



**Creating a Safe Church**  
***Diocese of Montreal***



Welcome to your online training  
**FOR CREATING A SAFE  
CHURCH**

# Contact information



- If you have any problem completing the training, don't hesitate and contact:

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# HOW TO PROCEED



- The training will take approximately one hour;
- Create your own ideal study environment;
- Read the slides carefully, one by one;
- You can stop at any time and come back later to finish the training;
- When you are finished reading a slide, you may click on “next” or wait for the automatic transition;

# HOW TO PROCEED (CONTINUED)



- At any time, you may click on “previous” to review the previous slide;
- During the training, note your comments and questions and send them to the Mrs. Sophie Bertrand

**HAVE FUN!**



*They shall not hurt or destroy  
in all my holy mountain,  
for the earth shall be full  
of the knowledge  
of the Lord (Is 11:9)*



# A Sacred Trust



**S**ince the earliest days of the church, we have come together to worship and live out our faith. We continue in that tradition today. As a people of faith we reach out to those in need. We counsel, we help, we teach. Each of us brings unique gifts to share. At the core of this spiritual helping is a sacred trust which must be protected and never misused.

**We** desire that our Church be a clear symbol of the Kingdom of God – a safe and holy place for all upon whom our ministry impacts.

# A Sacred Trust (continued)



In our role as a faith community, the Anglican Diocese of Montreal is dedicated to establishing and preserving an atmosphere in which our members, volunteers, staff and those who use our facilities, can work and worship together in an environment that is free from all forms of harassment, exploitation, intimidation or discrimination.

These policies will assist volunteers and staff to fulfill their obligation to provide the safest possible environment for all participants in parish activities.

# A Safe Church



- 1. For safeguarding children and adults who may be vulnerable (Part 1 of the training)**
- 2. For preventing psychological harassment (Part 2 of the training)**



# PART 1: Safe Church



## **TRAINING PLAN**

- 1. Application**
- 2. Purpose**
- 3. Definitions**
- 4. Non compliance**
- 5. Initial Steps for introduction of Safe Church**
- 6. Responsibilities**
- 7. 10 Safe Steps**
- 8. Documentation/Creation and Handling**

# Application



## Who does 'A Safe Church' apply to?

- Procedures apply to:
  - all clergy and licensed ministers
  - all diocesan employees
  - all paid and voluntary workers in parishes
  - all activities which take place on the premise for which the parish corporation or the synod is responsible, as well as parish sanctioned activities off-site

# Purpose



- **What is ‘A Safe Church’ based on?**
- Compliant with safeguarding law and statutory guidelines
- Follows Diocesan policies in *safeguarding children and adults who may be vulnerable*
- Consultation by Diocesan officers, Ecclesiastical, parishes, diocesan committees



# Definitions



- Who is a child?
  - All children and young people under the age of 18
- Who is a vulnerable adult?
  - Any adult aged 18 or over who, by reason of mental or other disability, age, illness or other situation is permanently or for the time being unable to take care of him or herself, or to protect him or herself against significant harm or exploitation.



# Definitions (continued)



- **What factors may make adults vulnerable?**
- Age
- Physical or mental health
- Physical or learning disability
- Bereavement and relationship breakdown
- History of abuse
- History of offending
- Substance or alcohol dependence



# Parish safeguarding responsibilities



- Key players working in co-operation:
- The incumbent/priest in charge
- The churchwardens
- The parish safe church coordinators (pscc)
- The Synod office support, Archdeacon, Regional Dean
- The team of licensed/accredited ministers
- Hall managers and booking persons
- Employed staff
- Co-ordinators of work with vulnerable groups.



# Responsibilities of incumbents with churchwardens / PSC Coordinator



- The prime duty of care to ensure the well-being of children and young people and adults who may be vulnerable in the church community
- A youth-friendly and child-friendly environment
- A welcoming, respectful environment which is safe from abuse



# Responsibilities (continued)



- Appoint and support Parish Safe Church Coordinators
- Ensure safe recruitment
  - References and interviews
  - Police checks and following risk assessment recommendations as appropriate
- Ensure risk assessments of buildings and activities
- Review policies and procedures annually



# Responsibilities (Continued)



- Allegations and concerns
  - Work with the archdeacon and Diocesan Safeguarding Adviser to follow procedures
  - Work with statutory agencies
  - Manage the consequences for the congregation
  - Ensure that pastoral care for all concerned is available
- Management and monitoring of those who pose a risk
  - Work with the archdeacon to follow procedures
  - Work with statutory agencies
  - Follow advice on risk assessment
  - Review regularly



# Initial steps for a Safe Church



- Initial orientation to the Policy and Process
- Corporation to determine a suitable person in the parish to coordinate this work and contact information provided to Synod Office
- Coordinator to be trained
- Coordinator to recruit others if necessary to assist
- Orientation for parish

# Ensuring a Safe Haven



## ***The Ten Safe Steps***



# ***The Ten Safe Steps BEFORE YOU RECRUIT:***



## **1. Determine the risk**

- By assessing the potential for danger in our programs and services we may prevent or eliminate the risk altogether.

