



## Ministry Training Requirements

**Q: Why is it important for individuals to attend a “Called to Protect” session?**

A: As Catholics, we believe that every person is created in the image and likeness of God. Ideally the dignity of all people will be respected, and no person will ever be abused. Unfortunately, the statistics in the United States show us this is not always the case. One in four girls and one in eight boys will be sexually abused before the age of eighteen.

The Diocese of Phoenix is dedicated to educating about abuse prevention and to teaching the steps each person must take to prevent the abuse of God’s children. The Called to Protect sessions are informative; they teach how molesters gain access to children and how ministers can maintain healthy boundaries, ultimately maintaining a safe environment.

**Q: How often does a person need to attend training?**

A: **Annually**

- Clergy
- Deacon Candidates and Seminarians
- Employees working within the Diocese of Phoenix in parishes, schools, and/or diocesan ministries and institutions
- Adult volunteers serving in any capacity that focuses on minors
- Minors enrolled in Catholic Schools and/or Diocesan Religious Education Programs

**Every Other Year**

- Adult volunteers whose service does not directly involve minors

**Q: Why is training needed so often?**

A: Education is one of the keys to abuse prevention, and we must continue to be ever vigilant in our awareness through education and regular attendance at scheduled training sessions.

**Q: Who is a “New Volunteer”?**

A: A “New Volunteer” is any person who has not previously volunteered for ministry within a parish, parish sponsored program, or parish school as of July 21, 2006.



## Frequently Asked Safe Environment Questions

**Q: Which education sessions should adults attend during the 2007-2008 Catechetical year?**

A: All adult volunteers in ministry must first complete a "Called to Protect for Ministries" and/or "Called to Protect for Parents and Families" educational session. These sessions contain basic foundational information upon which future trainings will build.

If an individual has attended a Called to Protect session, and is required to be trained annually, there are two renewal options:

1. Video Educational Session (45 minute) – "Our Continued Commitment"
2. Online Educational Session (45 minutes)

All training requirements are detailed in "SET Quick Reference 07" which is available on the Safe Environment Training Website: [www.safeenvironmenttraining.org](http://www.safeenvironmenttraining.org).

NOTE: School employees are requested to attend "Our Continued Commitment". Under extenuating circumstances, they may use the online tutorial for review.

**Q: How does an individual locate an educational session?**

A: To locate and register for an Educational Session the following steps are taken:

1. Log on to the Diocese of Phoenix Safe Environment Training Office  
<http://safeenvironmenttraining.org/index.php>
2. Click on "Register for Classes"
3. Select Class and Location
4. Click "Register Here"
5. Enter personal demographic information

**Q: How does an individual access the on-line training?**

A: To sign up for the Online Educational Session the following steps are taken:

1. Log on to the Diocese of Phoenix Safe Environment Training Office  
<http://safeenvironmenttraining.org/index.php>
2. Click on "My Obligations"
3. Confirm/Enter personal demographic information
4. You will be linked directly to the on-line training session

Note: After individual has completed the online session, the Safe Environment Training Database will automatically be updated. This process takes approximately one week.



## Frequently Asked Safe Environment Questions

**Q: Who must complete the interview / reference check process?**

A: Any volunteer who begins serving in ministry for the first time after July 21, 2006.

Any volunteer who previously served in ministry not requiring direct contact with children, but now plans on serving in a ministry that entails direct contact with children.

NOTE: All volunteers who served in ministry prior to July 21, 2006 have the potential to be selected for interview through a random selection process.

**Q: When is the interview process required?**

A: For the sake of prevention, the application process, including the interview, should be completed before all new persons enter ministerial service.

**Q: Are parent volunteers required to fill out the Volunteer Application and complete the application process?**

A: All volunteers - including parents – are required to complete the entire application process.

**Q: Scenario: A parent started volunteering after July 21, 2006, and they have already begun active service hours in the school. Do they still have to complete the whole "New Volunteer" process?**

A: For the sake of prevention and consistency, all volunteers including parents shall complete the process. All parents must comply with the obligations including the application, providing three verifiable references, and meeting the interview obligation.

**Q: Is a long-time parishioner who is volunteering for the first time required to complete the whole process?**

A: ALL new volunteers of as of July 21, 2006, regardless of their length of time in the parish, are required to complete the entire volunteer application process.

**Q: Is a parishioner who has previously served in ministry (lector, office volunteer, etc.) required to complete the interview process?**

A: All volunteers beginning ministry are required to complete the entire application process.



## Frequently Asked Safe Environment Questions

**Q: What about parishioners who want to volunteer at this parish for the first time but have already been volunteering for a long time at other locations; do they have to go through the entire volunteer application process?**

A: Volunteers who serve in another diocesan location and have previously completed the volunteer application process do not have to repeat the entire application process. The background documentation of their application will be available online for verification by other parishes, including yours. The "Called to Protect" Coordinator always retains the right to interview and verify references on any person beginning ministry within the parish.

