

Mission Network Activities USA, Inc.

A Maryland Not-for-profit corporation

POLICIES AND PROCEDURES MANUAL

FOR VOLUNTEERS

Issue date: April 2010

© Mission Network Activities USA, Inc. 2010
All rights reserved.

Contents

I. STATEMENT OF PURPOSE	4
II. RESPECT FOR DOCTRINE OF THE ROMAN CATHOLIC CHURCH	4
III. COMPLIANCE WITH FEDERAL, STATE AND LOCAL LAWS	4
IV. POLICY ON SEXUAL MISCONDUCT	5
V. CODE OF CONDUCT	11
VI. VOLUNTEERS	13
VII. ADULT/CHILD/IMPAIRED PERSON RELATIONSHIPS:	17
VIII. COMMUNICATIONS CONCERNING THE INSTITUTION:	20
IX. LOSS PREVENTION:	21
X. CONFIDENTIALITY	22
XI. TRAINING AND CONTINUING EDUCATION:	25
XII. REQUESTS FOR REFERENCES	25
XIII. OTHER POLICIES AND PROCEDURES	25
XIV. DISTRIBUTION AND RETURN OF MANUAL	26

POLICIES AND PROCEDURES FOR VOLUNTEERS OF MISSION NETWORK ACTIVITIES USA, INC.

I. STATEMENT OF PURPOSE

The following policies and procedures are designed to educate and assist volunteers in fulfilling their responsibilities as they relate to furthering the purpose and mission of Mission Network Activities USA, Inc. (the “Institution”). Other policies and procedures which govern a volunteer's relationship with other individuals (such as teachers, employees and volunteers) may be in effect from time to time. Questions concerning the scope or meaning of these policies and procedures should be raised through the Director.

No portion of these policies and procedures (or any other policies and procedures issued from time to time) should be viewed as creating any contractual commitments to volunteers and the matters discussed herein are subject to change or modification.

II. RESPECT FOR DOCTRINE OF THE ROMAN CATHOLIC CHURCH

The Institution expects volunteers to demonstrate an openness and respect for the Roman Catholic Church and its doctrines and institutions.

III. COMPLIANCE WITH FEDERAL, STATE AND LOCAL LAWS

Volunteers shall obey all federal, state and local laws and ordinances. Volunteers shall report all violations of law for which they are arrested or convicted (other than minor traffic violations) to the Director within seven days of any arrest or conviction.

IV. POLICY ON SEXUAL MISCONDUCT

The Organization is fully committed to maintaining a safe environment for minors in all of its programs and events. The Organization will respond promptly and pastorally both to anyone bringing forward an allegation of sexual abuse as well as to the staff or volunteer subject of the report.

Allegations of sexual abuse may come from a variety of sources, including alleged victims, family members, staff, volunteers, other persons, or from the perpetrators themselves. Because each case is distinct, these procedures to handle abuse allegations will need to be applied and adapted according to the facts and circumstances of each individual case. These procedures may, from time to time, need to be reviewed and if needed, changed to accommodate new procedures and/or changes.

The Organization takes all allegations of sexual abuse or misconduct seriously and is committed to work in cooperation with civil authorities in any criminal investigation stemming from an allegation. When the civil authorities have concluded their investigation, the Organization shall conduct its own internal investigation (The Organization will do this even when the civil authorities have decided not to press criminal charges. In an instance of this nature, the goal of the investigation will be to determine if there was any misconduct short of abuse, or any breach of duty or boundary violation.) By investigating the incident and the circumstances around it, the Organization hopes to improve its own policies and procedures to enable it to better protect children.

A person is presumed innocent until proven guilty. The presumption of innocence does not preclude the Organization from taking immediate, prudent action to protect the victim and the community in response to complaints and before an investigation is complete.

A. Obligation to Report Suspected Abuse of a Minor and Reporting Procedures.

In the case of personnel, it is the responsibility of the Organization to ensure that personnel are familiar with any and all reporting requirements currently in place at the state and local level where the Organization is located.

The Organization's policy is to advise any person attempting to report any incidence of suspected abuse that any person who has actual knowledge of or who has *reasonable cause to suspect that an incident of abuse of a minor* has occurred shall notify Child Protective Services himself/herself within 24 hours. The person may request assistance from his/her Responsible Administrator to carry it out, but he/she must do it himself/herself. Usually Child Protective Services will send a written acknowledgement of a report to the individual who made it; that should be conserved as proof that one has fulfilled this responsibility. The person should also

inform the Responsible Administrator, in writing, that a report had been made.

If the Organization feels that information reported to it gives reasonable cause to suspect abuse of a minor and causes the Organization to be required to report to a governmental agency, the Organization shall so report. The Organization should prefer to err in favor of over reporting, rather than under reporting.

The law with regard to the reporting of abuse makes it mandatory that concerns over a minor's health and safety are paramount. From time to time, an accusation may ultimately turn out to be false, but it is not up to the Organization to put itself in the place of governmental agencies and determine the validity of accusations. The Organization must report as the law requires.

