

DIOCESAN VOLUNTEER COORDINATOR MANUAL

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INTRODUCTION

The history of the Catholic Church is built on people volunteering their time and talent. Volunteers are vital to the success of parish ministries.

What is a Volunteer Coordinator?

A volunteer coordinator could be an employee or volunteer. They are responsible for overseeing the selection of volunteers, assignment of duties, orientation and training, and the designation of select individuals to supervise the volunteers.

This handbook has been developed to support your work as the Volunteer Coordinator. We appreciate your willingness to take on this role. Please feel free to contact the Risk Management Department or your Claims/Risk Manager if you need further assistance or have additional questions.

Definition of a Volunteer

Merriam-Webster dictionary defines a volunteer as “a person who voluntarily undertakes or expresses a willingness to undertake a service.”

A volunteer is a valued part of the church. The volunteer should be at least 18 years of age. If under 18, the volunteer should be accompanied by a parent or have been given permission by the parent to perform volunteer activities while supervised by another adult.

Every volunteer should go through a screening process which will be covered within this handbook. A volunteer is not someone who is compensated for their service or under contract for their service. A volunteer is also not an employee functioning under their job description.

The guidelines in this handbook should be followed for those individuals who have frequent or reoccurring volunteer duties. It may not always apply to the one-time volunteer.

Selection, Screening and Assignment of Duties

Ideally, a volunteer position description should be created for each potential volunteer activity. This description should outline the tasks the volunteer will be expected to perform, the skills or qualities a volunteer should possess to perform their task, and any orientation or training that the parish can provide. Sample volunteer position descriptions can be found in *Appendix A*.

Once the volunteer positions have been identified, the next step should be recruitment of volunteers. Announcements can be posted in the church or school bulletin, fliers can be sent home with school or RE students, posters can be hung throughout the building, letters can be sent to each parishioner, or phone calls can be made to each household.

All volunteers should be required to complete a Volunteer Application, *Appendix B*. This sample application form asks the volunteer to provide references. It is highly recommended to check references. Each long-term volunteer should be interviewed as part of the application process. Please do your best to utilize volunteers that are the appropriate age and have the skills necessary to perform the tasks/duties they are being asked to do. Although not recommended, if a volunteer is asked to perform a task such as plumbing, electrical or roof work, the volunteer should be licensed. **It is okay not to accept a volunteer for a certain position or at all in order to limit risk.** A sample Volunteer Interview Form can be found in *Appendix C*.

All volunteers are required to comply with Diocesan policy on Safe Environment. Any volunteer that will be working with children or vulnerable adults should be required to have a background check completed. For those individuals that will be involved in fidelity (money- handling) positions such as counting collections, working with scrip, etc., we recommend credit checks be conducted. Various risk management materials that pertain to fidelity controls can be found in *Appendix D*.

Adequate records need to be kept on the selection, screening and assignment of duties for each volunteer. We recommend maintaining these records for a period of three (3) years.

Limit the issuance of facility keys to volunteers. Keys should only be checked out to volunteer supervisors and returned to the office upon completion of the project. It is recommended to maintain a record of all keys that have been checked out. Do not permanently assign keys to volunteers.

Orientation and Training

This needs to be reviewed and provided as appropriate for each and every volunteer. Never assume someone is qualified. Orientation for new volunteers is only part of the training process as volunteers also need continuing education as they perform their duties.

Volunteer needs to take the applicable online training module(s) available through Catholic Mutual's website www.catholicmutual.org.

Each volunteer should be properly trained in the proper use of any equipment or tools needed to perform the task. The equipment (parish or otherwise) should be inspected to determine that it is in safe operating condition and equipped with all applicable safety requirements. If there is any doubt, do not allow to be used. The parish should be responsible to provide any personal protective equipment for volunteers, as needed. Examples would be gloves, safety glasses, goggles, or a respirator.

Never allow a volunteer to provide any homemade equipment. Examples would include homemade scaffolds, ladders, grills, cooking equipment, dunking booths, playground or carnival ride type equipment.

No one can be allowed to volunteer without being screened and granted permission. For minors, permission form from parents/guardians is required. See Parent/Guardian Consent Form, *Appendix E*.

Certain volunteer activities and projects may require a Release Form to be signed by the volunteer, especially for activities with an increased liability exposure such as construction activities. The diocese may use their discretion to decide if a release form should be used on a broader basis. The Adult Volunteer Hold Harmless/Indemnity Agreement can be found under *Appendix F*.

