CODE OF PASTORAL CONDUCT AND ACCOUNTABILITY FOR VOLUNTEERS

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ROMAN CATHOLIC DIOCESE of Calgary

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Glossary

Clergy – priests and deacons.

Diocese – refers to the Roman Catholic Diocese of Calgary.

Duty of Care – is the Diocese obligation to take reasonable measures to care for and protect employees, clients, participants, volunteers and the Diocese to an appropriate standard. The appropriate standard of care is dependent on the situation and assessed risk to vulnerable people.

Employee – refers to individuals within the Diocese of Calgary who receive remuneration for their work.

Guideline – a statement by which to determine a course of action. A guideline aims to streamline particular processes according to a set routine or sound practice.

Minor – individual under the age of 18

Personnel –refers to any individual, paid or unpaid, working within the Diocese of Calgary including employees, volunteers and clergy

Policy – is a statement of intent and is implemented as a procedure or protocol. Policies are promulgated by the Bishop of the Diocese and adherence to policy is mandatory.

Position of Trust/Authority – is someone who has:

- A significant degree of authority or decision-making power over a vulnerable adult; and/or
- Unsupervised access to a vulnerable adult and their property; and/or
- The ability to develop a close, personal relationship with a vulnerable adult; and/or
- Access to financial records; confidential information involving the Diocese, employees, volunteers or parishioners; money or Diocesan property.

Procedure – refers to an established way of doing something based on best practice.

Standard – refers to a minimum level of quality or attainment that is considered acceptable.

Standard of Care – refers to the watchfulness, attention, caution and prudence that a reasonable person in the circumstances would exercise. If a person's actions do not meet this standard of care, then his/her acts fail to meet the duty of care which all people (supposedly) have towards others. Failure to meet the standard is negligence, and any damages, resulting therefrom may be claimed in a lawsuit by the injured party. (Retrieved from https://legal-dictionary.thefreedictionary.com).

Volunteer – refers to anyone who without compensation or expectation of compensation performs a task at the direction of and on behalf of the Diocese.

Volunteer Screening Coordinator – individual assigned responsibility within a Parish or the Pastoral Centre for screening volunteers as required under the *Strengthening Our Parish Communities* program.

Vulnerable Adult – those who are not able to defend themselves, protect themselves, or get help for themselves when injured or emotionally abused. A person may be vulnerable because of a physical condition or illness, such as weakness in an older adult or physical disability, or a mental or emotional condition.

Professional Pastoral Standards

The Code of Pastoral Conduct and Accountability for Volunteers (the "Code") provides guidance for the conduct of all volunteers carrying out ministries and activities on behalf of the Diocese, parishes, offices, programs or related Catholic lay associations and organizations. It is intended to ensure practices of accountability by considering a variety of circumstances that, if not appropriately addressed, may create a risk of boundary violations, incidents of misconduct or abuse, allegations, claims and/or lawsuits.

Volunteers, who act in the name of the Church in virtue of their participation in the work of the Diocese and the parishes, are in a position of trust and authority. They must be held accountable for their actions and behaviours in their ministry. Therefore, in order to maintain the highest level of accountability, there must be clear and unambiguous guidelines for appropriate and inappropriate behaviour and conduct, ministry, and pastoral activities. Thus, the Code provides guidelines, practices and procedures in promoting a safe environment for identifying personal and professional boundaries that must be respected and maintained. It also serves as a prudential guide in identifying best practices for ensuring safe environments, supporting expected practices of exemplary behaviours and activities for those entrusted with roles of pastoral ministry and service which reflect charity, justice and fairness in accord with the teachings of the Catholic Church and the applicable laws of both canon law and secular laws.

The Diocese is committed to establishing, maintaining and implementing reasonable policies, associated practices, and procedures to ensure a safe environment and support volunteers. However, no policy manual or code of conduct can anticipate every circumstance or question concerning a policy. Questions about any aspect of the Code can be directed to your immediate supervisor or to the Human Resources Office.

It is the responsibility of all volunteers working within the Diocese to familiarize themselves with the Code, and the policies and procedures that apply to their role or ask their supervisor if they are uncertain which apply. A signed agreement form must be returned as part of the volunteer orientation package, signifying that the Code has been reviewed and that the volunteer will comply with the established policies and guidelines.

