

Central United Church
DUTY OF CARE
POLICY AND
PROCEDURES

September 22, 2022




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Introduction

The United Church of Canada (UCC) adheres to a principle called Duty of Care (DOC) which is a spiritual, moral and legal obligation to care for and protect all who participate in or provide church activities including rental and user groups.

Central United Church (Central) takes seriously its obligation to provide a warm, welcoming and safe environment to all people who enter our building for worship, work, study, community, or as renters of our space. Central is committed to taking reasonable measures to maintain standards of care for all of our activities and ministries. We recognize that combining regulatory standards demanded by external authorities (e.g.: governments, law courts) with our own internal policies has its limitations.

Our church is blessed with the gifts of many who offer leadership as volunteers, staff and ministry personnel. As we care for God's people, we are all called to act with integrity and discipline in honouring the dignity of each person in our Community of Faith (COF) and the extended community. As we work together to create this community of trust and safety, we experience the presence of the Spirit, nurturing and encouraging us to be a people of compassion and grace.

Disclaimer

This document was prepared by referencing UCC policy statements, industry sources and government releases on a full range of topics. It is acknowledged by the authors of this document that efforts to co-mingle the source information does not constitute a legal document. This DOC was produced as an in-house document, for use by Central. The laws of Canada, the Province of Alberta and the City of Calgary take precedence where unintentional conflicts may arise. We are also compelled to abide by industry standards as legislated by Alberta Occupational Health and Safety (OHS).

Terminology Used Throughout this Document

Activity: Any program, study group, event, worship service or ministry at Central or that is sanctioned by Central both inside and outside the church facility.

Board: The Board is the governing body of the COF, elected by members of the congregation, with responsibilities including: spiritual, financial, pastoral relations, property matters and record keeping.

Church Sanctioned Function: Any event that is pre-approved and promoted by the Central Board, both on and off the church site.

Committee: Ministry and Personnel (M&P) as mandated by the UCC.

Contraindicate: Applies to drug use or other criminal activity outlined on a Police Information Check (PIC) that would prevent a person from volunteering in a specific voluntary role.

Duty of Care: The spiritual, moral and legal obligation of ministry personnel, staff, volunteers and participants in a ministry to take reasonable care to avoid causing harm to another person or his or her property. It is the responsibility of the Official Board (Board), Duty of Care Team (DCT), all other Teams and mandated committees to exercise the care, diligence and skill of a reasonably prudent person in the oversight of the church's programs.

Official Board: The Board is the governing body of the Central community of faith, elected by members of the congregation, with responsibilities including spiritual, financial, pastoral relations, property matters and record keeping.

Police Information Check: The Calgary Police Service (CPS) will provide the results of a PIC on a CPS certificate letter, detailing the applicant's Canada-wide Criminal Record History, Vulnerable Sector Search and Police History. This will include Local Police Information and Alberta Provincial Court records.

Position of trust: The situation where a volunteer, ministry personnel, staff member, trusted servant or some other person:

- a) has authority or decision-making power over a vulnerable person,
- b) has access to a vulnerable person's property or finances, or
- c) develops a close personal relationship with a vulnerable person as in mentoring or visiting programs.

Recovery Church: The colloquial term for Central, commonly used by those people who attend the Celebrate Life Recovery Service conducted on Sunday evenings.

Risk Assessment: A standardized procedure for looking at all activities that members of Central participate in to identify any factors that have the potential to harm another person or his or her property.

Risk Management: A procedure for developing strategies using the risk management tool, to minimize risks identified during risk assessment. These strategies may involve minimizing or eliminating the risk or stopping the activity.

Risk Management Matrix: A management tool to best assess risk.

Standard of Care: The watchfulness, attention, caution and prudence that a reasonable person would exercise in the circumstances. If a person's actions meet this standard of care, then his/her actions meet the duty of care that all people owe to one another. Standard of care does not mean perfection in practice.

Team: A group of people working together with like purpose in a specified area as defined by Central's governance model. The Team appoints a member who reports directly to and is a member of the Board.

Trusted Servant: A term commonly used in Alcoholics Anonymous (AA) that refers to those people in leadership. For our Celebrate Life Recovery service, this includes the people in leadership and those in service, such as greeters, ushers and custodians. The trusted servants at "The Recovery Church" wear lanyards displaying name tags, affording easy recognition.

Volunteer: An individual who:

- a) chooses to undertake a service or activity and is not coerced or compelled to do so,
- b) performs a service, undertakes an activity or assumes a leadership role in the church, and
- c) does not receive a salary or wage.

Vulnerable person: Any person who may have difficulty protecting himself or herself from harm temporarily or permanently. This also includes those who handle money or deal with the financial matters of the church (e.g.: Treasurer).

Duty of Care Team

The DCT will consist of at least three members, one of whom will be the Duty of Care Officer (DCO). The Board will appoint the DCO for a term of three (3) years. The DCO may not serve more than three consecutive terms, a total of nine (9) years.

The DCO is a volunteer position. The DCO will be a member of Central but not a member of the Board.

It is the responsibility of the Nominations Team to identify additional DCT members. In establishing this Team (February 2019), the first of two DCT members shall serve a one (1) year term, and the second of the two shall serve a two (2) year term. Following this interim step, the length of term for a member shall be three (3) years. The overlapping of terms is demonstrated using this bar graph:

Duty of Care Officer	< 3 year term >								
Duty of Care Member #1		< 3 year term >							
Duty of Care Member #2			< 3 year term >						
Years of Service	1	2	3	4	5	6	7	8	9

When a potential conflict of interest situation arises, members of the DCT are expected to:

- a) declare this conflict of interest
- b) recuse themselves of any involvement or receive a ruling from the Board that a conflict of interest does exist.

In such case, the DCT will operate as a two-person Team. If the situation is unresolved due to non-agreement, the matter shall be referred to the Board.

Should a member of the Team not be able to fulfill the full term, the Nominations Committee will be asked to appoint a replacement thereby filling the vacancy for the remainder of the outstanding term.

To ensure that the Team remains stable and there is continuity from year to year, it is advisable that not more than one member leave the Team at any point in time. Decisions of the DCT shall be by simple majority. Strict confidentiality must be maintained and all members will be required to sign a Confidentiality Agreement. (Appendix 1)

The tasks of the DCT are to:

- a) Review annually the DOC Policy and Procedures.
- b) Recommend all DOC Policy and Procedures revisions to the Board as required to meet current standards and circumstances. Present revisions to the COF at the Annual Congregational Meeting.
- c) Collaborate with the Board, its Committees, Teams, ministry personnel, staff and volunteers to promote implementation and compliance with the DOC Policy and Procedures.

- d) Review reports of non-compliance with the Behavioural Covenant and acting on same as required.
- e) Conduct risk assessments.
- f) Establish a risk level for each activity and a screening level requirement for volunteers involved in those activities.
- g) Review annually all programs, activity lists and rental contracts (by the end of June) and identifying any risk assessments that may need revision.
- h) Assess any new activities as they are planned.
- i) Meet at least twice a year, more frequently as circumstances warrant.
- j) Provide advice on what is the best standard of care when a risk is identified that requires mitigating.
- k) Create and maintain a binder of volunteer ministry position descriptions.
- l) Ensure that the binder of volunteer ministry position descriptions is housed in the Church Office for easy access.
- m) Organize information sessions on the Behavioural Covenant.
- n) Impose temporary or permanent DOC measures in times of emergency (i.e.: a health epidemic or a natural disaster).
- o) Conduct an annual walk-through of the building with members of the Property Team.
- p) Undertake such other DOC-related tasks as the Board may assign.