Supervision & Support

Volunteers need to have someone in command so they know who to ask for guidance. Before any project or activity begins, supervisory staff or designated adult supervisors must be present to oversee the work. This is especially important when any minors are participating. Support for the volunteers should also be provided by designating someone they can go to with problems that arise from their volunteer work.

Choose supervisors wisely. Ensure they have the ability, temperament and are given the direction to ensure volunteers are used in a safe and effective manner.

Injury/Emergency Procedures

It is important to know what to do if a volunteer is injured as well as know what to do in case of an emergency. First aid equipment should be accessible in areas used by volunteers. A telephone or other means to contact emergency responders should be available.

Volunteers should know who to call at the parish in case of an emergency or injury. If an emergency occurs, an Accident Investigation Report Form should be completed, *Appendix N*.

Be prepared to cancel any projects that take place outside in case of inclement weather such as lightning, strong winds, etc.

Routine Evaluations

With all volunteers, you should consider doing a routine review of the volunteer's performance. This could help in determining whether you feel the volunteer should be used again in the same capacity. The Post Activity Review Form could be used to conduct such an evaluation,

Appendix G.

GUIDELINES FOR COMMON VOLUNTEER ACTIVITIES

Construction, Assembly Activities

Volunteers should not be allowed on roofs and scaffolds. Although discouraged, only trained adult volunteers should be allowed to use a ladder. See ladder safety information, *Appendix H*.

Only trained adults should be allowed to operate power tools, (i.e. drills, saws, etc).

Be aware of any projects involving heavy items needing to be lifted or moved.

Parish must ensure the volunteer is of the appropriate age and physically fit to perform such work.

Parish should have an adequate supply of ice melt, salt and/or sand on site.

Parish should ensure volunteer has the proper equipment to complete the required snow and ice removal.

The Winter Maintenance Log, *Appendix I*, should be kept in an accessible location and completed each time snow/ice removal or treatment is performed. It is important to ensure the name of the volunteer performing the task is recorded on the log.

Lawn Care Activities

Ideally, individuals should be 18 and older to operate manual push mowers. An individual **must** be 18 or older to operate riding mowers, trimmers, and other power equipment.

Safety goggles/glasses must be worn any time the volunteer is using a trimmer, leaf blower, etc.

Volunteer Parish Nurse Activities

Does the volunteer have a nursing license and is it current?

The diocese may have a policy regarding these activities or please refer to the Guidelines for Parish Nurse/Health Ministry Programs, *Appendix O*.

Home Health Care Activities

Volunteers should not perform any medical tests, medical evaluations/diagnosis or dispense medicine.

Money and/or Scrip Handling - Counting of Collections

If volunteer provides this service on a regular basis, consideration should be given to performing a credit check as part of the screening process prior to assigning the volunteer to this task.

Financial control guidelines have been established and should be followed when volunteers work with money, *Appendix D*.

Driving and Transportation Activities

The Volunteer Driver should be a minimum of 21 years of age and not have any impairment which could prohibit safely driving the vehicle. If the volunteer will be responsible for transporting other individuals, the recommended minimum age is 25.

Volunteer drivers must complete the Volunteer Drivers Form, *Appendix J*. For frequent drivers, a Motor Vehicle Record check (MVR) is recommended.

Volunteers using their own vehicle must maintain minimum liability coverage on their vehicle of 100,000/300,000. The volunteer should be informed in advance that their insurance would be primary if an accident occurred.

Any volunteer that has indicated on the Volunteer Drivers Form having three or more moving violations or accidents within the last three years should be required to take a Defensive Driving Course before being allowed to drive.

Volunteer drivers should also complete the Driver Acknowledgement Form, *Appendix K*.

Towing or attaching trailers or flatbeds to a vehicle is not allowed. The only exception is if the volunteer owns and has driven with an attached trailer due to his business or through personal ownership.

Field trips and youth group trips - Contracting with a bus company is recommended. Absolutely no 11-15 passenger vans are allowed to be used. For private passenger vehicles or when available on other vehicles, everyone must wear a seatbelt. Car seats and booster seats should be used to meet your state law requirements. Maximum driving duration is 8 hours with regular breaks being taken. Always be aware of the risk of fatigue.

Volunteers driving on behalf of the parish need to be safe and courteous drivers. **At no time** should any electronic device such as cell phones, Bluetooth, Blackberry, etc. be allowed while operating a motor vehicle. These devices should only be used when the driver has pulled off the road and is safely parked.

Volunteer should only be allowed to drive for tasks specifically targeted toward their volunteer activity.

Food Service – Food Preparation Activities

Volunteers designated to prepare or serve food should follow proper food handling guidelines, *Appendix M*.