The Diocese, upon its own authority may determine, alter or modify policies, procedures, or other statements made in this document. The current version of the Code, including updates will be available on the Diocese website.

Related Policies & Applicable Documents:

- *Human Resources - Codes of Pastoral Conduct and Accountability Policy #810-001; HR Policies, Procedures and Guidelines Manual*

Strengthening Our Parish Communities

The *Strengthening our Parish Communities (SOPC) Program* was introduced in 2010 throughout the Diocese and as a comprehensive Ten Step process to screen and monitor volunteers. It is intended to ensure that volunteers' involvement is meeting the needs of the Diocese, the populations they serve and the volunteers themselves. Screening is a process that helps match people with volunteer positions while improving the quality and safety of the programs and services offered. Volunteers are responsible for completing the applicable steps required in the screening process that apply to the role which they will be performing.

- Volunteering in programs whose participants are minors and/or vulnerable adults is contingent on the volunteer obtaining satisfactory clearances (i.e. Vulnerable Sector Police Information Check, Intervention Record Check) prior to commencing in their role. These clearances must be updated as per Diocesan policy – every 5 years.

- Volunteers are required to complete all assigned Praesidium Sexual Abuse Prevention training modules as appropriate to their role. They agree to complete those required modules within the specified timeframe and before commencing in their role when supporting programs that provide service to minors and/or vulnerable adults.

- The Praesidium training modules are a key element of the SOPC program. They provide information and learning that increase awareness of the conditions and opportunities that can manifest themselves in day-to-day activities in our diocesan or parish environment, which can lead to the potential for abuse to occur. It is everyone's responsibility to be aware and to prevent these conditions from being present, thereby reducing the risk.

- Volunteers working directly with minors and vulnerable adults will be required to adhere to established boundaries and guidelines for working with children and vulnerable adults as outlined in the Code.

Related Policies & Applicable Documents:

- *Human Resources - Strengthening Our Parish Communities Policy#810-034; HR Policies, Procedures and Guidelines Manual*
- *Human Resources – Police Information Checks and Intervention Record Checks Policy #810-005; HR Policies, Procedures and Guidelines Manual*
- *Volunteer Engagement -Volunteer Screening Policy #810-050; Volunteer Engagement-Policies, Procedures & Standards Manual*
- *Policy and Procedures for the Prevention and Management of Sexual Misconduct and Abuse*
- *Working with Minors and Vulnerable Adults: Boundaries and Standards*

Personal Well-Being of Volunteers

Volunteers have the duty to be responsible for their own personal well-being - spiritual, physical, mental, and emotional health.

- They must be aware of warning signs that indicate potential problems with their own spiritual, physical, mental, and/or emotional health.
- They should seek out help immediately whenever they notice behavioural or emotional warning signs in their own professional and/or personal lives.

Professional Conduct

The following are some of the professional conduct expectations for volunteers:

- Attend when scheduled and be punctual in volunteering.
- Absent oneself only for good and sufficient reason, and notify the necessary person of anticipated or unforeseen absences;
- Perform duties and discharge responsibilities safely, effectively, and with proper regard for time and material;
- Be courteous and cooperative in relations with other volunteers, staff, personnel, and those receiving the services of the ministry;
- Conduct oneself at all times in a manner that reflects favourably for the Church;
- Dress appropriately and ensure proper hygiene;
- Demonstrate an awareness of and respect for sexual, cultural, and physical differences in relationships with participants of programs, ministries and services, staff, personnel, volunteers, and the whole parish community;
- Treat everyone with respect, loyalty, patience, integrity, courtesy, dignity, and consideration;
- Avoid the following prohibited behaviours:
    - Engaging in any activities that pose a health risk to others;
    - expressing forms of aggression that frightens or humiliates people including striking, spanking, shaking, or slapping any person;
    - humiliating, ridiculing, threatening, or degrading any person;
    - using, possessing, distributing or being under the influence of alcohol and drugs at any time while exercising ministry or providing services;

- and carrying or providing firearms, switchblade knives and knives with a blade longer than five inches, dangerous chemicals, explosives including blasting caps, chains and/or any other objects carried for the purpose of injuring or intimidating.