Duty of Care Officer

The tasks of the DCO are to:

- a) Call and chair meetings of the DCT.
- b) Request and receive PIC from those who require them for their chosen volunteer position.
- c) Store in a locked filing cabinet, all reports and minutes of DCT meetings as well as copies of all PIC that have been received.
- d) Compile and maintain a list of volunteers who have obtained PIC.
- e) Distribute the list of people who have obtained PIC to leaders or chairpersons of groups which require PIC.
- f) Notify volunteers when their PIC is expiring.
- g) Obtain from each Team a list of their planned activities for the coming year.
- h) Receive updated information from each Team about new activities, projects or initiatives.
- i) Maintain a digital list of all activities of the various Teams and annually review these activities to determine if any changes are required or if a new risk assessment should be undertaken.
- j) Advise the chairpersons of Teams and other group leaders of the best standard of care for mitigating any risks found in an activity during risk assessments.
- k) Discuss with chairpersons of Teams and other group leaders if risk management suggests cancelling an activity.
- l) Attend at least two Board meetings each year and more frequently at the request of the Board.
- m) Request Board approval for changes to the DOC Policy and Procedures.

- n) Discuss options with a volunteer when their PIC report includes information that contraindicates their suitability for the position for which they have volunteered. A non-member of the DCT should be included as a "fair witness" to ensure impartiality.
- o) Inform the relevant Team Chair that a volunteer is not a suitable choice for a position while respecting confidentiality of the volunteer.
- p) Receive Incident / Accident Reports from activity leaders and following up on reports as outlined in this document.
- q) Receive reports of non-compliance with the Behavioural Covenant and Duty of Care Policy and Procedures documents.
- r) Facilitate meetings to address Behavioural Covenant Non-Compliance Reports.
- s) Prepare a report of the DCT's activities for the annual report of Central.
- t) Conduct an annual review of the effectiveness of the DCT.
- u) Organize forums, seminars and conferences to educate the COF with regard to our Duty of Care responsibilities.
- v) Undertake such other DOC-related tasks as the Board may assign.

Standards of Care Components at Central

Behavioural Covenant that includes the use of Holy Manners

All persons attending or participating in activities at Central or a Central Sanctioned Function in the community, including ministry personnel, staff, congregants, guests, visitors, volunteers, and renters are expected to conduct themselves in a manner consistent with the Central Behavioural Covenant. This Behavioural Covenant supports an environment in which individuals feel safe and secure regardless of gender, ethnicity, racial origin, sexual orientation, age, marital/family status, religion, political beliefs, personally held beliefs, physical or mental ability, or economic status. It includes the need to:

- a) Maintain the dignity and self-esteem of all.
 - Demonstrate respect for all.
 - Direct comments and feedback in a constructive manner to the person(s) directly involved or the appropriate governance body within the church.
- b) Refrain from public criticism, triangulation, rumours or gossip.
 - Demonstrate ethical and respectful conduct in actions and language.
 - Respect decisions made by the Board, its Committees and Teams.
 - Comply with the Central Alcohol and Drug Use Policy and Gambling Policy.
 - Refrain from any behaviour that constitutes bullying, harassment, physical or sexual abuse.

The leadership of Central (the Board, ministry personnel, staff, and volunteers) will uphold and incorporate the Behavioural Covenant and the use of Holy Manners (Appendix 2) in all aspects of the ministry and community life of Central. It is expected that this will be the standard approach of interaction and behaviour by all congregants and participants in activities at Central or that are sanctioned by Central in the wider community. It is also

an expectation of outside user groups. Agreeing to comply with our Behavioural Covenant is a requirement in all rental agreements.

Conflict does happen. It is two or more different ideas in the same place at the same time. Healthy conflict is the reasonable exploring of our differences and can be synergistic. It is viewing reasonable levels of differences as the creative holy places where God brings change. It is an opportunity to grow in faith and in person, if differences are valued and people practice civil and faithful boundaries with one another. When Holy Manners are embraced and when we keep God at the center of everything we do, we can live in harmony together with our differences.

A list of Holy Manners will be posted in the entrances, sanctuary, offices, and all meetings and classrooms.

Information sessions about our Behavioural Covenant will be conducted for the Board, its Teams and Committee, group leaders and the congregation. It will be the responsibility of the DCT to organize information sessions and recruit assistance as needed.

Bullying and Harassment

Bullying and harassment will not be tolerated at Central or church-sanctioned events.

Bullying is the often repeated and/or habitual use of force, threat or coercion to intimidate, abuse or aggressively dominate others where there is an imbalance of social, emotional or physical power. Bullying occurs in both public and private settings.

Bullying may occur between ministry personnel, staff, volunteers, other adults, children, youth or any combination of these.

Examples of bullying include:

- a) verbal (name-calling),
- b) physical (using force or aggression),
- c) social (exclusion or gossiping), and
- d) cyber (using electronic media to threaten, embarrass, intimidate or ruin reputation)
- e) coercive policies enforced by a governing body that can cause harm (e.g.: conversion therapy).

Harassment occurs when someone is subjected to unwelcome verbal or physical contact. Harassment based on gender, ethnicity, racial origin, sexual orientation, age, marital/family status, religion, political beliefs, personally held beliefs, physical or mental ability, or economic status is discrimination prohibited in Alberta under the Alberta Human Rights Act.

Examples of harassment include:

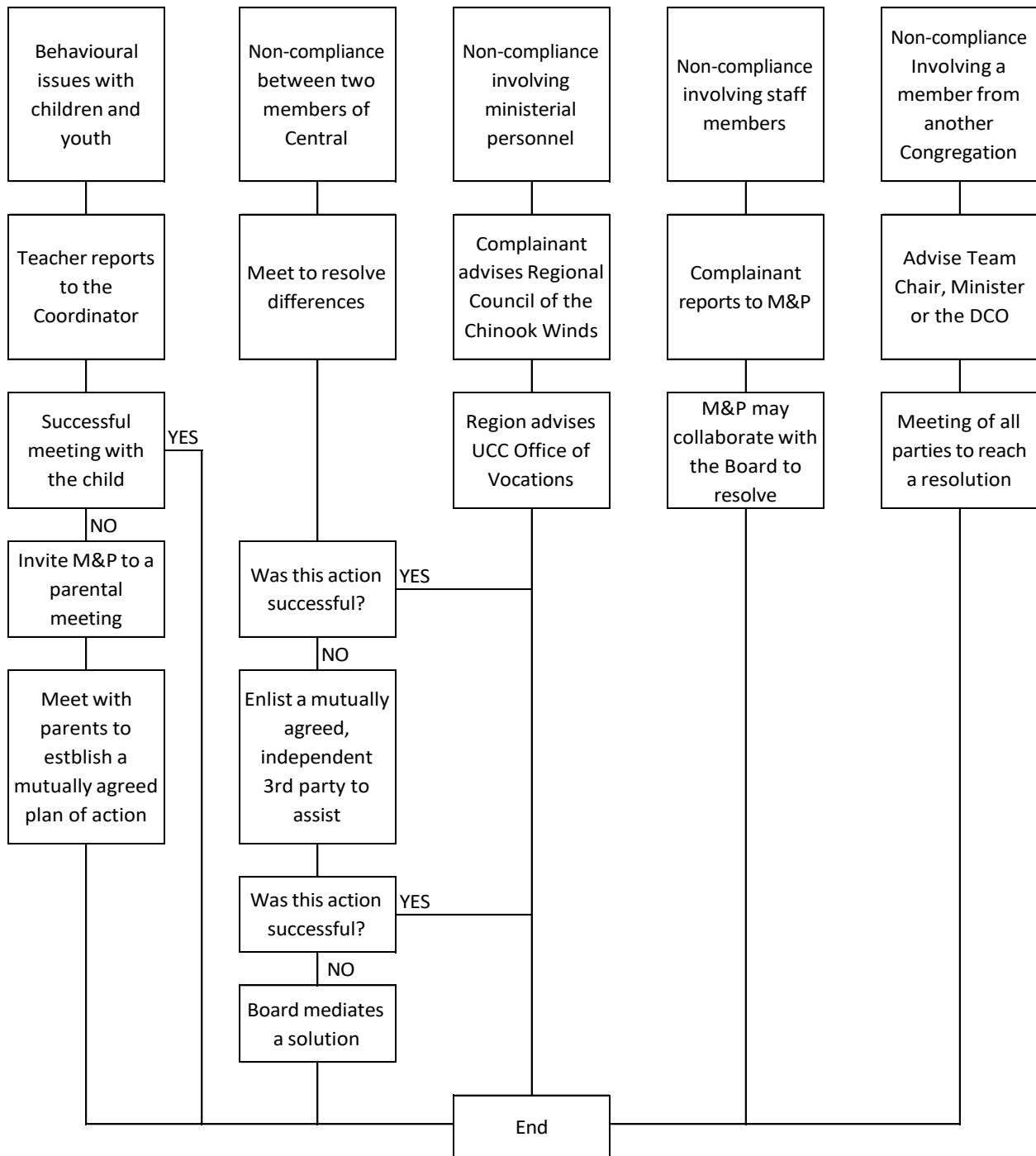
- a) verbal or physical abuse, threats, derogatory remarks, jokes, innuendo or taunts about appearance or beliefs,
- b) the display of pornographic, racist or offensive images,

- c) practical jokes that result in awkwardness, embarrassment or degradation,
- d) unwelcome invitations or requests, either indirect or explicit,
- e) intimidation, leering or other objectionable gestures,
- f) condescension or paternalism,
- g) unwanted physical contact such as touching, patting, pinching, punching and outright physical assault
- h) repeated objectifying of individuals or groups based on difference
- i) demanding sexual encounters as an expectation of employment.

Dealing with Behavioural Covenant Non-compliance

Any non-compliance with the Behavioural Covenant, except for sexual abuse and child abuse (refer to 4. Sexual Abuse and Child Abuse), will be dealt with using the following methods:

- a) Individuals are encouraged to make their objection known to the respondent and that the offending actions are not welcome and must stop immediately.
- b) An informal resolution may take place between the complainant and the respondent directly or with the assistance of a mutually agreed, independent third party.
- c) If it is an issue involving staff (excluding ministry personnel), it must be reported immediately to M&P by the complainant; the M&P may then opt to collaborate with the Board in an effort to mediate the situation.
- d) Matters of conflict between adult congregation members are to be reported immediately to the Board and handled by the Board.
- e) Behaviour issues with children and youth must be dealt with in a reasonable and gentle manner. When a behaviour issue arises (e.g.: swearing, hitting, unruly behaviour), the teacher will enlist the help of the Children and Youth Ministry Coordinator (Coordinator) to deal with the matter. If behaviour issues continue, the Coordinator will meet with the parents to develop a mutual plan of action. M&P must be made aware of the situation if parents are contacted.
- f) Any issue of abuse of children or youth that involves an adult must be reported immediately to the Minister of the community of faith who will, in turn, contact the CPS and the Government of Alberta Department of Social Services (see Section 4 below).
- g) If the abuse of children or youth is perpetrated by the Minister, the CPS and the Pastoral Relations Minister of the Chinook Winds Regional Council must be contacted to investigate.
- h) If it is an issue between adult congregational members or adherents participating in church-sanctioned functions, the individuals involved must bring the issue, to the Team chair(s), the DCO or the minister of Central, depending on the nature of the issue, for resolution.
- i) Witnesses can also bring cases of non-compliance to the DCT on a confidential basis and the DCT will, at its discretion, use the process outlined above to deal with the same.



If a satisfactory resolution is not found informally, or if non-compliance continues, a Behavioural Covenant Non-Compliance Report (Appendix 3) must be filed with the DCT by the complainant or the third party involved.

- Upon receipt of the non-compliance report, the procedure outlined below will be followed:
- a) Within 10 days the DCT will meet separately with the complainant, respondent and any witnesses to gather information.

- b) A meeting will be called by the DCO that includes the following parties: the DCT, the respondent (if the respondent is a youth the parents or guardians and youth leader must be present), witnesses, the appropriate Team chair, and the Minister. It will include a representative of the organization if one of the parties is from a rental group.
- c) The purpose of the meeting is to inform and educate the individual as to the effect of his or her non-compliance and to offer assistance (possibly outside agency programs) to rectify the situation.
- d) The non-compliant individual (and the parents or guardians if the respondent is a child or youth) will be required to sign a Behavioural Covenant Compliance Agreement (Appendix 4).
- e) A letter will be sent to the complainant providing the outcome of the meeting.
- f) The non-compliance report and the record of actions taken will be filed in the DCT files.
- g) If the complainant is found to have made a false claim, they will be subject to the same disciplinary measures as prescribed for the respondent.

After executing the Behavioural Covenant Compliance Agreement (Appendix 4):

- a) Retaliation for filing a complaint or being involved as a third party or for associating with the complainant will not be tolerated. It may result in the same disciplinary measures as outlined for the respondent. Retaliation is defined as, but not limited to, harassment, bullying, innuendo, gossip, denigrating the character of another person, and working to undermine the character or the efforts of another person. Workplace retaliation can include but is not limited to, demotion, discrimination, verbal insults, lying about a fellow employee and generally degrading their work or their abilities.
- b) Members and adherents (including children and youth, their parents or guardians) must be aware that breaking the Behavioural Covenant Compliance Agreement will require that the issue be passed on to the Board who has the authority to take action against the non-compliant person ranging from temporary suspension from some activities to removal from the membership role of Central and losing the right to worship at Central. If the non-compliant person is an adherent, actions taken by the Board will range from temporary suspension from some activities to losing the right to worship at Central.
- c) Non-ministerial Staff must be aware that breaking the Behavioural Covenant Compliance Agreement will require that the issue be passed on to the Board who has the authority to take action against the non-compliant person ranging from temporary suspension of duties to termination of employment.
- d) Outside user groups must be aware that breaking the Behavioural Covenant Compliance Agreement will require that the issue be passed on to the Board who has the authority to take action against the non-compliant person ranging from temporary suspension of that person from attending the group activities at Central to temporary or permanent termination of the organization's rental agreement with Central.