Housekeeping/Cleaning Activities

Volunteers should not use scaffolds or ladders for cleaning projects.

Only trained individuals can operate industrial/propane operated cleaning equipment.

Festival Activities

Do not allow volunteers to bring in any homemade grills or barbeque equipment.

Only trained employees should light pilot lights for kitchen stoves and ovens.

Always keep temporary external cooking equipment a safe distance from buildings.

Volunteers should be instructed to monitor floors and walkways for spills or other debris.

The diocese may have a policy regarding parish festivals or please refer to the Parish Festival Guidelines, *Appendix P*.

Volunteer Position Description

(Sample Format – Parish Name)

Name of Group/Ministry	Extraordinary Eucharistic Minister to the Sick
Accountability	<i>Parish team and coordinator</i>
Purpose of Ministry	<i>Bring the Eucharist and the prayerful support of the parish to the infirm and shut-ins</i>
Participant Group	<i>Infirm and shut-ins</i>
Activities and Responsibilities	<i>Meet with the infirm and the shut-ins in their homes (or nursing homes). Follow the schedule provided and find a replacement when unable to fulfill duties. Inform coordinator of visits. Maintain confidentiality.</i>
Skills and Qualifications Required	<i>Baptized, practicing Catholic Patient and dependable. Good listening skills.</i>
Time Commitment/ Duration	<i>Two hours per week as per schedule. Two year term, renewable.</i>
Orientation/ Training	<i>Provided by parish team and/or coordinator. Experienced volunteers bring new volunteer along during visits. Annual training workshop.</i>
Support/ Supervision/ Evaluation	<i>Parish team and coordinator. Random calls to participants. Review annually.</i>
Risk Assessment	<i>High Risk</i>
Screening Procedures	<i>Provide a Position Description Form. Fill out necessary forms. Interview Reference checks Police record checks Orientation and training Supervisory checks and evaluations</i>

Date Approved: _____ Date Reviewed: _____

Ministry Leader: _____

Parish Screening Committee Member: _____

Pastor: _____

Volunteer Position Description

(Sample Format – Parish Name)

Name of Group/Ministry	Collection Counters
Accountability	<i>Pastor</i>
Purpose of Ministry	<i>To count money from Mass collections and to record envelopes</i>
Participant Group	<i>Parish</i>
Activities and Responsibilities	<i>Two or more individuals per team. Count money from weekly collections. Record envelope contributions on appropriate ledgers. Make up deposit slips and prepare cash for deposit.</i>
Skills and Qualifications Required	<i>Accounting skills. Able to work as part of a team. Honesty and confidentiality.</i>
Time Commitment/ Duration	<i>Two hours per week, as per schedule. Two year term, renewable.</i>
Orientation/ Training	<i>Provided by the Pastor.</i>
Support/ Supervision/ Evaluation	<i>Pastor. Review annually.</i>
Risk Assessment	<i>High Risk</i>
Screening Procedures	<i>Provide a Position Description Form. Fill out necessary forms. Interview Reference checks Police record checks Credit check. Orientation and training Supervisory checks and evaluations</i>

Date Approved: _____ Date Reviewed: _____

Ministry Leader: _____

Parish Screening Committee Member: _____

Pastor: _____

Volunteer Position Description

(Sample Format – Parish Name)

Name of Group/Ministry	Catechist
Accountability	<i>Parish team and coordinator</i>
Purpose of Ministry	<i>Provide children and youth with catechetical instruction.</i>
Participant Group	<i>Children and youth; ages 6-14</i>
Activities and Responsibilities	<i>Grade by grade presentation of Catholic teaching in a classroom setting. Sacramental preparation. Plan and implement parish program. Follow schedule and inform coordinator if unable to attend.</i>
Skills and Qualifications Required	<i>Baptized, practicing Catholic Work well with children. Good communication, interpersonal and organizational skills. Imaginative and creative.</i>
Time/ Commitment/ Duration	<i>Two hours per week. Two year term, renewable.</i>
Orientation/ Training	<i>Provided by parish team and/or coordinator. Periodic ongoing training provided by coordinator.</i>
Support/ Supervision/ Evaluation	<i>Parish team and coordinator. Periodic visits by parish team and/or coordinator. Review annually.</i>
Risk Assessment	<i>High Risk</i>
Screening Procedures	<i>Provide a Position Description Form. Fill out necessary forms. Interview Reference checks Police record checks Orientation and training Supervisory checks and evaluations</i>

Date Approved: _____ Date Reviewed: _____

Ministry Leader: _____

Parish Screening Committee Member: _____

Pastor: _____

Volunteer Position Description

(Sample Format – Parish Name)

