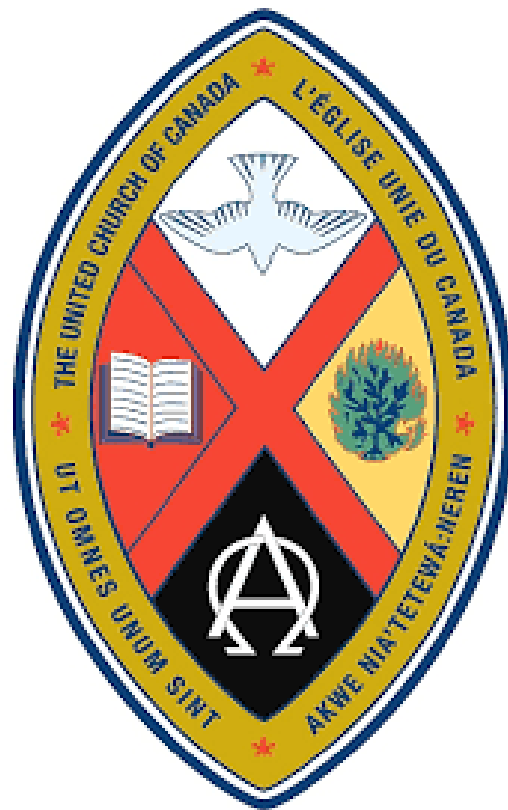


Operational Manual

To support the inner-workings of the Church



Policies and Procedures:

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Accessibility Standards for Customer Service

Policy Statement

This policy contains statements that meet the requirements of the Customer Service Standard and other items that are good practices. This policy will be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

1. **Our Mission**

The Mission of Dorchester United Church is:

*Strengthened by God's Spirit
we learn, live and celebrate as followers of Jesus Christ
reaching out to help our worldwide community,
sharing God's love and hope.*

2. **Our Commitment**

In fulfilling our mission, Dorchester United Church is committed to include people with disabilities as full and active participants. We will remove barriers and attitudes that exclude people with disabilities from full and active participation. All people are encouraged to practice their faith and use their gifts in worship, service, study and leadership.

3. **Providing Programs, Goods and Services to People with Disabilities**

Dorchester United Church is committed to excellence in serving all participants, including people with disabilities and we will carry out our functions and responsibilities in the following areas: worship and sacraments, social events, Christian Education, volunteering, leadership opportunities

3.1 **Communication**

- We will communicate with people with disabilities in ways that take into account their disability.
- We will provide publications in formats that are accessible for people with disabilities.
- We will train staff and volunteers on how to interact and communicate with people with various types of disabilities.

3.2 **Telephone Services**

- We are committed to providing accessible telephone services to our participants.
- We will train office staff/volunteers to communicate with participants over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with participants by email, (and other means of communication as needs arise) if telephone communication is not suitable to their communication needs, or is not available.

Assistive Devices

- We are committed to serving people with disabilities who use assistive devices to participate in and benefit from our programs, goods and services.

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- We will ensure that people are permitted to use their own personal assistive devices to access the sanctuary for worship and other applicable programs, goods and services.
- We will familiarize ushers and other staff/volunteers with the various assistive devices that may be used by participants with disabilities while accessing our programs, goods and services.
- Dorchester United Church will provide assistive devices it deems necessary for accessing worship and other applicable programs, goods and services.
- Ushers and other staff/volunteers will be trained on how to use the assistive devices available on our premises, including: elevator, hearing assistance devices.
- Upon a participant's request, we will make every effort to provide the requested assistive device and/or service and to cover relevant financial expenses, upon approval from the Church Board.

3.3 Accessibility Committee/Officer

- We are committed to designating an Accessibility Officer/establishing an Accessibility Committee to oversee all issues relating to accessibility in consultation with the Church Board.
- If establishing an Accessibility Committee, committee membership will be comprised of champions of accessibility for people with disabilities, including congregants with disabilities or family members, congregants professionally or personally interested in accessibility, members of the Church Board, and members of the staff (including maintenance staff).
- The Accessibility Officer/Committee will have several roles:
 - The officer/committee will establish policies on providing accessible programs, goods and services to participants with disabilities that are in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
 - The officer/committee will monitor our programs, goods and services to ensure that practices and procedures are consistent with our governing policies.
 - The officer/committee will coordinate accessibility training and training materials for all relevant staff and volunteers.
 - The officer/committee will ensure that assistive devices provided by our church are in good working order and that requests for assistive devices are met, as per approval from the Church Board.
 - The officer/committee will be responsible for developing feedback procedures, reviewing feedback on accessibility and responding to any complaints or concerns.