Matters of significant or serious non-compliance involving the Minister(s) must be reported by the Board to the Regional Council of the Chinook Winds Region and the Office of Vocation of the UCC. Individuals with a significant or serious complaint regarding the Minister(s) also have the right to go directly to the Office of Vocation or to submit their complaint to the Board of Central through the M&P. Matters involving a minor or less serious non-compliance that involves the Minister(s) will be resolved directly with the complainant. Failing resolution, the complainant will report the matter to the M&P and/or the DCT.

Sexual Abuse and Child Abuse

Sexual Abuse refers to demeaning or exploitative behaviour of a sexual nature. Sexual abuse may include the following types of behaviour:

- a) verbal abuse,
- b) unwelcome remarks,
- c) jokes or innuendoes about a person's clothing, body or sexual activities,
- d) displaying of pornographic material,
- e) indirect or explicit invitations to engage in sexual activities,
- f) leering or other actions associated with overt sexual behaviour,
- g) unnecessary physical sexual contact such as touching, patting, pinching or punching, and physical sexual assault, and
- h) pursuing a sexual relationship with anyone to whom one has a duty of care.

Sexual abuse shows no preference for age, race, appearance, sexual orientation, or occupation. Both women and men can be complainants or respondents of sexual abuse.

Sexual Harassment is any attempt to coerce an unwilling person into a sexual relationship, or to subject a person to unwanted sexual attention, or to punish a refusal to comply, or to reward compliance. It is the responsibility of the complainant to report any suspected sexual harassment by directly contacting the Calgary Police Service by calling:

- a) 9-1-1 (in the case of an emergency) or
- b) (403) 266-1234 (non-emergency).

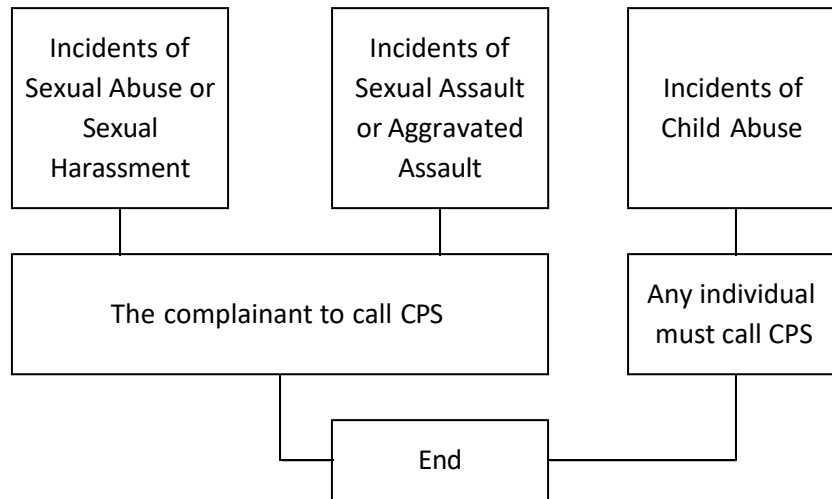
Sexual Assault and Aggravated Sexual Assault are defined within the Criminal Code of Canada.

The UCC Sexual Abuse Prevention and Response Policy and Procedures and The Manual applies to ministry personnel, employees, members, adherents, volunteers and any other person who is carrying out a responsibility or activity on behalf of the UCC. It has been approved by General Council and must be followed for formal complaints of sexual abuse against any person to whom this policy applies.

Child Abuse: If at any time there is suspicion of child abuse or if a child indicates that he or she is being abused in any way it must be reported immediately. Under the Child, Youth and Family Enhancement Act any person who has “reasonable and probable grounds” to believe that a child is being harmed or in danger of being harmed has an obligation to report it. It is important to know that the duty to report is a positive duty on the individual. A failure to report is an offence under this Act.

All suspected child abuse should be reported by contacting the CPS by calling:

- a) 9-1-1 (in the case of an emergency) or
- b) (403) 266-1234 (non-emergency).



Risk Assessments

Risk assessments will be done on all Central activities by the DCT using the Activities Risk Assessment Matrix (Appendix 5). Many risk factors under the categories of Participants, Setting, Activity, Supervision and Nature of Relationship will be reviewed. Going forward, risk assessments will be done only when there are changes to existing activities or additions of new activities.

There are three categories for assessed risk levels:

- a) **Low-risk level** indicates that no out-of-the-ordinary risks or foreseeable harms have been identified; there is minimal or no contact with vulnerable persons, and the group is made up of peers. No further action is needed.
- b) **Medium risk level** indicates that a risk has been identified in an activity that involves the general population and appropriate actions need to be taken to mitigate the risk by making changes to the activity or eliminating it. Vulnerable persons may be involved but it is not on a one-to-one basis or private encounter. Volunteers may be asked to provide references if they are providing expertise for a specific activity.

- c) **High risk level** indicates that either the participants are children or youth, or the participants are other vulnerable persons where there is the potential for one-on-one encounters, an opportunity to access personal property or money, or there could be physical contact and touching. Volunteers involved in high-risk situations must have a PIC. Volunteers involved in an activity that requires handling of money given to the church, fall under this risk level.

Screening requirements are determined by the position and the risk level assessed for the activity. They are included with the volunteer ministry job descriptions. Screening requirements are not determined by the individual applying for the volunteer position, but by the DCT.

Risk Management

Understanding the assessed level of risk will help groups determine the screening, training and supervision needed to make activities as safe as possible for those involved, whether it be ministry personnel, staff, volunteers or the participants. For ministries working with our most vulnerable persons, we require the highest level of screening – the PIC. The results of a PIC report may contraindicate the suitability of a volunteer for an activity assessed at the High-Risk Level. It is then the responsibility of the Team Lead to:

- Propose another candidate and
- Notify the candidate of the unsuitability for the position

If there is a physical or an inherent risk identified during the assessment of an activity, management of that risk will include a discussion with the people involved in the planning and the DCT to determine how that risk can be mitigated using the best standards of care. The DCT will state if it is not comfortable with the level of risk or risk mitigation measure for the activity and declare that it will not be a church-sanctioned activity. If the organizing Team disagrees with the decision of the DCT the situation will be referred to the Board who has the final authority to decide on sanctioning the activity.

Incident / Accident Reporting

All serious accidents or incidents must immediately be reported to the DCT. An Incident / Accident Report (Appendix 6) must be filled out by the leader of the activity. The report must be delivered immediately to the DCO in person or by email. If the DCO is not available, another member of the Team will be responsible for receiving the report. The DCO or designate will inform the Minister and will discuss the incident with those involved. If the Minister is involved in the incident, the Board Chair will do an appropriate follow-up with the individual and/or family.

In follow-up, the DCT, the leader of the activity and the appropriate Team chair will do a reassessment of risk for that activity with special attention to the factors leading up to and contributing to the incident. If it is determined that the factors leading to the incident can be mitigated satisfactorily, the activity will be permitted to continue. If the DCT is concerned with the level of risk or risk mitigation measure for the activity, the DCT will declare that it will not continue as a Church-sanctioned function. If the organizing Team

disagrees with the decision of the DCT the situation will be referred to the Board who has the final authority to decide on sanctioning the activity.