Name of Group/Ministry	Ushers
Accountability	<i>Parish team</i>
Purpose of Ministry	<i>To help keep the parish organized during Mass.</i>
Participant Group	<i>Parish congregation during Mass.</i>
Activities and Responsibilities	<i>Seat people when church is becoming full. Guide people to Communion. Collect donations. Organize the offertory procession. Distribute the bulletin.</i>
Skills and Qualifications Required	<i>Patience Good interpersonal skills. Follow dress code.</i>
Time Commitment/ Duration	<i>One mass per week as per schedule.</i>
Orientation/ Training	<i>Provided by the parish team. At the start of duties and once per year.</i>
Support/ Supervision/ Evaluation	<i>Parish team.</i>
Risk Assessment	<i>Low Risk</i>
Screening Procedures	<i>Provide a Position Description Form. Fill out necessary forms. Orientation and training</i>

Date Approved: _____ Date Reviewed: _____

Ministry Leader: _____

Parish Screening Committee Member: _____

Pastor: _____

References

Please provide two personal/professional references. If you have resided in this area for less than two years, please provide at least one reference from your previous area of residence.

_____ Name	_____ Name
_____ City	_____ City
_____ State	_____ State
_____ Phone	_____ Phone
_____ Relationship	_____ Relationship
_____ Years Known	_____ Years Known

IMPORTANT – Please read and sign below

The information provided on this form is true and complete. If accepted as a volunteer, any misstatement or omission of fact on this form may result in suspension of my services. I grant permission to check my background and references and release the diocese and all diocesan locations from any and all liability that may result.

I further understand that all persons who will have contact with children or vulnerable adults are required to comply with Diocesan Safe Environment policies and procedures and are required to undergo a state and federal criminal background check.

Print Name: _____
Signature: _____
Date: _____

VOLUNTEER INTERVIEW

1. Have you performed this type of work before?
2. What is your experience?
3. Have you operated the machinery or equipment before?
4. Any physical restrictions or health concerns for the position?
5. * Is the volunteer 21 years of age or older? If not, what is their age?
6. Give volunteer a copy of the Volunteers and the Catholic Church brochure.

*Minors should never be allowed to operate inherently dangerous power equipment such as power saws, drills or similar equipment. Individuals should be 18 years of age to operate any power riding equipment. See attached list of age appropriate tasks.

TYPES OF WORK ALLOWED BY AGE GROUP

<u>AGES</u>	<u>ACCEPTABLE WORK</u>	<u>NON-ACCEPTABLE WORK</u>	<u>ACCEPTABLE TOOLS TO USE</u>	<u>PROTECTION EQUIPMENT REQUIRED</u>
10-14	Simple cleaning operations such as dusting, mopping, and sweeping. Light yard work such as raking, picking up branches/leaves. Serving food at designated food distribution sites.	No use of ladders or scaffolding. No handling of toxic materials. No use of power saws or other power-driven woodworking machines. No structural demolition. No operation of chain saws. No operation of motor vehicles or power-driven hoisting apparatus. No excavation operations. No roofing operations or work on or related to roofs.	Ordinary cleaning and yard work tools such as brooms, shovels, rakes, wheelbarrows, mops, rags and buckets.	Long shirt and pants, shoes or work boots, work gloves (as appropriate to nature of work). Also, any Personal Protection Equipment (PPE) required per safety regulations for proper use of specific tools or materials.
15-17	As above, plus simple construction jobs such as putting up drywall, laying floors, tiles, carpets.	No use of ladders or scaffolding. No handling of toxic materials. No use of power saws or other power-driven woodworking machines. No structural demolition. No operation of chain saws. No operation of motor vehicles or power-driven hoisting apparatus. No excavation operations. No roofing operations or work on or related to roofs.	As above, plus hammers, pry bars, crowbars, floor scrapers.	As above
18-20	As above, including more advanced demolition and construction projects.	No use of scaffolding. No handling of toxic materials. No use of power saws or other power-driven woodworking machines unless properly trained. No structural demolition. No roofing operations or work on or related to roofs.	As above, plus drills and simple power tools.	As above
21 and older (Adult)	All work jobs typically expected of a mission worker and appropriate to skillset of volunteer.	No roofing operations or work on or related to roofs.	Any tools as appropriate to nature of jobs.	As above

REVIEW OF PARISH ACCOUNTS AND FINANCIAL CONTROL GUIDELINES

The financial control guidelines outlined below are recommended to all parishes. These guidelines are not intended as an all-inclusive money-handling guide, but have been developed as a guideline, which will prevent the majority of embezzlements from occurring.