Confidentiality & Privacy

Volunteers must respect the rights of those they serve or work with by maintaining confidentiality in order to promote and uphold the personal dignity, good name and reputation of all involved. All confidential information shall be kept strictly confidential by volunteers, both during and after becoming a volunteer with the Diocese, unless otherwise permitted in advance, in writing, by their direct supervisor, to be disclosed, or unless required to be disclosed by the Diocese in normal operations or as required by law.

General Diocesan Information

- They must not divulge any confidential information communicated to, produced by, or acquired, directly or indirectly, as a result of or in relation to his/her participation in, and activities with the Diocese;
- They must not divulge any confidential information acquired, directly or indirectly, in the performance of his/her volunteer-related duties and responsibilities to any person or third party not authorized by the Diocese or required by law to have such information;
- They must not obtain a benefit, directly or indirectly, in consideration for revealing any confidential information; or
- Use confidential information in any personal undertaking in which the volunteer may be, or may become, involved.
- They must use reasonable efforts to protect all confidential information from unintended or accidental disclosure, and in the event such disclosure occurs, notify their direct supervisor in writing as soon as reasonably possible.
- They shall only use confidential information for the bona fide purposes of the Diocese and shall not use confidential information in any way whatsoever for the benefit of any person other than the Diocese.
- The obligations in this section to maintain confidentiality continue indefinitely after an individual has ended their volunteer assignment with the Diocese.

Related Policies & Applicable Documents:

- *Human Resources - Confidentiality and Privacy Policy #810-002; HR Policies, Procedures and Guidelines Manual*
- *Confidentiality Agreement (Form #HR-100); HR Policies, Procedures and Guidelines Manual*

Conduct with Minors and Vulnerable Adults

Volunteers must maintain an appropriate, open and trustworthy relationship between minors and vulnerable adults and their parents or adult supervisors.

- They must set appropriate boundaries in their relationships with others. It is their responsibility to set boundaries when dealing with minors and vulnerable adults.

- They are not to have intimate relationships with minors and vulnerable adults. Any sexual activity, relationship, or exploitation of a minor, or vulnerable adult is a violation of the *Criminal Code of Canada.* Such allegations are addressed in the *Policy and Procedures for the Prevention and Management of Sexual Misconduct and Abuse.*

- They are to review and know the contents of the child abuse regulations and reporting requirements for the Province of Alberta and should follow those mandates. These are also outlined in *the Policy and Procedures for the Prevention and Management of Sexual Misconduct and Abuse.*

- They must avoid situations where they are alone with minors and/or vulnerable adults at events or activities organized by the Diocese or by parishes.

- They should use positive reinforcement rather than criticism, competition, or comparison when working with everyone, especially children, adolescents, minors and vulnerable adults.

- They must not take a person under 18 years of age on personal trips or vacations.

- They must not to be alone with a minor or vulnerable adult in his or her residence or motor vehicle. Two non-related adult volunteers (Two-Adult Rule) are required when providing services or supervising one or more minors/vulnerable people. This includes transporting vulnerable adults (minors or vulnerable adults) in a motor vehicle.

- They are not to provide shared, private, overnight accommodation for minors or vulnerable adults. This includes, but not limited to, accommodations in any Church-owned facility, private residence, hotel room, or another place where there is no other adult supervision.

- They must refuse to accept expensive gifts from children, adolescents, minors, vulnerable adults and their parents and guardians without the prior written approval of their direct supervisor i.e. administrator or pastor.

- They must refrain from giving expensive gifts to children, adolescents, minors, and vulnerable adults.

- They shall not be alone in a washroom facility, public or private, with a child or vulnerable adult. In case of special physical and health needs, an agreement shall be made between the parents or guardian and the Diocesan employee prior to such events.

- Physical contact with minors and vulnerable adults can be misconstrued. If necessary, it should occur only in public, be culturally appropriate, and be viewed as respectful and completely nonsexual.

- Diocesan recreational and catechetical programs involving minors and vulnerable adults must ensure that there are two unrelated adults present at all times. One-on-one instruction with minors and vulnerable adults is to be avoided unless it is undertaken with or by their parents or guardians.