When an allegation of abuse is first received by the Organization, the Responsible Administrator should gather sufficient information to complete an initial report. The basic information in that initial report shall include to the extent possible the following:

- Name of the alleged victim,
- Age of the alleged victim,
- Address and phone number of alleged victim,
- Name of the alleged perpetrator,
- Current location and contact information of the alleged perpetrators,
- Approximate dates of the alleged abuse,
- Nature and location of alleged abuse,
- Any additional relevant details.

The Responsible Administrator of the Organization will immediately inform the Board of Directors of the Organization via its chairperson by providing the initial report. The chairperson will also inform the Risk Management Department who will alert the legal department as well as the insurance provider.

The Responsible Administrator of The Organization will speak with the accused staff or volunteer to advise him/her of the allegation and pursuant to policy will ensure that he/she is immediately removed from any responsibilities and from any situations that could pose a possible threat to minors until the investigation is completed. Anonymous allegations will be taken seriously and investigated thoroughly. The staff or volunteer will be promptly informed that the allegation has been received. As in all cases, where an alleged victim has been identified who is still a minor, the civil authorities and the Arch/Diocese will be notified, as well as in the cases in which the alleged victim is no longer a minor. The Responsible Administrator should limit himself/herself to informing the staff or volunteer of the allegation but refrain from questioning him/her about it, since the latter could be construed as an obstruction of justice. All

involved need to keep in mind, and the staff or volunteer most of all should be informed, that the civil authorities have to finish their own investigation first, prior to any internal investigation by The Organization.

To report suspected abuse in the local area, Child Protective Services can be reached at the numbers published at the time these policies are promulgated, or by calling 911 in an emergency your city or state.

The Organization will cooperate fully with any investigation by the civil authorities. The Organization's internal investigation will be on hold until the civil authorities have finished their own or have given their consent for the organization to proceed.

When the Organization sponsors an event for minors outside the state it will attempt to provide each personnel with the name and telephone number of the appropriate Child Protective Services reporting agency.

The Responsible Administrator of the Organization will respond in a sensitive manner to the alleged victim and his or her family. The Responsible Administrator should offer any type of assistance that the family would find helpful. But the Responsible Administrator should be very careful not to make comments or ask them questions that might taint them as witnesses if the civil authorities have not yet concluded their investigation.

Regarding criminal and civil penalties involved in these types of claims/allegations, the following are to be taken into account:

- Criminal and civil penalties are always personal.
- The Organization can be held liable if through negligence they have permitted policy violations, abuse or crimes or, when these occur, if they did not act with prudence and speed or if they do not follow the established procedures.
- The failure to observe the reporting laws of the local and state jurisdiction may result in legal penalties for the Organization since such failure may be construed as complicity, cover up, or obstruction of justice.
- Generally, any person who, pursuant to the law, reports abuse or neglect or testifies in a child abuse hearing resulting from such a report is immune from any criminal or civil liability as a result of such action. Any person who knowingly fails to report suspected abuse or neglect pursuant to the law may be subject to criminal prosecution.
- Severity of the criminal sanctions in addition to possible civil liability varies from jurisdiction to jurisdiction.

B. Obligation to Report Suspected Abuse of a Minor to the Arch/Diocese

After informing the civil authorities a representative of the Organization with the consent of the Board of Directors will inform the Arch/Diocese that an allegation has been made and that it has been reported to the appropriate authorities, and that the Organization is following its policies and procedures.

Most, if not all, Arch/Dioceses also provide guidelines assisting individual and organizations in the reporting and handling of a suspected abuse of a minor. It is the duty of the Organization to ensure that personnel are familiar with any and all reporting requirements currently in place in the Arch/Diocese the Organization is located in.

C. The Organization Internal Handling of Reports of Incidents Involving a Minor (Internal Investigation)

The Organization understands that civil authorities must respond to and investigate reports of abuse. The Organization will at all times fully cooperate with the authorities.

Upon receipt of a complaint of child sexual abuse the Organization will refer the matter to civil authorities and begin an internal investigation according to established procedures and, if the accused is clergy, in accordance with canon law and/or the order's or Arch/Diocesan internal procedures. When civil authorities are conducting a criminal investigation, the Organization will defer to that investigation process.

The internal investigation should be carried out in a thorough and objective manner, so that its conclusions will be as reliable and as definitive as possible.

The Responsible Administrator of the Organization will appoint an internal investigator to take charge of all aspects of the inquiry. If required by the circumstances, the Responsible Administrator will retain the services of a professional investigator to assist in the inquiry. There can be considerable advantages to having an internal investigator work in tandem with a professional investigator, among others:

1. Because the internal investigator knows the norms and culture of the organization, he will be in a very good position to facilitate the discovery of possible anomalies that the professional investigator-as an outsider-might miss.
2. The presence of the internal investigator can help to ensure that the investigation is as respectful as possible to the alleged perpetrator's right to privacy, to the honor owed to his/her person and good name, to the welfare of the organization as a religious family, and to the organization's spirit.
3. A professional investigator will help to ensure the quality and ultimate credibility of the inquiry.