## **2. Write a clear volunteer ministry description**

- Responsibilities and expectations can be clearly set out, right down to the position's dos and don'ts. A clear Ministry description indicates the screening requirements. When a volunteer changes positions, the screening procedures may change as well.

## **3. Establish a formal recruitment process**

- Whether a position is advertised through the Synod office or the individual parish, they must indicate that screening is a part of the process.

## **4. Use an application form**

- The application form provided needs to have the correct contact information.
- Screening requirements such as a vulnerable persons check must be listed on the application

# *The Ten Safe Steps*

## **CHOOSE THE RIGHT PERSON:**



### **5. Conduct interviews**

- Interviews help to ensure that candidates have all the requirements for the position

### **6. Follow up on references**

- References help to provide insight on a candidates personality, history and knowledge.
- People often do not expect that their references will be checked. Do not assume that applicants only supply the names of people who will speak well of them.

### **7. When appropriate, request a Vulnerable Persons Reference Check form or a Police Records Check depending on the nature of the ministry to be carried out**

- Being pro-active and requesting a Vulnerable Persons Reference Check or Police Records Check signals that we take the safety of our Church seriously.

# *The Ten Safe Steps*

## **AFTER HIRING/ACCEPTING:**



### **8. Conduct orientation and training sessions**

- Screening does not end once the volunteer is in place. Orientation and training sessions offer an opportunity to observe candidates in a different setting. This is a good time to inform them of our policies and procedures.
- Probation periods give us time to learn more about each other

### **9. Supervise and evaluate**

- The identified level of risk associated with a volunteer position will determine the necessary degree of supervision and evaluation.
  - If the risk is great, it clearly denotes that the volunteer will be under close supervision.
- Frequent feedback in the first year is particularly important. Evaluations must be based on position descriptions.

### **10. Follow up with programme participants**

- Regular contact with programme participants can act as an effective deterrent to someone who might otherwise do harm. Volunteers should be made aware of any follow-up activities that may occur. These could include spot checks for volunteers in high-risk positions.

# *Creating, Security and Disposition of Records*



- In general, those involved in screening activities should document all their activities. Documenting involves creating a diary that is dated and signed, and that easily identifies, for instance,
  - when an activity took place.
  - how it took place, e.g., in person, through the mail, personal contact, etc.
  - what was said and by whom.
  - who was being screened.
  - who did the screening.
  - other related information

# Documentation



- Documenting permits a clear record to be maintained of how, when, and why a person has been screened.
- When we follow the Ten Safe Steps, we are, in effect, creating a personnel file for the volunteer.

# Creating files



A separate file should be created for each volunteer and this file should contain, at least:

- position description
- application form
- results of and/or records created during interviews
- authorisation to contact references
- records of any contact with references
- results of Police Records Check/Vulnerable Persons Check
- letters of appointment
- notes of a supervisory or evaluative nature
- original copy of written and signed consent of the person who has been screened in the event that his/her records are copied and forwarded to another parish or ministry
- any other pertinent information.

# Storage of Records



- Any documents created in connection with a screening activity should be stored securely. This security measure could be defined as a locked file cabinet in a locked room. Access to the files should be limited to the Corporation or, in the case of a larger parish, the Corporation and a Screening Team.
- The Police Records Check must be sent to the Diocesan Office.
- **UNDER NO CIRCUMSTANCES** should files be left out in the open, stored on the corner of a desk, or placed where “just anyone” could have access to them.