Related Policies & Applicable Documents:

- *Working with Children and Vulnerable Adults: Boundaries and Standards*
- *Policy and Procedures for the Prevention and Management of Sexual Misconduct and Abuse*

Reporting Sexual Abuse of Minors and/or Vulnerable Adults

All incidents or allegations of sexual abuse involving a minor and/or vulnerable adult must be reported to the police and the appropriate civil authorities, and then the Bishop's Delegate. The *Policy and Procedures for the Prevention and Management of Sexual Misconduct and Abuse* guides the response of the Diocese to protect the rights of all involved first ensuring those of the victim and their family.

Fr. Timothy Boyle
Bishop's Delegate
403-330-5923
Timothy.Boyle@calgarydiocese.ca

► Note: Any person who has reasonable and probable grounds to believe that a minor is in need of protective services must report to the 24/7 Child Abuse Hotline: 1-800-387-5437 (KIDS). Help is available in multiples languages.

- Call 911 if you or the vulnerable adult is in immediate danger.
- Failure to make a report is an offence.

Related Policies & Applicable Documents:

- *The Policy and Procedures for the Prevention and Management of Sexual Misconduct and Abuse*

Sexual Conduct

All people are called to live a life that exemplifies chastity in all their relationships based on their state of life and vocation in the Church.

Volunteers must not exploit the trust placed in them by individuals, faith communities, and the Church.

- They must not exploit another person for any reason, including for sexual purposes.
- They must behave in a professional manner and avoid developing inappropriate intimate relationships that could lead to sexual misconduct.
- The accessing, viewing, and/or distributing of pornography is not to be tolerated. Such actions and behaviours are morally unacceptable and a cause for immediate dismissal.
- The viewing, possessing, producing, and/or distributing of child pornography is illegal. Any incidents related to this will be reported to the police.
- Showing sexually explicit or sexist material, signs, cartoons, calendars, literature, photographs, or displaying such material in plain view is not condoned or tolerated and must be reported.
- The making any sort of remark, comment, or joke that is in any way suggestive, explicit, or sexual is not condoned or tolerated and must be reported.

Related Policies & Applicable Documents:

- *Human Resources - Sexual Misconduct Policy #810-036; HR Policies, Procedures and Guidelines Manual*

Harassment

Volunteers must not engage in physical, psychological, written or verbal harassment and are not to tolerate such forms of harassment by others.

- They are to contribute to the promotion of a professional work environment that is free from any form of physical, psychological, written, or verbal intimidation or harassment.
- Harassment encompasses a broad range of physical, written, or verbal behaviour, including without limitation the following:
    - Physical or mental abuse.
    - Racial insults.
    - Derogatory ethnic slurs.
    - Disparaging remarks and treatment because of a disability.
    - Provoking bullying and ridicule as a result of illegal disclosure of medical information.
    - Unprofessional conduct such as inappropriate tone of voice, belittling behaviours such as eye-rolling, outwards signs of exasperation or frustration, condescending verbal and/or body language or inappropriate communication (i.e. verbally or through email exchange).
    - Unwelcome sexual advances or touching.
    - Sexual comments or sexual jokes.
    - Requests for sexual favours used as a condition of employment, or to affect other personnel decisions, such as promotion or compensation.
    - Display of offensive materials (i.e. photographs, drawings, or symbols).

- Viewing, accessing, downloading, sharing, or printing pornographic materials from the internet or sources.

- Harassment can be a single incident or a persistent pattern of behaviour on the part of an individual or group of individuals that has the effect of creating a hostile, offensive, or intimidating work environment in the Diocese or parish which is never to be accepted nor tolerated.

- All incidents of harassment are taken seriously and must be reported immediately to the appropriate parish and diocesan supervisory personnel who should then contact the Human Resources Manager at the Catholic Pastoral Centre to report such incidents.

Related Policies & Applicable Documents:

- *Human Resources - Workplace of Respect Policy #810-035; HR Policies, Procedures and Guidelines Manual*

Reporting Sexual Misconduct or Harassment

Anyone who believes they have been the victim of sexual misconduct or harassment by an employee of the Diocese or volunteer should immediately report the incident to their immediate Supervisor, the Human Resources Office, or by calling the confidential diocesan information hotline, *If You Choose to Talk About it,* 1-833-547-8360.

Brittany Teixeira
Human Resources Manager
403-218-5549
Brittany. Teixeira@calgarydiocese.ca

Any volunteer who knows or has reason to know of incidents, allegations, or acts of sexual misconduct or harassment shall promptly inform one of the above listed individuals.