4. Use of Service Animals and Support Persons

- We are committed to welcoming people who are accompanied by a service animal on parts of our premises that are open to the public and other third parties.
- We will ensure that all staff, volunteers and others dealing with participants are trained on how to interact with people who are accompanied by a service animal.
- We are committed to welcoming people who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Dorchester United Church premises with his or her support person.

5. Notice of Temporary Disruption

Dorchester United Church will provide participants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

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This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be delivered to participants by means of a personal visit or telephone call.

6. Training for Staff and Volunteers

Dorchester United Church's Accessibility Officer/Committee will be responsible for coordinating training for all employees, volunteers and others who deal with participants or other third parties on our behalf, and all those who are involved in the development and approvals of accessibility policies, practices and procedures.

Individuals holding the following positions will be trained:

Minister, Secretary, Custodian, Volunteers associated with Worship services, Christian Education, Social Events, Property Committee, and members of the Church Board

7. Feedback Process

The ultimate goal of Dorchester United Church is to meet and surpass expectations while serving participants with disabilities.

Comments on our programs, goods and services regarding how well those expectations are being met are welcome and appreciated.

- Feedback regarding the way Dorchester United Church provides programs, goods and services to people with disabilities can be made by email, verbally, suggestion box, feedback card, letter
- All feedback will be directed to the Accessibility Officer/Committee.
- Participants can expect to hear back in 7 days.
- Confidentiality will be respected

Complaints will be addressed according to the procedures outlined by the Accessibility Officer/Committee. Complaint procedures will be documented by the Accessibility Officer/Committee and made available to the congregation.

8. Modifications to this or Other Policies

We are committed to developing accessibility policies that respect and promote the dignity and independence of people with disabilities.

- No changes, therefore, will be made to this policy before considering the impact on people with disabilities or their families.
- Any policy of Dorchester United Church that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about This Policy

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by Property Committee Chair/Accessibility Officer.

Update: June 13, 2018

Dorchester United Church

SAMPLE DOCUMENTS FOR OBTAINING FEEDBACK

Sample notice of the Feedback Process

Sample 1

Dear Valued Participant,

We strive to improve accessibility for our participants with disabilities. We would like to hear your comments, questions and suggestions about the provision of our programs, goods and services to people with disabilities. Participant feedback forms are available (Name easily accessible place) or on our website (website address).

Please call (phone number) or e-mail (e-mail address) to share your comments, or request a copy of our accessibility policy. You can also leave your feedback form in the mail box located on the office door.

Thank you:

(Name)
Accessibility Officer/Committee Member

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SAMPLE DOCUMENTS FOR OBTAINING FEEDBACK

Participant Feedback Form

Thank you for attending Dorchester United Church. We value all people and strive to meet everyone's needs.

Please tell us the date and time you attended Dorchester United Church:

Did we respond to your needs today (Circle one)? Yes No

Were our programs and services accessible to you? (Circle one)

Yes (please explain below)

Somewhat (please explain below)

No

Were our programs/services provided to you in an accessible manner (Circle one)?

Yes

Somewhat (please explain below)

No (please explain below)

Please add any other comments you may have:

Contact information (option)*:

(*Please note: There may be privacy implications for organizations collecting personal information. Places of worship should seek their own legal advice regarding the privacy implications of collecting personal information in this manner)

Thank you

Dorchester

Accessibility Officer/Committee Member

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SAMPLE DOCUMENTS FOR OBTAINING FEEDBACK

Record of Participant Feedback

Date feedback received:

Name of participant (optional):

Contact information (if appropriate)*:

(*Please note: There may be privacy implications for organizations collecting personal information. Places of worship should seek their own legal advice regarding the privacy implications of collecting personal information in this manner)

Details:

Follow-up:

Action to be taken:

Accessibility Officer/Committee Member:

Date: _____

Baptism Policy

The opportunity to baptize individuals is welcomed. Baptism is one of the two holy sacraments observed by the United Church of Canada. Baptism can be with infants or children with the parents making the vows on the child's behalf. Teens and adults can also be baptized through profession of faith. In each case, baptism involves the exchange of covenantal promises between God and the person being baptized as well as the congregation where the baptism takes place. This baptismal policy ensures a meaningful experience for all those involved in the baptismal service.