**Q: Are musicians - including those receiving a stipend for weekend masses, funerals, and weddings – considered "volunteers"? Since they are not technically on staff but are paid through the Church, do they have to attend training?**

A: They are considered volunteers, and are required to attend Safe Environment Training every other year since they do not directly serve minors. If their service is for a "Children's Mass" or "Teen Mass" or there is a minor in the choir, then they need to attend training on an annual basis.

**Q: What are the compliance requirements for youth volunteers (minors)?**

A: Individuals under 18 years of age are NOT permitted to view either the Called to Protect for Parents and Families or Called to Protect for Ministers sessions.

Individuals under 18 years of age are required to attend the three-part series entitled "Called to Protect for Youth". They are also required to sign a Code of Ethics at the completion of training.

If a Called to Protect Class is not available, other training arrangements can be made. The Parish or School Coordinator should contact the Safe Environment Training Office.

Note: The Called to Protect Coordinator should meet personally with the parents or guardians who do not want their child to attend the Called to Protect for Youth sessions. These parents or guardians may be seeking more information before granting permission and should be given every opportunity to learn more about the program. The Coordinator should contact the Diocesan Safe Environment Office for an alternative training plan if the parents or guardians continue to deny access to training for their student. The parish or school coordinator reserves the right to limit ministerial service in all cases with approval of the Safe Environment Office.



## Sessions

**Q: How do we explain who has to take which session? That is, how do we explain the difference between “Called to Protect for Parents and Families” and “Called to Protect for Ministries”?**

**A: Called to Protect for Ministries**

This session is for all Clergy, Employees, and individuals who minister in programs that serve youth. This includes parents who volunteer with minors, including those completing school-required service hours directly with children.

### **Called to Protect for Parents and Families**

This session is geared toward parents, guardians, and extended members of the family, 18 years and older, who want to learn more about keeping children safe.

If a parent plans to volunteer it is preferred that they attend Called for Ministries; but attending Called to Protect for Parents and Families meets their training requirement.

**Q: If someone took SET I or SET II, do they have to take Called to Protect for Ministries now?**

**A:** Yes. All volunteers in ministry must complete the Called to Protect training as it contains basic information upon which future trainings will be built. The Called to Protect Coordinator should set a due date for all volunteers within the parish to meet this obligation. Volunteers who work directly with youth must attend training annually, and those who do not work directly with children are required to complete training every other year.

**Q: Why are there trainers who only attend half of the “Train the Trainer” sessions?**

**A:** The parish coordinator may opt to tailor the training of a new trainer for a specific group, eliminating the necessity for a potential trainer to attend the entire “Train the Trainer” program. However, this practice is discouraged. Coordinators are encouraged to appoint trainers to attend the entire “Train the Trainer” program. This not only indicates the importance of the training, but also allows greater flexibility within the parish and school.



## Administrative Management

**Q: What general assignments and job descriptions are recommended for each parish or school to meet the administrative requirements of the "Called to Protect" guidelines?**

**A:** The pastor or pastoral team should ultimately assess and determine what positions are deemed necessary to meet the specific needs of the parish or school.

The positions suggested for implementation of the program within the parish or school is listed below. The pastor or parish administrators may choose to combine some positions depending upon specific needs and dynamics of the parish community. Care should be taken by the administrators to not underestimate the effort required to perform the responsibilities of the positions. For example: It may not be in the best interest of the program to assign a school principal to also be the coordinator within a parish or school.

### Responsibilities of a SET Coordinator include:

- Serves as contact person/liaison to the Safe Environment Office
- Coordinates with other ministries
- Posts completed training to websites
- Ensures proper data entry and correct, updated data
- Coordinates session dates and assigns trainers for sessions
- Ensures proper procedures related to and for completion of volunteer applications, reference checks and interviews

No specific educational background is needed to be a Parish or School Safe Environment Training Implementation Coordinator. However, certain personality qualities are recommended such as, passion for abuse prevention; good organizational skills; familiarity with leadership in the parish; ability to attend quarterly implementation meetings; positive and motivating attitude; confidence and empowerment to set deadlines; motivation to see the program succeed; and possessing knowledge regarding various parishioner cultural needs. A background in human resource management should be considered an advantage.

### Responsibilities of the SET Database Administrator include:

- Posts sessions online
- Updates participation in Safe Environment Educational sessions
- Runs reports to ensure parish/school compliance



## Frequently Asked Safe Environment Questions

Each parish and/or school should designate an SET Database Administrator. The person is usually an HR or administrative employee, but may be a volunteer. It is encouraged that more than one employee or volunteer be assigned as administrators.