- Employees are required to disclose all information including the names of the parties to help ensure that the Human Resources Office will be able to act.

- Volunteers will be asked to disclose the names of the parties involved in the incident, as well as other potential witnesses, in order for the Human Resources Office to be able to act on the information. In some cases, not all of the individuals named will be contacted once Human Resources reviews the situation and determines the best course of action in accordance with the appropriate policy.

- All reported incidents or allegations will be investigated regardless of the severity of the incident and/or individuals involved.

Related Policies & Applicable Documents:

- *Human Resources - Workplace of Respect Policy #810-035; HR Policies, Procedures and Guidelines Manual*

Conflict of Interest

Volunteers should avoid situations or circumstances that might present or constitute a conflict of interest. Even the appearance of a conflict of interest can call one's integrity and professional conduct into question and therefore must be avoided and clearly identified or declared as such.

- They should disclose all relevant facts that potentially may create a conflict of interest that arises due to prior knowledge, a relationship of influence, or which may result in personal or financial gain or further their personal, religious, political, or business interests.
- They should inform all parties when a real or potential conflict of interest arises. Resolution of the issues must always first protect those individuals who are receiving pastoral services and ministry.
- When making decisions on matters dealing with personnel, administration, finances and pastoral ministry those decisions shall meet civil and canon law obligations, reflect Catholic moral and social teachings, and this *Code of Pastoral Conduct and Accountability for Volunteers.*
- They shall not use their position to exercise unreasonable or inappropriate power and authority.
- Conflicts of interest may also arise when a volunteer's independent judgment is impaired by prior knowledge gained through previous dealings with one or more individuals, becoming personally involved, and/or serving as an advocate for a person against another.

Related Policies & Applicable Documents:

- *Human Resources - Conflict of Interest Policy #810-017; HR Policies, Procedures and Guidelines Manual*

Whistleblower

Volunteers are expected to maintain the highest standards of honesty, integrity and fairness while performing their duties. It is the responsibility of volunteers to make good faith reports of suspected improper conduct, including fraudulent or dishonest conduct, misuse of Diocese funds or property, or violations of law or regulations that govern Diocese operations.

Related Policies & Applicable Documents:

- *Human Resources - Whistleblower Policy #810-018; HR Policies, Procedures and Guidelines Manual*

Electronic Communication – Email, Text Messaging, Internet and Computer Use

Volunteers must adhere to the policies, practices, and procedures established by the Diocese for mobile phones, email, text messaging, internet, and computer use.

- These apply whether the diocese/parish has provided internet and/or email access at the office, the parish, on devices, or at home.
- All content that is posted or communicated online by volunteers in their ministry must reflect Catholic teachings and values.
- They must be aware of the impact that their personal posts on social media (i.e. tweets, blogs, Facebook) can have if they are derogatory or negative in nature, especially if the post violates Diocesan confidentiality or harassment policies or damages the reputation of the Diocese, the Church or an employee or another volunteer. One can be held accountable for online behaviour that is deemed incompatible with workplace values and policies.
- Parents and guardians must designate, in writing, which form(s) of communication one may use with their children and must provide the contact information.
- In the event of any direct communication between volunteers and minors, their parents and/or guardians must be copied on the content of the communication.
- In communicating with minors, electronic communication should be brief and on topic using professional language appropriate for communicating with a minor, in addition to his or her parent or guardian. All communication with minors must conform to this *Code of Pastoral Conduct and Accountability for Volunteers* and Safe Environment policies, practices, and training.
- Any violation of these electronic communication policies and rules, parish computer use policies, practices, procedures or applicable provincial, federal, municipal or international laws is subject to disciplinary action including termination of service or ministry, civil and/or canonical proceedings and sanctions. Internet use or email access in diocesan or parish facilities may be discontinued at any time at the discretion of the immediate supervisor or the authority of the Bishop.
- Advancements in technology may require periodic updates and addendums to this section of the *Code of Pastoral Conduct and Accountability for Volunteers.* The principles provided for use are to be applied prudently and judiciously in the event an update has not occurred

Related Policies & Applicable Documents:

- *Human Resources - Internet, Email and Computer Use Policy #810-039; HR Policies, Procedures and Guidelines Manual*