Should an incident or accident occur that does not require medical intervention beyond first aid, the leader of the activity or designate must fill out the Incident / Accident Report Form and deliver it to the DCO within one week of the incident. Prevention of future incidents and possibly more serious outcomes can potentially be avoided when a review of all mishaps is undertaken.

Any reports generated by these incident reporting processes will be filed in the DCT files.

Volunteer Rights and Responsibilities

Volunteers are valued contributors to the ministries of Central. They shall be given the following:

- a) meaningful opportunities to contribute to the COF,
- b) orientation and training as described in the volunteer ministry position description,
- c) effective support and guidance in undertaking volunteer duties,
- d) opportunities to develop leadership skills as part of a collaborative decision-making team, and
- e) recognition for work undertaken.

Volunteers agree to:

- a) undertake their duties to the best of their abilities,
- b) adhere to the Behavioural Covenant, Duty of Care Policy and Procedures and all policies of Central,
- c) respect the vision, mission and values of Central, and
- d) positively promote the ministry of Central.

Volunteer Ministry Position Descriptions

To assist volunteers with finding a place to share their gifts, all Volunteer Ministry Position Descriptions (Appendix 7) can be found in the Volunteer Binder kept in the Church Office. As well as indicating the time commitment, the Volunteer Ministry Position Descriptions outline the duties and responsibilities that come with each position and skills required. The screening level required is indicated for each job description.

Volunteer Screening Program

The Volunteer Screening Program (VSP) is mandatory for all persons working in high-risk volunteer positions (e.g.: Finance Chair, Count Team, Sunday School teacher, home visitors). It may consist of an application form, a reference check or a PIC. The PIC is a standard of care that will give Central a measure of protection should a complaint be issued about the conduct of any of our volunteers. It is a standard of care we offer to our participants and to the recipients of our programs and ministries.

Until all reports required by the VSP are received by the DCO the volunteer candidate is considered "in process" and will be scheduled for duties under supervision.

Youth volunteers (12 to 17 years of age) are not required to participate in the VSP as long as they are supervised by an adult when working in their volunteer position.

Applicants are to apply for a PIC by accessing <https://policeinformationcheck.calgarypolice.ca/>

There is no cost to apply for the PIC as long as the applicant presents the letter of introduction from Central to the police officer accepting the application. Without the letter of introduction, the applicant may be required to pay a fee. This will not be reimbursed by Central.

A volunteer may receive an "attend" letter from the CPS requesting him or her to "follow-up" their PIC results by contacting the Police Investigation Check Unit. "Attend" letters are issued for a variety of reasons. Instructions will be included with the letter as to what follow-up action is required. If fingerprinting is required, there is no charge for volunteers. The Minister, at the discretion of the DCO, may be informed that an "Attend" letter has been issued for a specific individual.

A current PIC from another agency (less than 2 years old) may be accepted at the discretion of the DCO. Such discretion may also include a reference check.

PIC must be updated once every five (5) years. The DCO will notify volunteers when their PIC requires updating.

The PIC is the property of the person to whom it is issued. The original PIC must be presented to the DCO who will make a copy for the Duty of Care file.

Confidentiality is of utmost importance in order to respect the privacy of Central volunteers and leaders. PIC for volunteers will be seen only by the DCO. All volunteer information will be held in confidence by the DCO, retained for the exclusive use of Central. When a PIC is no longer current or required, and when Central is no longer required to retain the PIC under any applicable laws, the file copy of the PIC will be shredded by the DCO.

A list of volunteers who have obtained PICs will be provided to the ministries that are assessed at high risk level.

Staff Screening Program

Screening for ministry personnel is mandated by the UCC. Screening for all other staff of Central is mandated by the Board of Central.

Ministry personnel must obtain a PIC at their own expense. A current (less than 6 months old) original PIC must be presented to the Search Committee when an application is made for a called ministry position. Once a call has been approved by the congregation, the PIC must be included in the Terms of Call paperwork that is ratified by the Office of Vocation. A copy of the PIC must be given to the M&P of Central. During the time of a

pastoral relationship, a new PIC must be submitted to the M&P every six (6) years. The PIC is the property of the person in whose name the PIC has been issued but may be copied by the M&P and kept in a confidential file.

Non-ministerial staff must apply for a PIC once they have received a job offer. The PIC must be received by the M&P before the terms of employment are finalized. At the discretion of the M&P Chair, a PIC that is no more than two (2) years old can be accepted with at least two letters of recommendation. While employed at Central the PIC must be renewed every six (6) years. Upon request, the cost of the PIC may be reimbursed to the employee from the M&P budget, once the PIC has been received. The PIC is the property of the person in whose name the PIC has been issued, but a copy must be provided to the Chair of the M&P to be kept in a confidential file.

Only the M&P Chair(s) will have access to a Minister's or employee's PIC.

No Letter of Introduction to the Police Officer accepting the application is required for Ministers or staff to obtain a PIC. Application information (Appendix 10) is available from the DCO or the Office Administrator of Central.

Safety

There are many occasions during the course of a regular workday when a member of the staff is working alone or is located in a remote area of the church building. In addition, some employees travel outside of the church-on-church business (e.g.: home visits). As an employer, Central is required to adhere to provincial legislation designed to provide a safe workplace and environment for all of its employees or contract workers.

As a church, we are also required to provide a safe environment for congregants, volunteers, the user or rental groups and any who enters our church building. As a public place and a well-used facility, matters of safety and security are paramount in the conduct of our ministry.

In the exceptional instance that a member of the DCT is made aware of an individual which clearly poses a danger to the safety or security of those who enter our church building, the DCO has the authority to prohibit entry to that individual. When such a situation arises, the DCO must immediately:

- investigate and complete an Incident / Accident Report to fully outline findings and detail a course of action remedying the matter
- notify the Minister and Chair of the Board of the occurrence and action taken
- where possible, convey in writing to the individual(s), the action taken.

Safety of Employees

The OHS, through its document entitled *Working Alone Safely, a Guide for Employees and Employers (2002)*, provides clear guidelines for minimizing and eliminating risks associated with employees or contract workers working alone or in isolated areas. This document outlines employers' obligations and how businesses can meet the constantly changing regulatory requirements for working alone as presented in the "OHS Code".

Employees who work alone or in isolated situations can be grouped into three broad categories that are applicable to Central. These categories also include employees who:

- a) handle cash
- b) travel away from the church to meet congregants
- c) carry out home visits.

Best practices for the safety of employees will be maintained and reviewed by the M&P of Central.

These best practices include, but are not limited to the following:

- a) A strong commitment to the health and safety of our employees and contract workers as part of any contract for employment.
- b) Assessing hazards of the workplace, including a yearly inspection of our building by the Property Team.
- c) Taking corrective actions or measures to prevent or minimize hazards or incidents from occurring.
- d) Training and educating staff so they can perform their work effectively.
- e) Developing an effective communication system for various types of risk and danger.
- f) Investigating incidents that have been reported by employees (Appendix 6) and following through with preventative measures.
- g) Evaluating safety measures on a regular basis to ensure the measures are working.
- h) Re-arranging work schedules so that employees are rarely alone in the building.
- i) Developing escape routes and evacuation procedures that maximize the safety of all persons present in the church.
- j) Developing response protocols for dealing with medical emergencies.
- k) Ensuring that the Office Administrator is made aware of work schedules for employees.