Internal control

- All accounts using the parish and/or school's federal ID number must be approved and controlled by the parish council. All account statements must go to the parish and be accessible to the parish finance council.
- The individual who prepares checks should not be authorized to sign checks.
- The person who signs checks should not be allowed to balance monthly bank statements. Monthly bank reconciliations should be submitted with the monthly statements for review by the Finance Council, or review by a knowledgeable individual other than an authorized signer.
- Budgets should be developed and approved. Disbursements not specified in the approved budget should not be allowed without the direct approval of management or the Finance Council.
- Each month, a report comparing actual to budget should be made available for the Finance Council. Significant variances should be investigated, explained, and resolved.
- Clearly define the type of expenses that can be paid with specific funds. Define expenses that are inappropriate. Define the employee's job function as it relates to the account and disbursement function.
- Each check issued by a parish should be signed by at least two individuals. Again, the person preparing the check should not be an authorized signer.
- Signature stamps should not be used to sign checks.
- Checks should not be signed in advance or be signed without documentation.
- Sequentially numbered checks should be used.
- The individual responsible for preparing checks should be required to take an annual vacation.

- Key responsibilities should be separated. One individual should not handle billing, collections, and bank deposits. One of these tasks should be completed by a second individual.
- Comprehensive pre-employment screening should be conducted, including a criminal background check, the verification of educational data, verification of employment history, and checking of references.

Physical control

- Each parish should own a safe. Collections and all cash should be stored in the safe. The safe must be kept locked at all times (even during parish business hours).
- Deposits should be made on a regular basis. Accumulations of cash and checks totaling \$ 1,000 or more should not remain in the parish safe for a time period longer than 48 hours.
- If possible, parishes should make arrangements for evening and Sunday deposits. Also, many banks will provide facilities for money counting.
- **CHURCH MONEY MUST NEVER BE TAKEN HOME BY ANYONE.**

Cash Receipts/Money Counting

- Ideally, each parish should have five teams of money counters (consisting of three members per team). If five teams cannot be formed, there must be at least two. There should be at least three members per team. Members of teams must also be shuffled on a periodic basis. Also, husbands and wives should not be allowed on the same team.
- All checks received should be immediately endorsed to the appropriate account. A self-inking endorsement stamp is recommended for this purpose.
- A tape of the cash and checks to be deposited, along with the deposit, should be prepared by one of the individuals. A tape of the receipts of envelopes, along with a summary of totals by account classification should be prepared by the second individual. The totals should then be compared to verify that the amounts are the same. All members of the money counting team should sign the collection summary tape to verify the amount of the collections.
- The recap of the receipts or envelopes along with the tape should then be given to the bookkeeper for entry into the books of record. The deposit slip and second tape should accompany the cash and checks and be deposited intact the day of collection by the team of money counters.
- A comparison of the total of the receipts to the deposit slip must be done by the bookkeeper.

- Cash withdrawal from the deposits must not be allowed.
- A yearly “giving” statement should be distributed to all parishioners.

Annual financial review

- It is strongly recommended that each parish conduct a review of parish accounts on an annual basis. Accordingly, each parish should form a review committee composed of at least two individuals. Signers and preparers of checks should not, under any circumstances, participate nor have the opportunity to be a member of the parish financial review team. Also, trustees or business managers should not be on the review team. It is highly recommended that the parish’s finance committee (unless members are the individuals noted above) be allowed to handle the review.
- The attached Catholic Mutual Parish Financial Review Verification form can be used by the financial review team. Any questions on how to complete the “self” review should be directed to the Risk Management Department at **(800) 228-6108**.

SCRIP HANDLING GUIDELINES

Many parishes utilize Scrip as a fundraiser. Parishioners purchase Scrip from the parish, which they then use at local stores such as JC Penney, Kohl's, or K-Mart. Scrip is also commonly used to pay utility bills. There are literally hundreds of businesses nationwide that participate in the Scrip program. When parishioners purchase items with Scrip, the parish receives a small percentage as the fundraiser contribution.

People order Scrip from the parish, which in turn orders Scrip from a company such as the National Scrip Center. The Scrip then arrives at the parish to be picked up by or distributed to parishioners.