Who can be Baptized?

A teenager 14+ or an adult candidate who has completed the confirmation or affirmation of faith course and who has been approved by the Church Board, can be baptized through profession of faith.

An infant or child may be baptized in accordance to the United Church Manual which stipulates that at least one of the parents must be a baptized and confirmed member in good standing of the United Church of Canada.

In the case of an infant or child baptism where the parents are not members of the United Church but at least one parent has been baptized, the Worship Team and Church Board may give their permission as long as a Congregational Sponsor is arranged.

Note: A Congregational Sponsor is a member in good standing of Dorchester United Church. The Sponsor agrees to support the family through the baptismal service, will encourage the family to come to church when possible and keep in periodic contact with the family. There will be a vow for this person to respond to during the baptismal service.

Location of Baptism:

Baptisms are a sacrament within the United Church of Canada and therefore take place during a regular worship service on Sunday. However, in the case of a life-threatening emergency where a person's life is at risk or in an emergency situation, the Minister may perform the baptism wherever the individual is located. For example, the person may be in hospital or at home. Every effort will be made to have a representative of the church in attendance if possible.

Preparation:

For infant or child baptism, the parent(s) will meet with the Minister to discuss baptism, the vows and the service. For teen or adult baptism, the candidate for baptism will need to attend preparatory Confirmation or Affirmation of Faith classes with the Minister for a period of several weeks.

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Baptismal Approval:

The name of the candidate for baptism will be presented first to the Worship Committee for approval and then to the Church Board for final approval prior to the date of baptism.

Baptismal Elder:

The Baptism Elder is a member of the Worship Committee. They will take part in the baptismal service by reading scripture and other readings. The elder will present the baptism candidate and the parents if applicable to the congregation during the worship service. The elder will present the candidate with a lighted candle. At the conclusion of the service the Elder will present the baptismal certificate to the candidate or parents.

God-parents:

Parents are welcome to choose 1 or 2 individuals to be the God-parents for their child/children being baptized. These individuals are usually chosen because of their spiritual maturity and because of their willingness to provide spiritual nurturing to the child being baptized. They are not the legal guardians of the child unless stipulated in the will(s) of the parent(s). There will be a vow for the God-parents to respond to in the service and they are welcome to accompany the parents to the baptismal font during the act of baptism.

Photography and Video-taping:

Baptism is a sacrament and an act of worship so we ask that pictures be taken following the service. The Minister will re-enact the baptism after the service so that pictures can be taken at that time. However, one or two pictures may be taken during the walk-about during the service.

Funeral Policy

This policy is applicable to funerals being held at Dorchester United Church. Funerals taking place at a funeral home or in another location are not affected by this policy.

The wishes of the deceased and/or their family will be accommodated to the extent possible within the following parameters:

1. Funerals and Memorial services must be arranged through the incumbent Minister.
2. The funeral home will advise the family of any honorariums, as determined by the Church Board.
3. The funeral or memorial will be conducted by the incumbent Minister or his/her delegate. If the deceased or their family wishes to engage a Minister other than the incumbent Minister, they must first obtain the approval of the incumbent Minister.
4. The Minister is encouraged to be sensitive to the broad spiritual spectrum from which families come.
5. Requested music selections are made in consultation with the Minister and organist. If the Church Organist is not required, this must be stated at the time of booking. If a guest organist is requested, this must be in consultation with the Church Organist.
6. Memorabilia displayed in the sanctuary must be approved by the Minister and/or Worship Committee.
7. Receptions may be held in the church hall in consultation with the incumbent Minister.

Marriage Policy

As per the guidelines of the United Church of Canada, this policy is the responsibility of the Church Board.

The following are applicable to weddings being held at Dorchester United Church:

1. Non-church members may be married in the church.
2. The incumbent Minister is the primary contact for the Church with respect to pastoral care relating to preparing for the wedding ceremony. If the Minister is not available, the Worship Committee will refer the couple to another Minister.
3. If another clergy or licensed person is requested by the couple to perform the ceremony, the couple must discuss the request with the incumbent Minister.
4. All proposed weddings must be approved by the Church Board and recorded in the Marriage Record.
5. The scheduling of the wedding will be approved by the incumbent Minister.
6. Requested music selections are made in consultation with the Minister and organist. If the Church Organist is not required, this must be stated at the time of booking. If a guest organist is requested, this must be in consultation with the Church Organist.
7. The fee structure shall be determined by the Church Board.