# Disposition of Records



- Records may be copied and sent to another parish upon receiving the ORIGINAL SIGNED consent (i.e., no fax or e-mail) of the person being screened. The original record must be maintained by the parish within which it was created.
- Upon a person's completion of their term of ministry, the records of the screening should be sealed in an envelope and kept in their file. This will help to maintain the security of the file while it is held in a parish. However, any file must be maintained in the parish until after the death of the individual.
- If a parish is concerned about their ability to store safely any or all files, these files may be deposited in the Diocesan Archives.  
***Please contact the Archives department prior to sending the files.***

# PART 2: Anti Harassment Policy



## TRAINING PLAN

1. Policy Purpose
2. Application
3. Role & Responsibilities
4. The consequences of psychological harassment
5. What the law says
6. Definition
7. The many faces of psychological harassment
8. Management rights
9. Prevention
10. Declaration of the Diocese
11. Type of actions
12. Safe Church training obligation
13. Police Check Policy

# Policy Purpose



- to be educational
- to prevent harassment
- to provide fair procedures

# Application



- This policy prohibits harassment by any member of the Diocese
- The declaration of your commitment to prevent harassment must be clearly posted
- The Harassment policy must be public knowledge and applied at all times

# The consequences of psychological harassment



- **For employees/parishioners**
  - Decreased motivation and self-esteem
  - Deterioration of physical and psychological health
  - Increased absenteeism
- **For the church/diocese**
  - Increased time allocated to conflict management
  - Related to a decreased participation and involvement of parishioners in the community, to a feeling of dissatisfaction within the community
  - Increased risk of claims related to accidents and disability

# Role & Responsibilities



- **Employees/Parishioners:**
  - Contributing to maintaining of a safe environment by refraining from behavior that constitutes harassment.
- **Person in a supervisory role**
  - Taking steps to ensure that the workplace is free from harassment, and for intervening if any violations of this policy occurs.
- **Churchwardens/Safe Church Coordinators**
  - Providing guidance and support to all employees and parishioners in interpreting and understanding this policy

# What the law says



- **What the law says**  
All employees are entitled to a work environment free from psychological harassment
- **The employer must take reasonable steps:**  
to prevent psychological harassment and when such conduct is brought to its attention, to end it

**THE EMPLOYER HAS THE RESPONSIBILITY  
TO PREVENT HARASSMENT, AND MAINTAIN A HEALTHY  
WORK ENVIRONMENT  
BY THE COOPERATION OF ALL!**

# An obligation of means



- To demonstrate compliance with the law, the employer must prove that:
  - he has put in place prevention mechanisms ;
  - this mechanism is of common knowledge and applied;
  - an individual is identified to be the contact person in case of harassment situations ;
  - He/she manages harassment situations brought to their attention.

# Definition of psychological harassment



- Five conditions must be met to establish the presence of psychological harassment:
  1. a vexatious behavior (abusive, humiliating or offensive)
  2. hostile or non desired verbal comments, actions or gestures
  3. repeated conducts
  4. the violation of the employee's dignity or psychological or physical integrity
  5. An unhealthy work environment for the employee

***ONE SERIOUS MISCONDUCT MAY BE  
CONSIDERED PSYCHOLOGICAL HARASSMENT IF IT  
UNDERMINES THE DIGNITY OR INTEGRITY OF THE  
PERSON AND HAS A LASTING HARMFUL IMPACT.***

# The many faces of psychological harassment



- Ridiculing the individual or his/her work, isolate him/her or prevent him/her from expressing themselves
- Have offensive or defamatory words or gestures
- Destabilize, threaten or attack the individual
- To retaliate to the employee
- Discriminate on the principals contained in the Charter of Rights and Freedoms
- ***An ignored or mismanaged conflict can also degrade and turn into psychological harassment***

# Managerial rights of the employer



- Managerial rights are defined as the right of an employer to direct its employees and make decisions related to the profitability of the company in the interest and the smooth running of its affairs. It includes, for example:
  - the definition and allocation of tasks
  - current performance management work
  - management of attendance and absenteeism
  - management discipline
  - the application of disciplinary action, verbal or written
  - dismissal, layoffs and/or dismissals

# Good application of the managerial rights



- Management decisions are:
  - justified and in connection with the operation of the church/diocese
  - fair and equitable in the circumstances
- Any reasonable and competent employer would act similarly:
  - the punishment scale is applied (oral or written)
  - the sanction is proportional to the alleged misconduct
  - the means and the time given to the employee in order to fix the issue are reasonable

# Case #1 – A grocery store – A situation involving the exercising of managerial right



- Click on the following link and choose the video names “A grocery store”: <http://www.cnt.gouv.qc.ca/en/situations-of-life-at-work/psychological-harassment-can-be-prevented/index.html> (with English subtitles)
- Description: Organizational changes have created adjustment difficulties for Laurent. He believes that Mylène is abusing her authority and that he is the victim of psychological harassment. In this situation, Mylène’s managerial right is not abusive and does not constitute psychological harassment. The management of discipline, performance or absenteeism and the application of the punishment scale are, in this case, part of the legitimate exercising of managerial rights.