In some cases, when civil authorities have carried out an investigation and produced a report, that may be deemed sufficient to attain the goal of an objective, third party inquiry, such that the internal investigation could be carried out solely by the internal investigator.

The internal investigator will try to establish all the facts concerning the alleged abuse. Either personally, or through the professional investigator, he/she will interview the alleged perpetrator, the alleged victim, and any other persons mentioned by the alleged victim in his/her accusation or anybody else he/she considers may have relevant information concerning the case.

The internal investigator will advise all parties he/she interviews that he/she is acting as the representative of the Responsible Administrator and the Organization and that any conversation with him/her are not subject to attorney/client or pastoral privilege. He will also advise the parties that, although pastoral care is available, he/she will not be the person providing that care.

In the case of verified or undisputed allegations, the organization will try to identify any other potential victims and they will be interviewed by the Investigator.

In the course of the investigation, the Investigator will periodically keep the Organization informed regarding status.

All elements of the investigation will be documented and will be presented to the Responsible Administrator by the investigator and professional investigator in the final report. These documents will be stored in the office of the organization. They are the property of the organization and will remain with that office when a new Responsible Administrator is appointed. The report will also be stored in the personnel file of the staff or the volunteer who is the subject of the investigation.

The Responsible Administrator will maintain contact with the accused staff or volunteer throughout the entire investigation process by appropriate and pastoral means. When the Responsible Administrator has received the completed report, he will present the results of the investigation to the staff and volunteer for his/her response.

After receiving the final report of the internal investigation, the Responsible Administrator will convene the Board of Directors as soon as possible. The Board will study attentively the documentation and the results of the investigation presented to them, and will provide their written opinion on the case. The Board shall at all times maintain and preserve confidentiality of the information received on any such cases. The Responsible Administrator of the organization will also provide the results of the report to the competent personnel at the Arch/Diocese the organization is located in, if required be Arch/Diocese standards and/or procedures.

D. The Victim

The Organization will offer pastoral, psychological, and spiritual support to victims and their families. Such assistance is pastoral and shall not, in any way, be considered as an indication that the Organization is legally responsible for the actions of the accused staff member or volunteer.

The Organization may coordinate such assistance through the outreach to victims' office of the Arch/Diocese the Organization is located in. The Organization or the Arch/Diocese will designate a competent lay assistance coordinator to organize and direct outreach to victims and the delivery of victim assistance and support services to persons who claim to have been sexually abused.

The Organization and/or the Arch/Diocese will/may:

- Be respectful of all persons bringing a complaint.
- Provide and advocate/advisor upon request.
- Help victims obtain counseling support.
- Provide information about support groups.
- Help victims and families obtain spiritual direction
- Help bring concerns to the proper Church officials.

E. Outcome of Investigation

Personnel admitting to (does not contest), is found guilty of a disqualifying offense, not just those involving a minor, or it appears that an alleged claim is substantiated or where an existing settlement agreement comes to light, concerning said staff member or volunteer, whether confidential or otherwise, shall be immediately terminated and barred from further activity with the Organization.

If, after any governmental investigation is completed, it is determined that the alleged claims are false, or if the complaint is withdrawn, or it appears that there is a lack of evidence to support the claim and pending the outcome of the internal investigation, the individual may resume their duties with the Organization without prejudice unless later civil or criminal action against the individual mandates a different course of action. Even if a criminal investigation has been dropped, the internal investigation may discover policy or boundary violations committed short of abuse which may impose limitations on activities, including termination of employment or suspension of volunteer services.

Upon conclusion of the internal investigation the Responsible Administrator of the Organization will exercise judgment in delivering an appropriate response. If the accused staff or volunteer has admitted to the substance of the allegation, or in those cases where the allegations have been established the Responsible Administrator's response may include but is not limited to

termination of employment or suspension of volunteer services.

In case where the allegation has been established, the Responsible Administrator will contact the appropriate arch/diocesan offices to communicate the nature of the allegation and to inform the arch/diocese of the procedure followed and the response of the organization to the allegation.

If an allegation is deemed to be without merit, the Responsible Administrator will coordinate communication with all appropriate parties so that reconciliation can take place where possible and reparation of damage to reputations can be undertaken.

In all instance, the final decision of concerning the internal investigation rests with the Responsible Administrator of the Organization upon review of the facts, investigative report, and board of Directors recommendations, always recognizing the staff or volunteer's rights to appeal to the organization.

It is the responsibility of the Responsible Administrator of the Organization to communicate his/her conclusions and decisions to the person that made the complaint, to the staff or volunteer involved, and to other parties, as necessary and appropriate. All such communication should be documented.

If at any time during the course of implementing these procedures, civil or criminal proceedings are initiated against an accused staff or volunteer, these internal procedures may be suspended immediately to be resumed, if deemed necessary, only after the completion of the civil or criminal proceedings. In such a case, the Responsible Administrator shall recommend to the Board of Directors a possible course of action with respect to the accuse staff or volunteer, in keeping with the intention of these procedures and in the interests of justice.