Scrip can be an excellent fundraiser if it is properly handled and safeguarded. Since Scrip is an alternative form of currency, it should be treated as cash. Accordingly, parishes should practice safe procedures in the handling of Scrip. The following procedures should be followed:

1. Volunteers should not take Scrip home for delivery. Parishioners participating in the program should pick up Scrip at the parish in a centralized location. Scrip can be sent home from school with a person's son or daughter if the person signs a waiver providing the parish permission to do this (a sample waiver is attached).
2. Scrip should be stored in a safe, which is locked at all times. The safe should be kept in a non-obvious, secure area on the parish premises.
3. A large inventory of Scrip should not be maintained. Scrip can be received from the National Scrip Center (or other Scrip clearinghouses) in one day by airmail. Parishes should only order the amount of Scrip which has been requested by program participants.
4. Adequate bookkeeping that tracks the purchase and distribution of Scrip is required. At least two people should have dual responsibility for the maintenance of Scrip records. When a parish receives an order of Scrip, serial numbers should be recorded. In the event that Scrip would be lost or stolen, the recording of the serial numbers would allow the parish to quickly identify which Scrip was missing. Local stores could then be alerted to watch for the stolen Scrip.
5. Scrip records should be audited or reviewed by the parish finance committee on a regular basis. Additionally, the Scrip records should not be stored with the Scrip, but in a separate area.

Scrip can be an excellent way for a parish to raise funds. To be successful, parishes must understand that Scrip is a cash equivalent and should be treated with the same care.

PERMISSION FOR CHILD/WARD DELIVERY OF SCRIP AND WAIVER OF CLAIM

I, _____ give permission to
Parent/Guardian
_____ to deliver Scrip,
Parish/School
which I have ordered from parish/school, to my child/ward, _____.
Child/Ward

I understand that my child/ward will be responsible for the safe transport of the Scrip from school to my home and certify that I have discussed the responsibilities associated with the transport of the Scrip with my child/ward. I further understand that I have the option of personally picking up my Scrip orders from the parish/school rather than having my child/ward transport it.

I agree that once the parish/school delivers the Scrip to my child/ward that the parish/school is not responsible for any Scrip which is lost, stolen or misplaced. I hereby waive any right of recovery that I may have against the parish/school for Scrip which is lost, stolen or misplaced after it is given to my child/ward.

This agreement is effective for the _____ school year.

Parent/Guardian Signature

Date

PARENT/GUARDIAN CONSENT FORM

Participant's Name: _____

Birth Date: _____

Parent/Guardian's Name: _____

Home Address: _____

Home Phone: _____ Work Phone: _____

I, _____, grant permission for my child, _____,

Parent/Guardian Name

Child's Name

to participate in this parish event that may require transportation to a location away from the parish site. This activity will take place under the guidance and direction of parish employees and/or volunteers from the parish. A brief description of the activity follows:

Type of Activity: _____

Destination/Location: _____

Individual in Charge: _____

As parent and/or legal guardian, I remain legally responsible for any personal actions taken by the above named minor ("participant").

I hereby authorize _____ to take my child for medical treatment in the event of an emergency in which neither parent can be reached. I authorize any licensed physician or medical center to treat my child.

Signature _____ Date: _____

**ADULT VOLUNTEER
HOLD HARMLESS/INDEMNITY AGREEMENT**

PARISH: _____
(PARISH is understood to include the Arch/Diocese of _____)

ADULT VOLUNTEER: _____

DATE(S) OF VOLUNTEER ACTIVITY: _____

TYPE OF VOLUNTEER ACTIVITY: _____

The above named ADULT VOLUNTEER agrees to defend, protect, indemnify and hold harmless the above named PARISH against and from all claims arising from the negligence or fault of the above named ADULT VOLUNTEER which arise out of the above named VOLUNTEER ACTIVITY at the above named PARISH.

Additionally, the above named ADULT VOLUNTEER agrees to protect, defend, hold harmless and fully indemnify the above named PARISH for any claim or cause of action whatsoever arising out of the above mentioned VOLUNTEER ACTIVITY which takes place during the above identified DATE(S) OF VOLUNTEER ACTIVITY that is brought against the PARISH by the above named ADULT VOLUNTEER or their family members whether such claim arises from the alleged negligence of the PARISH, its employees or agents or ADULT VOLUNTEER's negligence. If any portion of this agreement is held invalid, it is agreed that the balance thereof, shall continue in full legal force and effect.

SIGNED BY: _____

NAME (Please Print): _____

DATE: _____

POST ACTIVITY REVIEW FORM

With all volunteers, you should consider how you would answer the following questions to determine whether or not they should be used again in the same volunteer capacity or whether they'd be suited better for an alternate form of volunteer duties. This should be part of your routine review of every volunteer or volunteer activity.