The following is applicable to weddings being performed by the incumbent Minister and held at another location:

1. The proposed wedding must be approved by the Church Board and recorded in the Marriage Record.

April, 2018

Privacy Policy

The United Church of Canada (UCC) has a Privacy Standards Policy that allows for the collection, use, management, retention, protection, disclosure and disposition of personal information held at church offices in compliance with all applicable federal and provincial privacy legislation. Dorchester United Church will follow this policy.

Principles: Dorchester United will follow the ten principles for handling personal information identified in the Personal Information Protection and Electronics Document Act of Canada (PIPEDA). These principles are: accountability, identifying purposes, consent, limiting collection, limiting use, disclosure and retention, accuracy, safeguards, openness, individual access, and provision of recourse. Personal information will be inventoried, and assigned to one of the three levels:

LEVEL 1 – HIGHLY RESTRICTED PERSONAL INFORMATION: Information is very sensitive and if shared or published inappropriately or harvested electronically for fraudulent activities such as identity theft, has the potential of damaging people's lives and/or their well being and would likely bring about legal action against Dorchester United Church.

LEVEL 2 – CONFIDENTIAL PERSONAL INFORMATION: Information is somewhat sensitive and if inappropriately shared, published or harvested electronically could contribute to fraudulent activity such as identity-theft, and bring about hardship or embarrassment to an individual and/or the DUC, or it may bring about legal action against the DUC. The information is used for career development and legislative compliance. This information is considered private, but more individuals have controlled access to it than the information in Level 1.

LEVEL 3 – GENERAL INFORMATION: Information is not sensitive and can be shared. This information is not restricted and many can have access to it. It is collected to assist the departments in the accomplishment of their tasks. There is no confidential or restricted personal information included in this level.

Guidelines

- Personal information can only be used for the purposes for which it is collected. Specific permission must be sought if personal information is to be used for any other purpose than that for which it was initially collected.
- Personal information is to be stored securely (under lock and key and only certain authorized individuals should have access to it.
- To protect against illegal harvesting of personal information, all necessary precautions should be taken to secure and backup personal information that is stored electronically. This should be done with appropriate safeguards that include: up-to-date antivirus software, firewalls, password protection, installation of critical software updates and patches, controlled physical access to personal information servers, and other network security measures.
- Once the personal information is no longer required it should be destroyed except in cases where federal and/or provincial retention rules apply.
- Personal information includes any factual or subjective information, recorded or not, about an identifiable individual – that is, it is information which can, directly or indirectly, identify an individual. Personal information does not include the name, title, business address or

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business telephone number of an employee of an organization. Personal information includes information in any form (e.g. printed/electronic) including: home address, home phone-number, age, personal email address, race, national or ethnic origin, colour, religion, sexual orientation, marital status, mental or physical disability, family members' names, employee files, identification numbers, evaluations, disciplinary actions, the existence of a dispute, opinions, comments, social status, income, credit and bank records, donation information, loan records or medical records.

- There has to be a central person who should be knowledgeable about privacy and to whom requests for personal information would be directed. In most cases this person (the Privacy Official) is the person who has the most access to the information and who is responsible for the security, integrity and safekeeping of the information. Implications.
- There should be a clear understanding with members of the congregation on what the council decides how any information can be used, particularly information classified as "General" such as name and address, published phone numbers.
 - o One option would be to prepare a disclosure to the congregation, with an "opt out" response. To cover uses that a reasonable person might consider, add to the disclosure a clause such as "For administrative purposes, may we share this information with other church committees?"
- Examples for consideration:
 - That providing names and phone numbers of members publication and in The Signpost articles or our web page may mean that they are available electronically.
- Council is required to define who is authorized to have access to "Highly Restricted" and "Confidential" information.
- To demonstrate effective security, there should be a defined process for the record of installation; upgrades and testing of the electronic system security.
- There should be a process established and specific records maintained of when information is provided to individuals requesting information contained in church records (Baptisms, Marriages, etc.), when it is destroyed, or passed to Archives.
- Appoint a Privacy Official:
- Appoint an individual (or individuals) to be responsible for Dorchester United Church's compliance. (Trustees?)