Should an allegation prove to be unsubstantiated, the staff or volunteer will be returned to normal employment duties or volunteer services and the Responsible Administrator will work towards the restitution of his/her good name. This would include such actions as letting the Arch/Diocese know of the outcome, extensive oral and written communication with other staff or volunteers who had come to know about the original accusations.

V. CODE OF CONDUCT

As part of the Safe Environment Program requirements, the Organization adopts an Adult Code of Conduct. The Organization will incorporate the following Code of Conduct into all the Organization sponsored programs and events in which adults and minors participate. It may be preceded or followed by additional language.

The Arch/Diocese the Organization is located in may also require Personnel, whether under direct authority and/or control or not, to adhere to its own Adult Code of Conduct. Such requirements will supersede any lesser requirements under the Organization's Adult Code of Conduct.

Young people are among the most important gifts God entrusts to us. As an adult participant in an Organization sponsored event or program, I promise to strictly follow these policies and the following standards as a condition of providing services to the Organization.

A. I will:

Conduct myself in a manner that exhibits the highest Christian ethical standards and avoid even the appearance of impropriety, and therefore I will:

1. Report suspected abuse of any minor to the appropriate authorities.
2. Cooperate fully in any investigation of abuse of minors.
3. Develop and maintain the level of skill required to be competent.
4. Be knowledgeable of and adhere to all applicable aspects of *the Safe Environment Program of the Organization*.
5. Complete training in minors' protection through VIRTUS online, and in my Arch/Diocese, if required.
6. Treat everyone with respect, loyalty, patience, integrity, courtesy, dignity, and consideration.
7. Honor the equality of all people, avoiding all forms of discrimination and respecting the dignity of each person without regard to economic status, age, gender, race, ethnicity, religion, or physical or mental abilities.
8. Use positive reinforcement and communication rather than criticism, unhealthy competition, or comparison.
9. Become thoroughly familiar with the objectives and guidelines of the program in which I am participating and strive to achieve these objectives and communicate them appropriately.
10. Be aware of and adhere to emergency plans and evacuation routes appropriate to the program in which I am participating.
11. Be responsible and/or accountable for stewardship of all resources entrusted to my care.
12. Uphold the authority of those responsible for the program or activity in which I am participating and assist them in every way to encourage learning and to conduct fair and impartial events.
13. Avoid situations where I am alone with minors, always following the two adult rule. When I need to have an individual conference with a minor, I will do so in a place that is visible to others and well-trafficked.
14. Avoid any form of excessive familiarity, inappropriate language, or any situation and conduct that exploits or could give the appearance of exploiting another.

15. Follow practices that consistently exhibit no tolerance for any form of abusive behavior.
16. Follow practices that demonstrate appropriate relationships between Personnel and minors that are important for a child's development and a positive part of work.
17. Not provide false or misleading information on the Safe Environment Questionnaire.
18. Establish and at all times maintain appropriate relationship with youth/minors I come into contact with. This includes not establishing texting relationships, sharing personal cell phone information, etc.

B. I will not:

1. Use physical affection to initiate inappropriate contact with minors.
2. Touch a minor in a sexual or other inappropriate manner.
3. Smoke or use tobacco products in the presence of minors.
4. Purchase tobacco products for or distribute tobacco products to minors.
5. Use, possess, or be under the influence of alcohol while supervising minors or while participating in an Organization event for minors.
6. Purchase alcohol for or distribute alcohol to anyone under the age of 21.
7. Use, purchase, possess, distribute, or be under the influence of illegal drugs at any time.
8. Purchase, download, possess, or distribute pornography at work.
9. Pose any known health risk to minors (i.e., no fevers or other contagious situations).
10. Humiliate, ridicule, threaten, demean, nor degrade minors or others nor tolerate such behavior in the environment for which I am responsible.
11. Use physical discipline in any way for behavior management of minors. No form of physical discipline is acceptable. This includes but is not limited to spanking, slapping, pinching, shaking, hitting or any other physical force as retaliation or correction for inappropriate behavior of a minor.
12. Use profanity in any form in the presence of minors.

I have read, understand its meaning, and agree to conduct myself in accordance with its terms. Further, I understand that my failure to agree to and abide by the Adult Code of Conduct will bar me from participation in any the Organization activities.

VI. VOLUNTEERS

A. Insurance.

Although the Institution may carry insurance covering certain occurrences, the Institution is not obligated to, and may not carry, insurance providing volunteers with any benefits (other than insurance benefits required by law). To the extent that a condition, illness or injury is not covered by insurance (if any) provided by an Institution, the Institution shall

not be responsible (financially or otherwise) for such condition, illness or injury.

B. Requirements of Hiring and Admission.

The Institution relies upon the accuracy of all information presented by a potential volunteer in his/her application, if applicable, during interviews and throughout the Institution's process of accepting a volunteer. Any misrepresentation, falsification or material omission in any of this information may result in an Institution's exclusion of an individual from further consideration by the Institution or, if the person has been accepted, termination of the relationship.