1. Did the volunteer follow instructions?

2. Were the volunteer's skills suited to the ministry for which he/she signed up?

3. Did the volunteer drive a motor vehicle as part of their ministry?
 - a. If yes, did they have adequate liability insurance coverage of \$100,000/\$300,000 on their vehicle?

 - b. Did they successfully pass the Motor Vehicle Record Check (MVR)?

 - c. Did they restrict their driving to ministry activities only?

4. Were there any volunteers that were not appropriate for the activity? If so, should keep a written record of this in parish files.

Use Scaffolding Equipment & Ladders Safely

Use of scaffolding equipment and ladders can create serious injury and liability exposures for the Catholic Church. These exposures increase significantly when equipment is in poor condition or used improperly. Catholic Mutual handles numerous claims involving employees and volunteers falling off step-stools, ladders, and scaffolds. While conducting nation-wide safety inspections, Catholic Mutual Group's Loss Control Representatives have often visited locations that have wobbly, broken, and unstable ladders.

Safe ladder use

The most common causes of falls from ladders include: overreaching, which can make the ladder tip; not maintaining a center of balance when getting onto or off the ladder from a roof or platform; having the ladder slide out from under the user; and using ladders which are unstable, wobbly, and not safe. Recommendations to prevent these accidents from occurring include the following:

- Avoid over-reaching to prevent the ladder from tipping. The “belt buckle rule” is a sound guideline to follow in this situation. The “belt buckle” rule states that you should never allow your belt buckle to move past the frame of the ladder when reaching to the sides. Rather than taking a short cut by over-reaching, get off the ladder and move it closer to the area you are working on.
- Whenever you're climbing on or off a ladder, keep your weight in the center of the ladder. Never climb past the top two steps. Each ladder should be labeled with safety warnings that indicate when you should stop climbing. Always read each safety label before climbing.
- The ladder should be positioned on a stable surface and preferably braced or held by a co-worker. It may also be appropriate to secure the ladder with rope or strong elastic cord.
- Is the ladder in good condition? Unstable, wobbly ladders affect balance and contribute to many falls. Therefore, please discard all ladders which are in poor condition. Simply repairing the ladder is not recommended, as the materials and workmanship may not meet manufacturer's requirements.

Safe scaffold use

While only a small percentage of locations we visit own or rent scaffolds, often the individuals using this equipment have not been properly trained and do not use appropriate safety features required by the manufacturer. Recommendations to prevent falls from scaffolds include:

- Transfer the risk by hiring a qualified company to perform complex repair or renovation projects, especially those that require the use of scaffolding equipment. Always remember to obtain a Certificate of Insurance naming the (Arch)Diocese and the location as additional insureds.

- Control the risk! If hiring a qualified contractor is not possible, and parish employees or volunteers use scaffolding equipment, please ensure they have been trained and that all applicable safety guidelines are followed. Appropriate safety railings, fall protection, and outriggers should be utilized. An outrigger is a brace support which extends out from the base posts of the scaffold to greatly improve the stability and reduce the potential of having the scaffold tip over.

Following these recommendations will improve worker safety and prevent accidents. Please contact the Risk Management Department at Catholic Mutual if you need additional information.

VOLUNTEER DRIVER FORM

Name of Driver: _____

Address: _____

Drivers License #: _____ State Issued: _____

Year, Make & Model of Vehicle: _____

Insurance Company's Name: _____

Liability Limits: _____

(Minimum Limits of \$100,000/\$300,000 Required)

Agent's Name: _____

In order to provide for the safety of those we serve, we must ask each volunteer driver to list all accidents or moving violations they have had in the last three years:

Please be aware that as a volunteer driver, your insurance is primary.

Thank you for helping us with our transportation needs.

Certification

I certify that the information given on this form is true and correct to the best of my knowledge. I understand that as a volunteer driver, I must be 21 years of age or older, possess a valid driver's license, have the proper and current license and vehicle registration, and have the required insurance coverage in effect on any vehicle used to transport students. I agree that I will refrain from using a cell phone or any other electronic device while operating my vehicle.

Volunteer Driver Signature

Date

Driver Acknowledgement Form

I am aware I am not to operate any electronic devices while driving. _____

I will only use a cell phone when safely parked or during an emergency. _____

All passengers at all times will be required to wear a seat belt. _____

I have phone numbers of individuals to call in the event of an emergency or contact when needed. _____

Signed: _____

Date: _____

LAWN MOWING GUIDELINES

- Persons under the age of 18 should not be allowed to operate tractors, trimmers, riding lawn mowers or other power equipment.
- No persons, other than the operator, should ride on tractors or lawn mowers.
- While not recommended, with proper training, individuals over the age of 16 could be allowed to operate a manual push mower.
- Persons under the age of 16 should not be allowed to fuel any gasoline-powered equipment.
- All fuel should be stored in properly labeled and approved containers. Type II safety cans are recommended. Quantity of fuel should be limited to 5 gallons or less.
- Safety glasses and hearing protection should be worn at all times.
- Manufacturer's maintenance and safety guidelines for all equipment should be followed. Frequent inspection of equipment is essential.
- Persons under the age of 16 should be given tasks appropriate to their age and skill level. Tasks such as raking or bagging would be acceptable. Heavy lifting should not be allowed.
- Many states require work permits for employees that are minors. Check with your state requirements to ensure compliance.