Safety of Volunteers and User Groups

Central will provide a safe environment for our volunteers and user groups by developing and maintaining procedures and equipment to protect any occupants of our property. As part of our commitment to the safety of all persons present in the church, Central will:

- a) Maintain a monitored alarm system.
- b) Install motion sensors to light up darkened areas of the church.
- c) Install CCTV monitoring equipment.
- d) Install enhanced lighting in darkened areas of the church building, including stairwells.
- e) Monitor access to the building through access cards, keys and an intercom, all of which are issued or administered by the Office Administrator.
- f) Develop an evacuation procedure that is clearly posted throughout the facility.
- g) Ensure that all building codes and facility maintenance requirements are adhered to and regularly monitored for safety.
- h) Adhere to fire safety maintenance requirements as outlined in the Alberta Fire Code.

- i) Ensure that the CPS and City of Calgary By-law Enforcement Services are met with on a regular basis to communicate the concerns and challenges of a downtown city church.
- j) Develop response protocols for dealing with medical emergencies.
- k) Develop response protocols for dealing with verbal and physical threats.
- l) Regularly conduct First Aid courses and other applicable safety courses for employees and volunteers (e.g.: use of the AED).

Building and Property

The operation and maintenance of the Central building is the responsibility of the Property Team. The DCT and Property Team will work closely together in their common areas of concern: building access, security, safety and control of environmental allergens and hazards. In addition, the Property Team, working in collaboration with the DCT, will uphold our smoking, alcohol and drug free policies that are an expression of our care for the people who call Central their spiritual home.

Annual Walk-through

The DCT will organize an annual walk-through using the Building Walk-through Checklist (Appendix 16) as a guide for determining if there are any areas of concern. A report will be sent to the Board by the DCT indicating the results and recommendations for action.

Emergency Action Plan

Central, in consultation with the Calgary Fire Department, will develop and maintain an emergency evacuation plan to be reviewed on an annual basis so as to ensure the plan meets current, mandated standards for safety. Details of the plan will be kept by the Office Administrator and posted in visible locations throughout the building. Active steps will be taken to inform and remind the congregation of this plan on a regular basis. The responsibility for maintaining and updating this plan rests with the Property Team, working in consultation with the DCT.

Food Allergies

As there are many user groups who rent space at Central over whom we have no control with regard to food, we are unable to declare Central a peanut-free zone. However, in respect of those who have allergies, we will create, to the best of our ability, an allergy-aware environment.

When food is provided by members of our community for Central functions, we will ask contributors to avoid foods that contain peanuts and also provide an ingredient list. This document underscores the fact that caution about food allergies remains the responsibility of the individual who has the allergy.

Gluten-free food items must be treated with care to prevent them from being cross-contaminated with food products containing gluten. One person, who is not touching foods containing gluten, should be designated on hospitality and catering teams to handle

Gluten-free items. These items must be kept apart from and served separately from the serving area for foods containing gluten are being served.

Central will always provide a gluten-free option for the Sacrament of Holy Communion.

Scent Sensitivities

In consideration of those with scent sensitivities, all who enter the building are asked to avoid the use of scented products.

A notice that we are a "scents aware" location will be posted at all entry points to the building, in the weekly bulletin, on the worship power point and on the website.

Scent-free cleaning products will be used when available. A notice will be placed in the Sunday bulletin, on the worship power point and on the website, one week in advance of any maintenance cleaning that requires the use of strongly scented products or that would typically trigger allergic reactions (e.g.: removing wax from tiled floors in meeting rooms or carpet steam cleaning in the Chapel or Sanctuary).

In consideration of those with pet allergies, Central will be a pet-free location, with the exception of service animals.

Computer and Records Security

Central will develop procedures and protocols for protecting the security of the computer network of the church. In addition, procedures and protocols for protecting personal information gathered by the church (e.g.: Baptismal records, mailing lists) will be established in accordance with the current privacy legislation of The UCC, the Province of Alberta and the Government of Canada.

All staff members of Central must adhere to the policy developed by the Board regarding the use of personal electronic devices in the conduct of their work.

Building and Office Access

Central will have in place and maintain procedures for access to our buildings and offices, considering the needs of the staff, our volunteers and our user and rental groups. This work is undertaken by the Property Team, working in collaboration with the Office Administrator.

Automated External Defibrillator

Central will maintain an Automated External Defibrillator (AED) on-site and will ensure that all staff, volunteers and members of the congregation are aware of its location. Central will also ensure that all staff and some congregational members are trained in the use of the AED.

Training in the use of the device will be conducted once a year.

Maintenance and upgrade of the device are the responsibility of the Property Team.

Handling of Hazardous Materials

Central is committed to providing a safe work environment and requires that utmost care be taken when handling hazardous materials:

- “sharps” – used or contaminated syringes and needles
- other potentially infectious materials – sprays, aerosols, condoms

The most common hazard found in the alley behind the church is used syringes and needles. As the result, this procedure focuses on “sharps”. All such objects carry the risk of secondary infections in addition to exposure to the needle’s content or outside contamination.

The average risk of transmission of blood-borne pathogens following a single percutaneous exposure from a positive source has been estimated to be:

- Hepatitis B Virus (HBV) – 33% or 1 in every 3 occurrences
- Hepatitis C Virus (HBC) – 3.3% or 1 in every 30 occurrences
- Human Immunodeficiency Virus (HIV) – 0.31% or 1 in every 319 occurrences.

This is a serious health risk to all who encounter sharps. Both staff and volunteers may be exposed to this danger. As an added personal safeguard, staff and volunteers should ensure that their Hepatitis B immunization is current.

The disposal of sharps must only be dealt with by those trained in removal protocols. Under no circumstances should these items be touched or removed by persons without training. When located, either the DCT, Welcome Team Leader or Custodial Leader are to be notified immediately. If trained and comfortable with the situation, they will ensure the object is safely removed in the following manner:

- Using latex or rubber gloves, carefully pick up the needle with the tip pointed away from you. A secondary way, while wearing latex or rubber gloves, is to sweep the needle into a dustpan.
- Place the needle in a puncture-proof container. There are two such containers, one located in the Church Office, and the other in the Custodian Office.
 - Do not bend or break the needle.
 - Set the container on a flat surface and discard the needle in the container, tip down.
- Tape the container shut.
- Mark the container “NEEDLES” or affix a biohazard sticker.
- Dispose of the latex or rubber gloves so they may not be reused.
- Wash hands immediately after removing gloves.
- Advise the Office Administrator that a deposit has been made. The Office Administrator will then secure the container in a locked drawer. When the container is no more than $\frac{3}{4}$ full, the Office Administrator will arrange to dispose of the container at:
 - Sheldon M Chumir – Supervised Consumption Centre located at 1213 4 Street SW
 - Participating Shopper’s Drug Mart locations or
 - In a “black cart” for garbage collection by the City of Calgary.

If a staff member or volunteer is not comfortable with removing the object(s), they will contact

- the Calgary Alpha House Society (Alpha House) Needle Response Team at (403) 796-5334 or by email at needle@alphahousecalgary.com on Monday to Friday from 7:00 a.m. to 8:00 p.m.