SET Database Administrators have complete access to information in the Administrative Module, including confidential user information (e.g. user login, password, and identification number). Therefore, the SET Database Administrator must understand the confidential nature of this access level, be committed to preserving confidentiality, and strive to ensure information accuracy.

### Responsibilities of the SET Trainers include:

- Possesses excellent verbal communication skills and is remarkably comfortable with speaking in public about difficult and sensitive topics
- Completes a "Train the Trainer" session to prepare them to lead various sessions in a parish, school, or social service organizations.
- Adheres to a strict policy of confidentiality
- Works well with others in a team environment
- Able to manage a disclosure of abuse

Trainers should be selected from applicants by the "Called to Protect" coordinator or the pastor following a completion of the application process. This process should include an interview to determine suitability as a trainer, as well as meet the background review as required by the Safe Environment Policy.

### **Data Entry**

**Q: Will parishes be able to view and edit where and when a volunteer attended a training class?**

**A:** All parishes will be able to view and edit their parish profiles.

**Q: For volunteers from different parishes, should I enter in their information into the database? Or is that up to the original parish?**

**A:** The parish hosting the educational session will either have an attendance form or a signature on the sign-in sheet. That parish is responsible for data entry as they are the only ones who can vouch for attendance. At the time of the session, the Application and Code of Ethics shall be given to the individual for them to hand carry to their main parish or school coordinator.



## Trainers, Coordinators, Interviewers

**Q: Is it possible for one approved Called to Protect Trainer to train another individual in order for them to become a Trainer on the job, without the individual having to attend the "Train the Trainer" session?**

A: No. Potential trainers, approved by the parish coordinator and/or pastor, are required to complete the approved "Train the Trainer" program. This promotes diocesan consistency in the training provided and meets the requirements of the contract.

**Q: Who is to be the Interviewer at each Parish/School?**

A: The Pastor and the "Called to Protect" Coordinator choose the interview teams for the parish or school.

## Paperwork

### Code of Ethics:

**Q: If the "Code of Ethics" to be signed by participants states that they have read the diocesan policy, what if they have not yet read the policy?**

A: Copies of the Policy and Procedures for the Protection of Minors should be made available at every educational session for review. If participants receive the Catholic Sun newspaper, they received a copy of the policy previously published in the August 17, 2006 edition of The Catholic Sun. In addition, the policy is available to be downloaded on the Safe Environment website: (<http://safeenvironmenttraining.org/index.php>). Before signing the Code of Ethics, each individual should read and understand the policy.

**Q: The video refers to a "Code of Conduct" but there is no "Code of Conduct" form in the binder. Has it been incorporated into the "Code of Ethics" which is in the binder?**

A: The original "Code of Conduct" has been revised and is now referred to as the "Code of Ethics".



## Frequently Asked Safe Environment Questions

### **Volunteer Application:**

**Q: Why is the application so long?**

A: Information requested in the application process meets the minimum requirements necessary and recommended for child service providers. The length of the application in itself acts as a deterrent to potential offenders. In following this process, we communicate that we are committed to taking seriously the Policy and Procedure for the Protection of Minors. This delivers a message that we are serious about protecting children against those who are looking for easy access to children.

The Safe Environment Office wants to express our appreciation to our volunteers for adhering to the requirements that are intended to thwart potential abuse of God's children. The length of the application is a safeguard for everyone involved.

**Q: Why does the application ask for a social security number, birth date, and driver's license number?**

A: Law enforcement agencies and professional human resource directors recommend the collection of definitive personal information. The information gives the diocese an improved chance of identification and subsequent elimination of potential offenders that may have records involving child abuse. Criminal records such as this might otherwise be missed without the personal information.

**Q: What if someone refuses to disclose the information requested on the application (SS#, DOB, DL#)?**

A: Coordinators should explain to the person completing the application that this is the same information that would be provided in any application process.

It is recommended that you ascertain their objection to providing this information. The security measures to protect personal information should be explained to them, if that is the source of their difficulty. It should also be explained that identification numbers allow for the elimination of a possible adverse criminal record that might surface when entered into national search files by name only. Applicants who are still not comfortable providing this information should indicate so on their application. The lack of this information may not eliminate anyone from volunteering in our diocese, but the parish or school reserve the right to monitor those individuals more closely.

An occasional situation may occur where an applicant is unable to discuss their personal information for a variety of reasons. If such applicants desire to volunteer in the parish, they may be referred to the Office of Safe Environment for further review.



## Frequently Asked Safe Environment Questions

**Q: What if something is not applicable on the Volunteer Application?**

A: It is important that the Volunteer Application be completed in its entirety. Questions that are not applicable should be completed with the entry N/A.