C. Discrimination in Admission, Hiring, Promotion or Dismissal.

The Institution is committed to providing volunteers with a work environment that is free from discrimination against any individual based upon race, sex, age (over 40), national origin, disability or any other legally protected status. Discrimination against volunteers will not be tolerated by the Institution and is strictly prohibited. However, when an Institution is recognized as a religious institution, it may legally have a policy of accepting only volunteers of the Catholic faith. The Institution will make reasonable accommodations, in accordance with applicable law, for a qualified individual with a disability unless doing so would result in an undue hardship.

D. Harassment and Offensive Conduct.

The Institution is committed to providing volunteers and Institution employees with a work environment that is free from harassment of, or other offensive conduct toward, any individual based upon race, color, sex, national origin, disability or age (40 or over). Harassment and offensive conduct against volunteers or employees will not be tolerated and is strictly prohibited. Any volunteer found to have violated this policy will be subject to disciplinary action, which may include discharge. Any volunteer who believes he or she has been subjected to discrimination or harassment should, if feasible, advise the offender that the conduct is unwelcome and must stop. If the volunteer is unable or uncomfortable in taking this course of action or if the request is unsuccessful, then the volunteer should promptly report the incident as specified below. Do not assume that the Institution is aware of the problem. It is the volunteer's responsibility to bring such complaints to the Institution's attention. Volunteers will not be penalized in any way for reporting such conduct.

Harassment and other offensive conduct includes any conduct, whether verbal, visual or physical, which has the purpose or effect of interfering with an individual's work performance or development, or which creates an intimidating, offensive or hostile work environment (*e.g.*, slurs, offensive remarks, jokes and lewd behavior). The work

environment encompasses all work-related settings, including business trips and business-related social events.

E. Sexual Harassment.

Sexual harassment and offensive conduct are strictly prohibited by the Institution.

Definition

1. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:
2. Submission to such conduct is made either explicitly or implicitly a term or condition of volunteering;
3. Service decisions regarding an individual (i.e., promotion, demotion, etc.) are based on a volunteer's receptiveness to unwelcome requests or conduct; and
4. Such conduct or speech has the purpose or effect of unreasonably interfering with an individual's service performance, or creating an intimidating, hostile, or offensive working environment (e.g., unwanted sexual jokes, vulgar language, sexual gestures, physical assaults, sexual advances, displaying sexually-oriented materials, etc.).
5. No volunteer shall engage in, or create a situation involving, sexual harassment.

F. Procedures for Reporting Harassment and Offensive Conduct Claims.

1. Offensive Conduct Claims.

Any volunteer who believes that he or she has been subjected to harassment, including sexual harassment, is encouraged to promptly report the incident to either: (1) the Director or his or her written designees; or (2) the Administrator. The report should be made to the person with whom the volunteer feels most comfortable with in discussing the details of the incident. It is the duty of the Director or the Administrator to promptly investigate or coordinate the investigation. Confidentiality will be maintained except as to the extent disclosure is necessary as part of the investigation or as a result of the investigation.

In determining whether alleged conduct constitutes harassment, the totality of the circumstances, the nature of the conduct complained of, and the context in which the alleged conduct or incident occurred will be considered. Disciplinary action will be taken for conduct which is determined to violate this policy, regardless of whether the

inappropriate conduct rises to such a level as to be a violation of law.

2. Protection from Retaliation.

Retaliation against an individual for reporting a violation of the Institution's policy is strictly prohibited and should be reported immediately to the Director. Each retaliation offense will be investigated and sanctioned separately. Individuals who are not themselves complainants, but who participate in an investigation (for example, as witnesses), will also be protected from retaliation under the Institution's policy.

3. False Accusations.

The Institution recognizes that the question of whether a particular course of conduct constitutes a violation of the Institution's policy requires a factual determination. The Institution also recognizes that false accusations have serious effects on innocent persons. If, after a complete investigation, it is clear that a person who has accused another of violating the Institution's policy has intentionally made a false accusation, the accuser will be subject to disciplinary action. It is important to note, however, that the fact that a complaint is not substantiated or is determined not to constitute a violation of the Institution's policy does not necessarily mean that the complaint was false.

G. No Offensive Material.

It is prohibited, while in the facilities or activities of the Institution, to possess, distribute or have access to pornographic material or similar, regardless of the media in which the said material may be found (stamped, electronic, recorded, etc.). Any employee or volunteer found to have violated these policies will be subject to disciplinary action, which may include discharge.

H. Volunteer Information.

1. Maintenance of Records. The Institution will maintain records with respect to each volunteer while such individual is affiliated with the Institution. If a volunteer's relationship with the Institution is terminated, the Institution shall maintain such volunteer's records for a reasonable period of time, which period shall be determined by the Institution in its sole discretion.
2. Disclosure of Information. In certain instances it may be necessary to disclose information about current and/or former volunteers. All requests for information regarding a volunteer shall be referred to the Director who shall be responsible for response.