You will be asked to provide the following basic specifics:

- contact information including your name, church address – 131 7 Avenue SW and the church phone number – (403) 269-3701
- the exact location of the needle(s) and
- the number of needles requiring pickup.

In all cases involving biohazard materials, the staff or volunteer who removed the biohazard is responsible to complete an Incident / Accident Report. Reports may be sourced by contacting the Office Administrator in the Church Office.

Church Governance

The UCC, through The Manual, requires that a governance structure be established to uphold and carry out the vision and mission of the COF. The COF is encouraged to adopt a governance structure that works most effectively in each setting. There is, however, one area of governance that is mandated by The Manual: M&P.

Ministry and Personnel Committee

M&P is tasked with oversight of the staff job descriptions, working conditions and employment benefits of all employees of Central, including ministry personnel, staff and contract employees. M&P will uphold all employment requirements of the UCC, review job descriptions in consultation with the Board, conduct performance reviews of employees on a regular basis, and provide guidance and encouragement to staff members so as to help each reach their highest potential. M&P also intervenes in conflict situations that may arise between employees, employees and the Board and between employees and the congregation.

Specific Program Procedures

Central offers two very distinct and different worship services: a "Spirited Traditional Worship Service" on Sunday mornings and a "Celebrate Life Recovery Service" on Sunday evenings. There are also programs which lend themselves to participation from both groups. This portion of the DOC Policy and Procedures deals with the services and also the programming that is offered as part of these worship experiences.

Spirited Traditional Worship Service

The service is grounded in the Protestant Reformed Tradition and, as such, offers the full range of traditional worship elements including preaching, music, scripture reading and the Sacraments (e.g.: The Sacrament of Holy Communion and The Sacrament of Holy Baptism).

This part of the ministry of Central is overseen by the Worship Team and the Christian Development Team and, in accordance with DOC principles, addresses the following matters:

The Welcome Team

The Worship Team will ensure that the trained Welcome Team is on duty every Sunday to care for the safety of all who access our church facility. Their duties will include:

- a) Having full knowledge of the evacuation procedure and the floor plan of the church in order to assist with an evacuation if required.
- b) Operation of the elevator.
- c) Knowledge of the location of fire extinguishers and how to use them.
- d) Knowledge of where the AED is located and how to use it.
- e) Working in collaboration with the staff to deal with agitated or unruly worshippers.
- f) Filling out an Incident / Accident Report (Appendix 6) should an accident or incident occur.
- g) Working with the custodial staff to ensure the washrooms are patrolled on a regular basis during the worship service.
- h) Ensuring that the use of live candles is closely monitored (e.g.: Christmas Eve).

Nursery

No nursery is in operation at Central during the Spirited Traditional Worship Service. Parents or guardians are invited to make use of toys that are located in the Chapel. Parents or guardians of nursery-age children (birth to 3 years of age) are responsible for supervising their own children.

Central accepts no liability for unattended children in this age group.

Maintenance and care of the toys is the responsibility of the Christian Development Team.

Children's Ministry (aged 3-12)

The purpose of the Kids in Action (KIA) at Central is to honour children from all backgrounds, to teach our children about God and to introduce them to Jesus. Central strives to provide a safe environment for all children attending the church, in addition to providing programming during the Spirited Traditional Worship Service. Such programming may include physical activities such as running, jumping, singing action songs, as well as arts and crafts. Central makes every effort to accommodate children of differing abilities.

The KIA program is conducted by the Children and Youth Ministry Coordinator (Coordinator), enlisting the aid of volunteer leaders from the congregation. The Christian Development Team chooses the curriculum used for the KIA program, working in consultation with the Coordinator.

The Children's Ministry KIA program is offered to children who range in age from 3 4 to 12 years of age.

In planning and overseeing this program, the Coordinator will:

- a) Meet with the Christian Development Team on a regular basis to review and research appropriate curriculum.
- b) Ensure that the spaces used for the KIA program are safe, with doors kept open to allow for greater transparency and accessibility.
- c) Ensure that all adult volunteers have a current PIC filed with the DCO.
- d) Ensure that casual volunteers who have not filed a current PIC with the DCO (e.g.: those who assist in snack preparation or provide assistance with a specific, time-limited project) are not alone with children.
- e) Ensure that youth (13 to 18 years of age) who are casual volunteers are at least three (3) years older than the group with whom they are interacting. Such volunteers must not be alone with children and must always be supervised by an adult.
- f) Provide orientation and training to volunteers, including emergency evacuation routes and emergency procedures (Appendix 13).
- g) Ensure that the following adult to children ratios and maximum class sizes are maintained for all activities (e.g. Vacation Bible Camp, Sunday worship and special children's activities such as a Movie night).
 - 1:8 for children aged 3-4
 - 1:10 for children aged 5-12
- h) If children of different ages are combined, the ratio becomes what is required for the age group that constitutes the majority of children in the combined group. For example: if 5 children aged 3-4 are in a group with 2 children 5-12, the ratio would be 1:8. If numbers exceed these ratios, it is the responsibility of the Coordinator to find an additional adult to assist in the activity.
- i) Obtain annually, a completed Registration Form (Appendix 11) from parents or guardians for all children accessing the Children's Ministry program. Such registration must include specific permission from parents or guardians for photographs to be taken of their child(ren) which can be shared both internally

and externally (e.g.: photo collages displayed on church bulletin boards, websites or other forms of social media). Such personal information must only be used for the purpose for which it was collected; namely, in the conduct of the Children's Ministry program.

- j) Obtain a child's medical information from a parent or guardian.
- k) Ensure ingredients are listed in snacks that are provided.
- l) Identify child(ren) with allergies and relay that information to the volunteer leaders. Central's programming is "nut aware" and makes every effort to reduce allergens.
- m) Ensure that children and parents use our sign-in/sign-out system which includes wrist bands with matching numbers. Only the adult who signs the child(ren) in may pick up that child(ren).
- n) Maintain a weekly sign-in/sign-out sheet of registered children or visitors that includes a parent or guardian's contact information (e.g.: cell phone number) to be used in case of emergency.
- o) Provide a contact cell phone number (e.g.: Coordinator, Custodian, church cell phone number) to the parents or guardians to be used in case of emergency.
- p) Print only the given name of the child(ren) on a nametag.
- q) Ensure that children 12 years of age and younger are accompanied to the washroom by a volunteer and that the outer door is kept open.
- r) Obtain information as to what legal custodial arrangements are in place and to whom the child(ren) or information may be released in cases of shared custody.
- s) Ensure that a risk assessment protocol for all programming is undertaken by the Christian Development Team to ensure the safety of everyone involved.
- t) Inform the parent or guardian of behaviour expectations for their children when participating in a program. Physical punishment of a child(ren) by any volunteer leader or staff member is strictly prohibited. Under no circumstances will there be any verbal, physical or spiritual abuse, physical restraint, confinement or isolation.
- u) Possess a current First Aid Certificate to be kept on file with the DCO and updated regularly according to Province of Alberta safety regulations.
- v) Inform the parent or guardian when a child is too ill to participate in the program and ask the parent or guardian to withdraw their child(ren) from the program for that day.
- w) Submit an Incident / Accident Report (Appendix 6) to the DCO if an incident or an accident occurs. Such incident reports must be kept on file for the current church year and for three (3) years following the time of the incident.
- x) Provide a yearly overview to the Christian Development Team of planned activities and events for risk assessment.
- y) Identify any changes to programs and events or the addition of new programs and events so that a risk assessment can be taken.
- z) Prepare an annual operating budget for submission to the Christian Development Team as part of the church budgeting process. Such a budget must include the cost of material resources.
- aa) Appoint an adult substitute with an approved PIC on file with the DCO to take on the responsibilities of the program in the absence of the Coordinator.
- bb) Inform the Office Administrator as to the identity of the adult substitute.

