR SAFETY, INTEGRITY AND REPUTATION.
3. TO ENSURE THAT WE FULFILL OUR DUTY AND OBLIGATIONS AS A *FAITH COMMUNITY*

## Checklist for GENERAL Risk Volunteer Positions

- Have the Volunteer Information Form completed.
- For those under 18 years of age, ensure that the Parent/Guardian signs the Consent.
- Ensure that the person receives a copy of the Ministry Position Description.
- Provide the person with a copy of the Strengthening the Caring Community Guidelines for Parish Volunteers.
- Provide the contact information of the Ministry Coordinator/Supervisor.

Once the completed Volunteer Information Form is returned, the Ministry Coordinator may then assign the person to begin their parish volunteer ministry position.

- Create a file for the person.
- Put the following documents in the file;
  - Ministry Position Description (or list of Ministries involved in)
  - Volunteer Information Form.

## Checklist for HIGH Risk Volunteer Positions

- Have the Volunteer Information Form completed in its entirety.
- For those under 18 years of age, ensure that the appropriate Volunteer Information Form is used and that the Parent/Guardian signs the Consent.
- Ensure that the person receives a copy of the Ministry Position Description.
- Provide the person with a copy of the Strengthening the Caring Community Guidelines for Parish Volunteers.
- Provide the contact information of the Ministry Coordinator/Supervisor.
- Conduct the Interview in-person (**if required**), with two members of the Parish Volunteer Screening Committee and using the appropriate Strengthening the Caring Community forms.
- Conduct **two** personal reference checks using the appropriate Strengthening the Caring Community forms for those 19 years of age and older.
- Give the necessary form to obtain the Criminal Record Check report.
- Provide the Pastor with a list of persons for whom he will receive a Criminal Record Check report
- The Pastor will take any necessary action and then notify the Parish Volunteer Screening Committee about whether or not they may continue with the Orientation of the person to this position. The Pastor is responsible for keeping this information strictly confidential and for ensuring that it is confidentially prepared for filing.

The person will then be able to begin their parish volunteer ministry position.

- Create a file for the person
- Put the following documents in the file;
  - Ministry Position Description (or list of Ministries involved in)
  - Volunteer Information Form
  - Interview forms (**when conducted**)
  - Reference forms
  - Criminal Record Check report which the Pastor has placed in a sealed envelope and is marked 'confidential' (for those 18 years old and older).