IVII. ADULT/CHILD/IMPAIRED PERSON RELATIONSHIPS:

A. Abuse or Neglect of Children or Impaired Persons.

Abuse, whether physical, sexual or emotional, and neglect are matters of serious concern for all persons involved in the care and education of children and impaired persons. Abuse or neglect of children or impaired persons is strictly forbidden and will not be tolerated by the Institution. Any volunteer found to have abused or neglected a child or impaired person will be subject to disciplinary action which may include discharge. Further, the Institution will report, or facilitate the reporting of, even suspected abuse or neglect to the appropriate authorities and cooperate in any subsequent investigation.

There has been a significant amount of media attention given to the subjects of abuse and neglect. Actions or behavior which may be completely innocent may nonetheless appear inappropriate to, or be misconstrued by, others. The Institution is aware of the sensitivity and complexity surrounding the issues of neglect, and physical, emotional and sexual abuse and requires the cooperation of all volunteers in implementing this policy and its procedures. To assist in the protection of children and impaired persons, and to help avoid misconceptions, false, substituted or exaggerated accusations of abuse, volunteers should be alert for suspicious and unusual behavior and, absent extenuating circumstances, adhere to the following guidelines for conduct. These guidelines are not intended to provide a complete list of acceptable behavior.

1. In dealing with children or impaired persons, two or more adults should be present;
2. Do not appear in front of a child or impaired person unless appropriately clothed;
3. Do not change clothes in the same room as, or in view of, a child or impaired person;
4. During activities which involve changing clothes, putting on bathing suits or taking showers, children and impaired persons should be supervised by two or more adults of their same sex;
5. Do not touch a child or impaired person during a religious ceremony or rite except as prescribed by the Church;
6. Adults should avoid riding alone in a car with a child or impaired person;

7. Do not strike or touch a child or impaired person as a means of administering discipline or punishment;
8. No child or impaired person should be permitted to stay away from home overnight, at school or otherwise, without the written consent of the custodial parent;
9. No child or impaired person should be taken on any type of trip or excursion without the written consent of the custodial parent;
10. No child or impaired person should be left alone or in the care of a minor;
11. No child or impaired person should be allowed to engage in hazardous activities;
12. Unless specifically appointed to do so, no one without due qualifications (*e.g.*, medical nurse), shall prescribe the use of medication, administer medication or provide medical attention (other than in emergency situations where the child's or impaired person's life is in imminent danger). To the extent practicable, medical attention permitted under this provision shall be administered only in the presence of another adult.
13. No child or impaired person is to be denied food, water or shelter.
14. No runaway child or impaired person is to be given sanctuary without making a timely report concerning the child's or impaired person's safety and whereabouts to the custodial parent, or the authorities. For purposes of this provision, timely shall mean within eight hours.
15. Do not use derogatory language when addressing a child or impaired person.
16. Do not touch a child or impaired person against his or her will.
17. Do not touch a child or impaired person on any portion of their body that would be covered by a bathing suit.
18. Do not permit a child or impaired person to visit in your quarters.
19. Be alert for suspicious or unusual behavior.
20. If necessary to meet with a young or impaired person alone, do so in a place that is away from the ears of others, but in view.
21. Respect a child's or impaired person's boundaries relative to physical and emotional

displays of affection.

22. Children and impaired persons may seek to routinely spend time with or express affection to an adult who they admire. Encourage children and impaired persons to be balanced in their association with others.

A. Reporting of Abuse or Neglect.

Unfortunately, there is no known or sure system to guarantee against the presence of an individual capable of abusing or neglecting another person. Should you observe or reasonably suspect neglect or abusive conduct or receive the report of a child or impaired person concerning abuse or neglect, regardless of where the abuse or neglect may have occurred, when or by whom, it is your responsibility to make a report of the abuse to the Director or Administrator. In many states, a person having cause to believe that a child's physical or mental health or welfare has been adversely affected by abuse or neglect is required to immediately report their belief to appropriate authorities. Failure to report in a prompt fashion may result in civil or criminal action or penalties. Professionals who are licensed or certified by the state and employees who, in the normal course of their duties, have direct contact with children, have heightened responsibilities and have a non-delegable duty to report upon first suspicion that a child has been or may be abused or neglected. To facilitate reporting and to help prevent neglect, physical, mental or sexual abuse from occurring, the following procedures and guidelines are to be followed:

1. If an individual witnesses or reasonably suspects the mistreatment or abuse of a child or an impaired person, the individual shall promptly notify the Director or Administrator. The individual may be asked to memorialize his or her report in writing.
2. Upon notification of abuse or neglect or suspected abuse or neglect, the Institution will make a report to the appropriate authorities, or assist the person providing notification to the Director in complying with statutory reporting requirements.
3. In the event the person suspected of abuse or neglect is affiliated with the Institution, until the matter has been resolved in full, the person accused shall be removed from any situation where he or she is in contact with children or impaired persons.
4. In such instances where a person affiliated with the Institution has been accused, if, after a complete investigation, the charges are determined to be false, the accused shall be replaced in his or her normal duties.
5. Volunteers who are found to have engaged in abusive actions involving children, impaired persons or others will be subject to discipline, including written or verbal

warning, counseling, suspension, reassignment or termination. In addition, volunteers who engage in abusive behavior may be subject to prosecution and civil or criminal liability.