# Observe hazardous situations



- The lack of respect between people
- The presence of conflict
- The lack of communication between the employer and employees and between employees
- Excessive competition
- The ambiguity or lack of clarity of the tasks
- The inequity in the distribution of the workload
- Inadequate working tools
- Envy, jealousy or rivalry

# Prevention of harassment



- Numerous difficult situations that can lead to psychological harassment, such as conflicts and clumsy management, could be avoided or settled before they degenerate if preventive measures are adopted.

# The key to prevention



- Be attentive to the tensions between individuals
- Hold individual meetings with employees to discuss their particular expectations regarding the work environment
- Consult with staff and together, make a list of risk factors in the company
- Discuss with employees who leave the company to know the reasons for his/her departure
- Compile information on events that occurred in the company during the last year (absenteeism, turnover, nature of complaint, etc.).

# 3 steps for prevention



## 1. TALKING

- Inform employees of your commitment to the effect that no harassment will be tolerated
- Explain the measures taken to prevent and stop harassment
- Mobilize all employees in maintaining a healthy work environment

## 2. DETECT RISK FACTORS

- Identify situations or people at risk in the business
- Quickly identify all problematic behaviors

## 3. TAKE ACTION

- Act quickly to stop any inappropriate behavior
- Identify ways to restore the situation and seek advice if necessary
- Support those involved in the continuous improvement of the situation

## Case #2 – A printing shop – An instance where the employer intervenes.



- Click on the following link and choose the video names “A printing shop”: <http://www.cnt.gouv.qc.ca/en/situations-of-life-at-work/psychological-harassment-can-be-prevented/index.html> (English subtitles).
- Description: This video capsule illustrates an instance of psychological harassment in the workplace where the employer intervenes. Bertrand, Marc’s supervisor, repeatedly makes humiliating comments about his age and his incompetence. He supervises Marc excessively and criticizes him for doing his work poorly. Marc feels wounded in his dignity and is tormented to the extent that he resigns.

# Declaration of the Diocese



**HERE**



**WE**

PREVENT PSYCHOLOGICAL HARASSMENT  
PROMOTE SAFE CHURCH

**PRAY**

**FOR**

**RESPECT**

# Available mechanisms



- Alleged incidents of harassment can be resolved by using any of the following actions

# Type of Actions



- Direct action
- Informal procedure
- Mediation procedure
- Formal procedure

# Direct Action



- Sometime it is possible to stop harassment by:
  - Speaking up and/or
  - Writing to the harasser
- If the person being harassed is unable to do so, other steps must be taken.

# Informal Procedure



- Do not involve an investigation, a report or an official decision
- The complainant is enlisting help and/ or support in attempting to resolve the matter
- Examples of informal actions:
  - Advice to the complainant
  - Referral of either party for counselling
  - Investigation
  - Letter to the respondent
  - Meeting with the respondent

# Mediation Procedure



- Voluntary process
- Meeting of people involved with a neutral third party (mediator)
- To help them agree to a comfortable solution

# Formal Procedure (Complaint)



- Filing a complaint
- Investigation
- Report on the findings
- Decision
- Remedies for the victim and corrective action(s) for the harasser

# Safe Church Training



- All Clergy, Employees, Wardens & Safe Church Coordinators must complete the training on Safe Church (including the training on the harassment policy) every 3 years.

# Diocesan Police Records Check (PRC) Policy



- No person who has been found guilty of a judicial proceeding of physical or sexual assault shall be permitted to work with children, youth or vulnerable adults in a Church program.
- The Diocese and each Parish shall require each Cleric, employee, leader and volunteer to complete a Police Record Check (PRC) in the form of a policing authority
  - If in contact with children, youth and/or vulnerable adults in a Church program setting
- At the commencement of any church work or at least every three (3) years



## **Psychological harassment is an alarming reality...**

You may, from time to time, receive an invitation to participate in a workshop on this topic. We therefore encourage you to join us.

# Questions & Concerns



Please address your questions and concerns to Sophie Bertrand for the preparation of these workshops.

**You have now finished the safe church online training. Thank you!**

Please complete the Acknowledgement form and return it, duly signed, to your Parish Safe Church Coordinator, who will send it on to Sophie Bertrand.

# Special thanks!



We would like to thank:

- Diocese of Huron
- Diocese of Southwark
- Diocese of Toronto
- Ecclesiastical Province of Canada