**Q: What about applicants who do not have references?**

A: All volunteers, past and present, must supply a minimum of three (3) references. Applicants should be reminded that this is a standard part of any application process.

**Q: What do we do with the paperwork of volunteers from different parishes that complete the class at our parish?**

A: Attendance shall be maintained by the parish or school where the volunteer attended the educational session. The Volunteer Application and the Code of Ethics should be hand delivered by the individual to their main parish or school. You are not required to maintain files on volunteers in your parish or school whose primary parish is not yours.

**Q: For volunteers scheduled to attend training sessions, are we permitted to give them advance notice that they will be asked to give reference information at the training session? Can we advise them to bring addresses, phone numbers, email addresses, dates, etc. with them to the training session? (There are parishes that are giving advanced warning such as in the bulletin)**

A: It is entirely permissible for potential ministry volunteers to be properly prepared to complete the volunteer application process.

### File Security

**Q: How are the volunteer files and records to be kept?**

A: All volunteer files are to be kept in separated locked files with limited and controlled access to any record. Only those persons approved by the pastor or Principal will have access, but in any case shall always be limited to the coordinator(s), data administrator(s), and parish manager under the supervision of the Called to Protect Coordinator.



## Frequently Asked Safe Environment Questions

**Q: How is access to the files to be controlled and monitored?**

A: A sign in/out log should be completed each time an approved person gains access to a file. Files are not to be removed from the parish or school office.

**Q: What if a volunteer does not want his file maintained in the parish or school office?**

A: Volunteer files may be maintained in the Diocesan Office of Safe Environment when requested by a ministry volunteer.

**Q: What if- due to special circumstances and specific reasons - the volunteer does not want any files maintained in neither the parish or school office nor the Office of Safe Environment?**

A: Select files and records may be maintained within the Chancery when deemed appropriate by the Moderato of the Curia.

### File Documentation

**Q: What standards should be used in setting up files for Called to Protect compliance?**

A: The following is considered the minimum standard for documentation. This prescription is not intended to limit the parish from establishing stricter standards that may better meet the needs of the parish or school.

#### Employee Files

Employee professional applications and Codes of Ethics should be kept in employee personnel files. School employees should also have a training certificate on file (copies should also provided to the school employee).

#### Volunteer Files

All Volunteer files should include the following documents:

- Volunteer Application
- Code of Ethics

When completed (in compliance with the Policy and Procedures for the Protection of Minors), the following information should also be maintained on file:

- Reference Check Form
- Face-to-Face Interview Form
- Documentation of any Boundary Violations



## Frequently Asked Safe Environment Questions

### **School Parent Volunteers Files**

All School Parent Volunteer files should include the following documents:

- Volunteer Application
- Code of Ethics

When completed (in compliance with the Policy and Procedures for the Protection of Minors), the following information should also be maintained on file:

- Reference Check Form
- Face-to-Face Interview Form
- Documentation of any Boundary Violations

The school files should also include a method to document the names of the parent's children and the class level at which they are enrolled.

### **Current Miscellaneous**

**Q: Is there a record for everyone that attended the October 2005 Leadership Session?**

A: Yes. All existing information has been entered in the Diocesan database.

**Q: If an adult and a minor to serve together in ministry, will it meet the policy requirement of two adults present for any ministry session?**

A: No. The Policy and Procedures for the Protection of Minors states, "all programs sponsored by parishes, school, Catholic Cemeteries, Mount Claret, or Newman Centers shall be supervised or administered by at least two adults."

**Q: Will the Diocese hold another Screening and Selecting session in English and/or Spanish?**

A: We are preparing sessions on the Screening and Selection Process that will meet the needs of the diocese, though no dates have been set at this time. Contact the Safe Environment Office for upcoming dates.

**Q: What about vulnerable adults?**

A: The diocese currently has a working committee reviewing the policies, procedures, and training needs for those ministering to vulnerable adults.



## Frequently Asked Safe Environment Questions

**Q: What about Extraordinary Ministers of Holy Communion for the homebound and programs like Meals on Wheels? Is it mandatory for them to attend Called to Protect for Ministries this year?**

A: Yes. All ministry volunteers must complete the appropriate "Call to Protect" training and volunteer application process. This group is required to attend training annually according to their certification.

**Q: Is it permissible to give my personal phone number and email address to youth?**

A: No. Personal telephone numbers and email addresses shall not be shared with anyone under 18 years of age.

If your question was not answered, or you would like further clarification, please feel free to contact the Safe Environment Training Office at 602-354-2418 or [Safeenvironment@diocesephoenix.org](mailto:Safeenvironment@diocesephoenix.org).