VIII. COMMUNICATIONS CONCERNING THE INSTITUTION:

A. Dealing with Law Enforcement Inquiries.

Any inquiry by a law enforcement agency regarding any subject is to be considered a matter of importance. In order to ensure the required coordination, and the furnishing of accurate and complete information, as well as to protect the rights of the Institution and others, no information concerning the Institution, its business, employees, volunteers or students, whether oral or written, and no Institution records or files, should be furnished except after prior review, advice and approval of the Director. The Director or, in his absence, the Administrator shall be notified immediately of any such inquiry. It is the policy of the Institution to cooperate with the appropriate governmental authorities in connection with any investigation conducted by them in the proper performance of their duties. The individual contacted by a law enforcement agency should indicate to such agency a willingness to cooperate and should state that established procedures require that such cooperation be provided only with counsel present.

B. Dealing with Civil Lawsuits, Subpoenas, Deposition Notices or Criminal Indictments.

Should a volunteer be served with legal papers which initiate a civil suit, request the production of documents or his/her deposition, or provide notification of a criminal indictment in connection with Institution business, the volunteer shall immediately inform the Director or, in his absence, the Administrator. Legal papers may have important consequences and require prompt attention. The Director or, in his absence, the Administrator shall be provided with a copy of the original document as soon as practicable.

C. Dealing with the Media.

Volunteers are requested to keep the Director informed of media inquiries and contacts. Inquiries involving the Institution and its activities, should be referred to the Institution Director. Requests for media interviews should be coordinated with the Director.

IX. LOSS PREVENTION:

To assist in providing a safe and healthful work environment for employees, volunteers, visitors, students and others, each volunteer is expected to obey safety rules and to exercise caution in all activities. Safety is not only the responsibility of the Institution's Director and the Institution's supervisors, each volunteer also shares in this responsibility. Volunteers are to exhibit safe work attitudes, safety consciousness and alertness to hazards. Safety rules applicable to specific programs and activities sponsored by the Institution and those disseminated during meetings, bulletin board postings, memos, or other written communications, as well as more informal communications shall be followed, absent overriding need under the circumstances. Volunteers must immediately report any unsafe condition to the Institution's Director or, in his absence, the Administrator. Volunteers who violate safety guidelines, who cause hazardous or dangerous situations, who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including immediate termination.

A. Dealing with Accidents and Potential Claims.

The following procedures shall be adhered to by all volunteers upon the occurrence of an accident or potential claim.

All accidents that result in injury, regardless of how insignificant the injury may appear, and all potential claims, no matter how small, are to be reported as soon as possible to the Director. If the initial report is oral, a written report should be submitted to the Director as soon as is practicable. Incidents which should be regarded as potential claims include the following:

1. Job related injuries to Institution employees or volunteers.
2. Job related illnesses suffered by Institution employees or volunteers.
3. Injuries to third parties arising out of, related to, or incident to Institution activities.
4. Damage to property belonging to parties other than the Institution, arising out of, related to, or incident to Institution activities.
5. Any damage to real and/or personal property belonging to the Institution.
6. Any other claim of any type where liability may be asserted against the Institution.
7. Emergency Procedure.
8. Emergency Telephone Numbers:

Fire Department	911
Police Department	911
Medical Emergency	911

B. Medical Emergencies.

Should as the result of injury or illness immediate medical care be necessary, the Director, or a person designated by the Director (such as a supervisor), shall be responsible for transporting the injured or ill person to a hospital or medical facility. Under no circumstances should a person requiring medical attention be allowed to travel unattended to a hospital or medical facility.

If an illness or injury is serious enough that the injured person should not be moved, the proper medical emergency service shall be immediately contacted.

X. CONFIDENTIALITY

A. Confidentiality.

All information whether written or oral (of any nature whatsoever) obtained while a volunteer is affiliated with any Institution, is considered proprietary and strictly confidential information. A volunteer shall take any and all precautions to restrict the dissemination of such proprietary and confidential information and shall not use such information for his or her benefit or for the benefit of any other person or entity. Upon the termination of the volunteer's relationship or affiliation with the Institution, the individual shall promptly return all materials provided by the Institution to the Institution and the volunteer shall not retain any copies of such materials. This obligation of strict confidentiality shall continue in full force and effect notwithstanding the termination of a volunteer's relationship or affiliation with the Institution.

A volunteer may be required to sign a nondisclosure agreement as a condition to becoming affiliated with the Institution. Any volunteer that improperly uses or discloses confidential information will be subject to disciplinary action, up to and including discharge or legal action.

B. Covert Recording Prohibited.

Tape recording or video recording of any conversation or meeting without the knowledge and consent of all participating in the conversation or meeting is strictly prohibited. This prohibition applies to all conversations and meetings, whether conducted in person or over the telephone. Violation of this policy will subject the volunteer to disciplinary action, up and including discharge.

