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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.

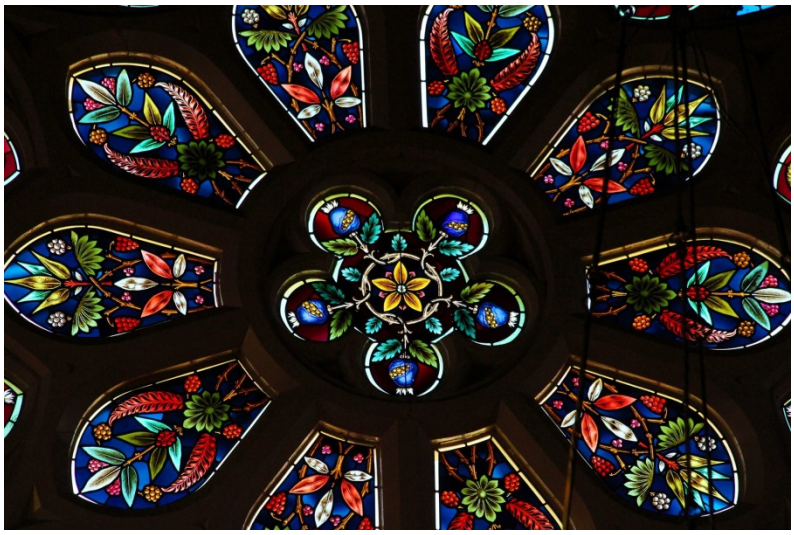
8. The preparation of children for the celebration of the sacraments of First Penance, First Communion and Confirmation is to be conducted in a group format. One-on-one instruction is not allowed.

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 ratios 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 — 1:6
    b. Children ages 6 - 8 — 1:10
    c. Children ages 9 - 11 — 1:15
    d. Youth ages 12 - 18 — 1:20
    e. Overnight events for any age — 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.

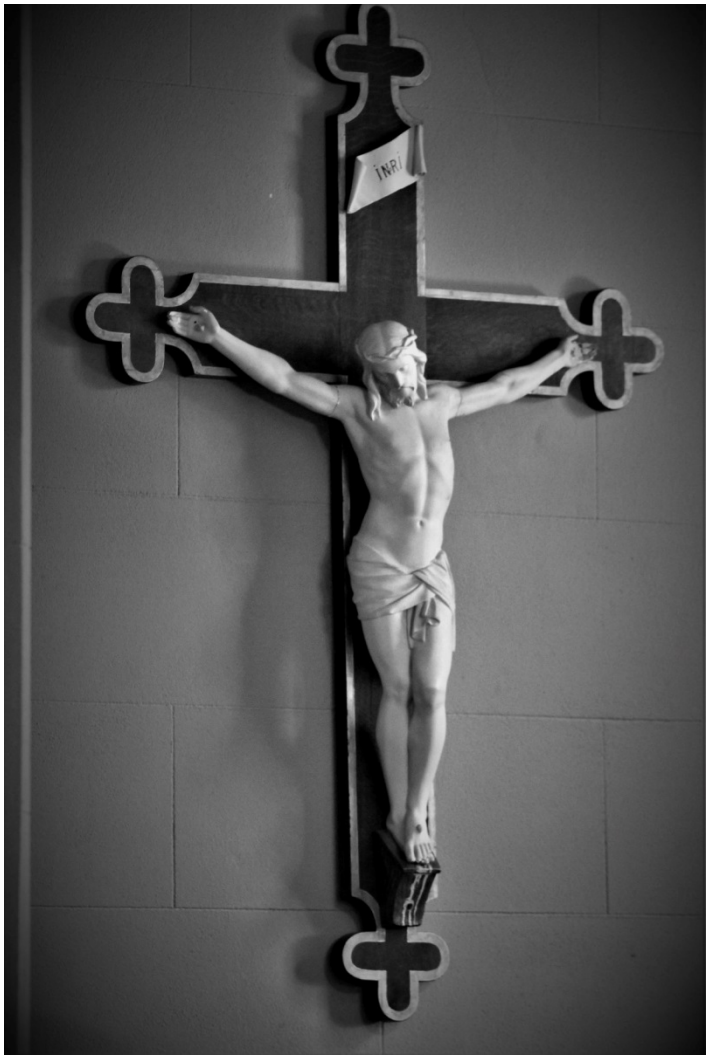
2. In the case of a vulnerable person, the alleged victim should be encouraged to contact the local police service. In the case of any doubt, speak to the ministry leader or pastor.

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).



K. Social Media Policy

"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, 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:

	TRUE	FALSE
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.