- *Working with Children and Vulnerable Adults: Boundaries and Standards*

Health & Safety

The Diocese is committed to providing a safe place for volunteers to serve that reduces the risk of ill health or injury. Volunteers are expected to adhere to those policies and procedures in the Diocesan Health & Safety Program that apply to them in their roles. Volunteers will be provided with a Health & Safety orientation when first volunteering. The orientation will include information on :

- Volunteers responsibility as it relates to Health & Safety
- Identifying and reporting hazards and potential hazards
- Reporting workplace injuries and/or illness
- Preventing the spread of communicable diseases
- Emergency preparedness and response

Related Policies & Applicable Documents:

- *Human Resources - Health & Safety Program Policy #810-037; HR Policies, Procedures and Guidelines Manual*
- *Human Resources - Communicable Diseases Policy #810-038; HR Policies, Procedures and Guidelines Manual*
- *Health & Safety Program Manual*

Breach of Code of Pastoral Conduct and Accountability for Volunteers

In the event that the Diocese becomes aware from any reasonable source that a Volunteer is, or potentially is, in breach of the Code, unless such breach is the result of bona fide error in judgement by the Volunteer as determined by the Diocese, then the Diocese may undertake an investigation into the circumstances surrounding the breach.

Any Volunteer found to have committed a breach of the Code may face sanctions up to termination of their appointment or voluntary participation with the Diocese (as appropriate). Sanctions or discipline may include one or more of the following:

1. Verbal warning;
2. Reprimand in writing;

3. Implementation of a rehabilitation process intended to address the breach of the Code, including steps such as requiring formal apologies, accountability and implementing strategies and goals for improving the conduct of Volunteers on a going-forward basis;

4. Termination of appointment of voluntary participation with or without notice; and/or

5. Such reasonable and prudent sanction as appropriate in the circumstances

In deciding the appropriate discipline, the Diocese will, to the extent it is reasonable in the circumstances, focus on discipline which is constructive, remedial and intended to solve the issue moving forward. To the extent reasonable, the Diocese should also consider whether the Volunteer has a history of violations of the Code or whether this is a first breach of the Code.

Information concerning the private interests of Volunteers in such matters as a breach of the Code shall be treated in complete confidence, with such information to be held in a special file and secured safely and in accordance with the terms of any privacy policy of the Diocese and Privacy Legislation.

Related Policies & Applicable Documents:

- *Human Resources - Confidentiality and Privacy Policy #810-002; HR Policies, Procedures and Guidelines Manual*

Diocesan Policies Related to the Code of Pastoral Conduct and Accountability for Volunteers

Volunteers are responsible for staying informed of those policies, procedures and guidelines relevant to their role within the Diocese. These govern the relationship between each individual and the Diocese and provide sets of rules and guidance on how they will be managed in a fair and consistent manner.

The following Policy and Procedures Manuals can be found in their entirety on the Diocesan website:

- *Policy and Procedures for the Prevention and Mangement of Sexual Misconduct and Abuse*
- *HR Policies, Procedures and Guidelines Manual*
- *Volunteer Engagement-Policies, Procedures & Standards Manual*
- *Working with Children and Vulnerable Adults : Boundaries and Standards*

ROMAN CATHOLIC DIOCESE of Calgary

AGREEMENT

Code of Pastoral Conduct and Accountability for Volunteers

- I acknowledge that I have read the *Code of Pastoral Conduct and Accountability for Volunteers* and received a copy.
- I understand that the *Code of Pastoral Conduct and Accountability for Volunteers* is available to the public and is accessible on the website of the Roman Catholic Diocese of Calgary.
- I understand that adherence to the *Code of Pastoral Conduct and Accountability for Volunteers* is the condition of my ministry in the Diocese.
- I understand that in working with children and/or vulnerable adults or if I have access to parish financial accounts or accounting software, I am subject to a thorough police background check including criminal history.
- I understand that any action inconsistent with this *Code of Pastoral Conduct and Accountability for Volunteers* or the failure to take actions mandated by the code may result in removal from ministry or work duties and will entail appropriate disciplinary action.

Signature:	Date:
Printed Name:	
• *Original signed copy to be filed in the volunteer file.* • *The volunteer may request a personal copy of the signed document.*	