C. Electronic Security Policy.

1. Network.

- (1) It is important that appropriate measures be employed for maintaining the security of electronically stored data. Electronically stored data may include information stored on computer hard disks, network directories, electronic mail messages and floppy diskettes. This electronic information is the property of the Institution. It is the responsibility of each volunteer to protect this data by adhering to the following electronic information security guidelines. Failure to adhere to these guidelines may result in disciplinary action.
- (2) To avoid unauthorized access to proprietary and confidential information, volunteers should not disclose their network login or electronic mail password to *others*. If it becomes necessary to give your password to the network operator in the course of solving a computer problem, change your password immediately after the problem has been resolved.
- (3) Sign off the network before leaving your desk for extended periods of time and before leaving for the day. Do not leave the office while signed on to the network.

2. Computer Files.

- a. The Institution reserves the right to access, use, examine, and/or disclose any or all computer files when it has a legitimate need to do so, or to satisfy a legal obligation. This right extends to files that are password-protected. Volunteers have no privacy expectations in any computer files.
- b. All data stored on the network, hard drives or on floppy disks is the property of the Institution and is not to be copied or removed from the Institution in any manner.
- c. It is a violation of policy to access computer files in someone else's user director or on someone else's hard drive unless (1) you have permission to do so from the creator of that file or (2) a determination is made by the Director that access is reasonably necessary to protect the interests of the Institution or some other third party.

3. Electronic Mail.

- a. E-Mail messages are Institution records, and the E-Mail system is provided by the Institution for business use only. It is against policy to send non-religious, non-business related messages to some or all E-Mail users. Furthermore, it is against policy to send any E-Mail message that contains obscene material, racial or sexual comments or which, any way, violates the anti-discrimination or harassment policy.
- b. E-Mail users do not have any reasonable expectation of privacy with regard to the E-Mail messages they send or receive. The Institution reserves the right to access, examine, use and/or disclose the contents of messages sent or received by E-Mail users, whenever it has a legitimate need or reason to do so.
- c. It is a violation of policy to send an E-Mail message under the name of another person (*e.g.*, by sending an E-Mail message from a computer that is logged on to the network by someone else) unless you have received permission from that person. It is a violation of policy to access any E-Mail message of which you are not the intended recipient unless (1) you have received permission from the intended recipient or (2) a determination is made by the Director that access is reasonably necessary to protect the interests of the institution or some other third party.
- d. The E-Mail system may not be used to send copies of documents in violation of copyright laws, to send chain letters, or to otherwise violate the law.
- e. The E-Mail system is not intended to store documents and messages on a long-term basis. Generally, after reading or responding to each E-mail message in your mailbox, you should either delete it, print it, or save it as a file or in a folder. To ensure that the E-Mail system is not being utilized as a long-term storage device, the following policy is in effect:
 - (1) E-Mail messages stored in any user's mailbox that are more than 90 days old are routinely deleted and purged from the E-mail system.
 - (2) Messages deleted by this purging process cannot be recovered. Therefore, it is essential that all messages that you wish to keep be saved as files or placed in archive folders (all messages over 90 days old in system folders will be purged).

4. Computer Software Usage.

Any duplication of licensed software, except for backup or archival purposes, is a violation of the federal Copyright Act. In general, if a licensed copy of a software program is loaded on the hard disk of one computer, that copy of the program may not be used on any other computer.

XI. TRAINING AND CONTINUING EDUCATION:

The Institution strongly encourages and endorses the continued training and education of its volunteers.

- A. Professional Education. Some states require professionals to complete continuing education to maintain their licenses to practice their profession and these laws may apply to accountants, health care providers, educators or others employed by, or affiliated with, the Congregation or an institution. Those volunteers whose professions require participation in and/or successful completion of continuing education programs are encouraged to participate in and complete such programs so as to maintain their licenses and/or good standing in their profession.
- B. Training Seminars. Volunteers are required to attend training sessions as scheduled by the Institution.
- C. Orientation. When necessary, orientation sessions shall be conducted with each volunteer to explain and discuss these, as well as other, policies and procedures.

XII. REQUESTS FOR REFERENCES

All requests for references shall be forwarded to the Director. Only the Director or its designee may respond to any requests for reference or verification of affiliation.

XIII. OTHER POLICIES AND PROCEDURES

This Policies and Procedures Manual is not meant to, and cannot, cover every conceivable situation which may arise during the course of your activities. This manual is intended for use as a guideline to assist volunteers in furthering the goals and objectives of the Institution in a safe, efficient and effective manner. Volunteers are to consider the spirit of this manual and

instructions they have been given as well as the mission of the Institution and draw upon their education, training, experience and best judgment under circumstances when information in this manual, coupled with information otherwise transmitted by the Institution, does not direct a course of conduct.

VII. DISTRIBUTION AND RETURN OF MANUAL

The Policies and Procedures Manual remains the property of the Institution and is for internal use only. The manual must be returned upon request. No part of the manual or its contents may be reproduced without express permission for the Director.