Proper food handling and storage – reducing the risk of contamination

Due to the illnesses and incidents which have occurred across the United States, there has been more media coverage and information concerning food poisoning. Recently, this has included newspaper articles and television news programs. All have reviewed illnesses which can and have occurred. What is your risk of exposure, and what safeguards should you practice to reduce the potential of a foodborne illness?

Handle food safely

Meat and poultry processors have begun providing additional labeling on packages to better educate and protect consumers. Government agencies including the USDA have been underway in establishing stricter testing and inspection requirements for food processors, as well as programs to assess food safety along the entire food distribution chain. It is important to understand that an improved inspection system can't replace good sanitation and safe food handling by those food handlers responsible for the final storing, preparing, and serving of food. This would include restaurants, schools, parishes, and consumer households. As many schools and parishes routinely prepare and serve food, the following information is being provided to review safe storing, preparation, and serving of food.

- Refrigerators should be kept at 40 degrees or cooler. Freezers should be kept at 0 degrees. Raw meat and poultry should be refrigerated as soon as possible after purchasing or receiving. At the grocery store or deli, keep raw meats and poultry separated from other perishables. Never thaw frozen meat and poultry on the kitchen counter. Thaw them in the refrigerator. If in a hurry, thaw in a bag under cold running water. If a microwave is used for thawing, the food should be immediately cooked. Always refrigerate when marinating food.
- Canned goods should be stored in a cool, dry area and should be free of cracks, dents, and bulging.
- Cooked or prepared food requiring refrigeration should never be left unrefrigerated for more than two hours. In a warm environment, food should sit out no longer than one hour. Refrigerate or freeze cooked/prepared foods in shallow containers rather than deep containers.
- Refrigeration and freezing does not kill bacteria on food which sat out too long and has started to spoil. **When in doubt, throw it out.**

Two of the more common types of food poisoning are caused from salmonella and E.coli bacteria. At least 40,000 salmonella infections are reported annually. Experts estimate 500,000 to 4 million infections actually occur.

Any raw food of animal origin (i.e. meat, poultry, eggs, raw milk, fish, and shellfish) may carry salmonella. Food can be contaminated with E.coli when a food handler or cook does not follow good sanitary procedures. Critical to this is washing hands after using a bathroom.

Don't let bacteria spread or grow

The key to preventing an exposure is to not allow any contamination while preparing food and to effectively destroy bacteria during the cooking process. The following steps will greatly reduce the likelihood of a food related illness.

- Inspect the food to see if there are any signs of contamination or spoilage. Fish, poultry, fruits, and vegetables should be thoroughly washed/rinsed.
- Always wash your hands with soap prior to handling and preparing food. You should also rewash your hands **prior** to preparing another type of food or when using a new knife/utensil.
- Raw meats, fish, and poultry should be cut on an acrylic cutting board, not wood. Use a wood cutting board for fruits and vegetables only.
- Never serve food on a plate or platter which raw meat, fish, or poultry was cut or prepared on.
- Never let raw meat, fish, and poultry or their juices come in contact with other foods.
- If the work area was cleaned with a dishcloth, always immediately switch to a clean one or use disposable paper towels.
- After cleaning utensils and work areas, an additional measure is to sanitize. This can be done using 2 to 3 teaspoons of household bleach in one quart of water, then thoroughly rinsing with cold water.
- Always cook food thoroughly. Only thorough cooking destroys bacteria. Thermometers are recommended to determine if the internal temperature of the food you are cooking has reached a safe temperature. Internal temperatures should reach 160 degrees. If the food includes poultry, the temperature should reach 185 degrees.
- If serving food for an extended period, hot foods should be kept above 140 degrees and cold foods below 40 degrees.

More information

Additional information is available on the Internet from the USDA Food Safety and Inspection Service Home Page at <http://www.usda.gov/fsis>, or by calling the USDA Meat and Poultry Hotline at 1-800-535-4555. Another source is your local government Health Department.