- cc) Ensure that the Coordinator of the program meets once every two years with M&P for an employee performance review, or as required.

Children's Ministry (aged 13-18)

The purpose of the Youth in Action (YIA) at Central is to honour young people from all backgrounds, to encourage them in their walk of faith, to provide opportunities for service and to help them explore the possibility of becoming members of the church through Youth Confirmation Classes. Central strives to provide a safe learning environment for all young people, including specific programming designed to meet the spiritual needs of this age group.

The YIA program is planned and conducted by the Coordinator, working in collaboration with the youth leaders and enlisting the aid of volunteers from the congregation. The Christian Development Team (Team) has oversight of the program and offers guidelines for the content of the curriculum that is used.

The YIA program is offered to individuals who range in age from 13 to 25 years of age.

In planning and providing support for the program, the Coordinator will:

- a) Ensure that the spaces used for the Youth program are safe, with doors kept open to allow for greater transparency and accessibility.
- b) Ensure that all adult volunteers have a current PIC filed with the DCO.
- c) Ensure that casual volunteers who have not filed a current PIC with the DCO, including volunteer drivers, are not alone with a Youth other than their son or daughter.
- d) Ensure that youth (13 to 18 years of age) who are casual program volunteers are at least three (3) years older than the group with whom they are interacting. Such volunteers must not be alone with children and must always be supervised.
- e) Provide orientation and training for Youth and volunteers, including emergency evacuation routes and emergency procedures (Appendix 13).
- f) Ensure that the adult-to-youth ratio is 1:12 except for overnight or out-of-town events where the presence of two leaders per participating gender are to be on the site from the beginning to the end of the event (e.g.: overnight sleepovers).
- g) Obtain annually, a completed Registration Form (Appendix 11) from parents or guardians for all youth accessing the Youth Ministry program of Central. Such registration must include specific permission from parents or guardians for photographs to be taken of individual youth between the ages of 13 and 17 which can be shared both internally and externally (e.g.: photo collages displayed on church bulletin boards, websites or other forms of social media). Participants in the Youth program who are 18 years of age or older are able to give permission themselves. Such personal information must only be used for the purpose for which it was gathered; namely, in the conduct of the Youth program.
- h) Obtain information as to what legal custodial arrangements are in place and to whom a young person's information may be released in cases of shared custody.
- i) Obtain pertinent medical information (e.g.: allergies) about the Youth from a parent or guardian.

- j) Ensure ingredients are listed in snacks that are provided for the Youth or by the Youth.
- k) Identify Youth with allergies and relay that information to the Youth and volunteer leaders. Central's programming is "nut aware" and we make every effort to reduce allergens in the building.
- l) Ensure that an Off-Site Activity Permission Waiver (Appendix 15), signed by a parent or guardian, is completed for special events (e.g.: white water rafting, sleepovers, mountain biking).
- m) Ensure that the liability insurance of Central covers these special events.
- n) Complete an Onsite Activity Guest Information Form for guests who attend an event with registered Youth (Appendix 14). The parent or guardian of the guest must give permission for the guest to participate in the activity planned.
- o) Maintain a weekly sign-in/sign-out sheet of registered Youth and visitors that includes the parent or guardian's contact information (e.g.: cell phone number) in case of emergency.
- p) Provide a contact cell phone number (e.g.: Coordinator, Custodian) to the parents or guardians to be used in case of emergency.
- q) Print only the given name of a young person on a nametag.
- r) Appoint an adult substitute with an approved PIC on file with the DCO to take on the responsibilities of the program in the absence of the youth leaders and/or the Coordinator.
- s) Provide the name of the adult substitute to the Office Administrator.
- t) Inform the parents or guardians of behaviour expectations from the Youth. Physical punishment by any volunteer leader or staff member is strictly prohibited. Under no circumstances will there be any verbal, physical or spiritual abuse, physical restraint, confinement or isolation. In turn, Youth are expected to offer respect and cooperation to volunteers.
- u) Provide a yearly overview to the Christian Development Team of planned activities and events for risk assessment.
- v) Identify any changes to programs and events or the addition of new programs and events so that a risk assessment can be taken.
- w) Meet with the Christian Development Team to review and research the appropriate curriculum.
- x) Ensure that Youth Confirmation Classes are offered on a regular basis.
- y) Collaborate with the Minister(s) to conduct a Youth Confirmation worship service.
- z) File an Incident / Accident Report (Appendix 6) in the event of an accident or incident. Such Incident / Accident Reports must be kept on file for the current church year and for three (3) years following the time of the incident.
- aa) Assess the Standard of Care in place for non-affiliated groups before accepting or extending any invitation for joint participation of Central Youth with those groups. If acceptable standards are not in place, special permission must be obtained from the Christian Development Team for the event to proceed.
- bb) Possess a current First Aid Certificate to be kept on file with the DCO and updated.

Celebrate Life Recovery Service

The Celebrate Life Recovery Service and ministry offered on Sunday evenings is a unique ministry of Central that provides a scripturally based recovery program which incorporates the 12 Steps and the 12 Promises of Alcoholics Anonymous (AA) into a worship setting. The service offers a blend of spirituality, counselling and music. As well, co-dependency sessions, Bible study and opportunities for prayer in the Chapel are a part of the Sunday evening gatherings.

This ministry is overseen by and is accountable to the Worship Team.

Welcome Team

The Worship Team will ensure that a trained Welcome Team is available every Sunday evening to care for the safety of all who access our church facility. Their duties include:

- a) Having full knowledge of the evacuation procedure and the floor plan of the church in order to assist with an evacuation of the building if required.
- b) Operation of the elevator.
- c) Knowing where fire extinguishers are located and how to use them.
- d) Knowing where the AED is located and how to use it.
- e) Working in collaboration with the staff to deal with agitated or unruly worshippers.
- f) Calling the Alpha House DOAP Squad or CPS when agitated or unruly worshippers cannot be controlled.
- g) Filling out an Incident / Accident Report (Appendix 6) should an incident occur.
- h) Working with the custodial staff to ensure the washrooms are patrolled on a regular basis during the worship service.
- i) Directing participants to the locations where corollary programs are offered (e.g.: Co-Dependency workshops, Bible study, prayer in the Chapel)
- j) Providing assistance to the worship leaders as required.

Document Approval

When citing source publications within this document, it is understood that reference is made to the most current versions.

If anything within this document is found to be in conflict with The Manual, Handbooks and Guidelines as published by the United Church of Canada, the requirements of The Manual, Handbooks and Guidelines shall take precedence.

The document was approved by the Board on October 24, 2018
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