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Privacy Policy (continued)

Appendix 1

Check List of Activities Analyze all personal information handling practices including ongoing activities and new initiatives, using the following check-list to ensure that they meet fair information practices:

- What personal information do we collect?
- Why do we collect it?
- How do we collect it?
- What do we use it for?
- Where do we keep it?
- How is it secured?
- Who has access to or uses it?
- To whom is it disclosed?
- When is it disposed of?
- Develop and implement policies and procedures to protect personal information.
- Define the purposes of its collection.
- Obtain consent.
- Limit its collection, use and disclosure.
- Ensure information is correct, complete and current.
- Ensure adequate security measures.
- Develop or update a retention and destruction timetable.
- Process to authorize access requests.
- Process to respond to inquiries and complaints.

Appendix 2

Privacy FAQs (Compiled from various United Church communications)

Q) We videotape our services for shut-ins. Can we continue this practice given the restrictions of the privacy legislation?

A) If you are videotaping your service for shut-ins using largely wide-angle photography from a distance of a group of people, and for what you consider to be a public event, this should be fine with respect to privacy. If you have members of the congregation who do not want to be photographed, you may want to consider a section of the sanctuary that would not be panned during the taping.

Q) We have individuals walking in off the street and requesting copies of baptismal records. Should we be providing this information?

A) We recommend that you respond to requests for this type of information by asking for:

- a request submitted in writing;
- identification if the individual requesting the information is unknown to you;
- proof of parenthood if there is any suspicion around the request.

Note: You should follow the above practice for any request for personal information.

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Q) Is specific permission required to use group or individual pictures on the website?

A) Yes, expressed written consent is required for the posting of photographs, especially those on the Web. The intent is to protect children and youth from unauthorized harvesting of digital photographs from websites by any unscrupulous individuals that may be targeting children.

Q) Is it acceptable, if asked by a member at an annual congregational meeting, to discuss the details of employment expenses?

A) Keeping in mind that this is a matter internal to the church, there are two things to consider:

1. Salary information is considered to be personal information under the Privacy Act.
2. The congregation is the employer and as such it could be argued that members are entitled to know what is being paid to its employees. This question has arisen a number of times and as it is an internal matter, and the salary information is not going external to the organization, it should, to our understanding, be left up to the pastoral charge or governing body to determine how they want to handle this information. One suggestion would be to not include this information in the public minutes that are posted on a public website.

Q) Can we share information that we have at the committee level with other committees within the pastoral charge?

A) The Privacy Legislation states that personal information can only be used for the purpose for which it was collected. However, we understand that at times this doesn't seem practical when a duplication of time, effort and information would result. When collecting personal information you may want to consider adding to the form a clause such as "For administrative purposes, may we share this information with other church committees?"

Q) It has been brought to our attention that putting prayer requests in the bulletin may be a violation of the privacy legislation. Can you comment?

A) The Privacy Working Group does not see a problem with putting prayer requests and people's names in the bulletin. In talking to a number of pastoral charges they inform us that they will provide generic types of information-for example, remembering someone who is ill but refraining from divulging specific details.

Q) We sometimes get requests for forwarding addresses and/or telephone numbers for former ministry personnel. How should we handle these requests?

A) The Privacy Working Group recommends taking the name and telephone number or address of the person making the request and relaying that information to the former minister so that they can contact the individual if they so desire.

Q) Is a person's personal information considered "private" if that information is available through a public resource such as the telephone book?

A) The Privacy legislation allows for the collection, use, and disclosure of personal information that is available through a public resource such as the telephone book. However, keep in mind that some individuals have **unlisted** telephone numbers and may not want their information used indiscriminately.

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Q) We used to send birthday cards to members on our donor list. Is this a contravention of the legislation?

A) Age and birthdates are deemed to be personal information, so refrain from sending birthday cards. You may want to consider an alternate generic greeting card letting the recipient know that you are thinking of them or get express written consent for use of personal information for purposes other than that for which it was originally collected.

Q) We used to publish in our bulletin, the names of members of our congregation and addresses of retirement residences and long term care facilities where they reside, so that individuals could send notes and Christmas cards. We are told that we can no longer do this as it is prohibited under the legislation.

A) As we understand it, it is the intent of the privacy legislation to protect individuals from unauthorized use of their personal information and to safeguard personal information from "identity theft". It is our understanding at this time that the example cited above would not contravene the intent of the legislation. We do, however, urge you to continue to exercise the utmost caution when dealing with personal information.

Q) Are minutes of meetings considered to be personal information?

A) Minutes of a church's governing body are not confidential. In order to conduct the business of the church court, it may be necessary to move to go "in camera" from time to time. This should be clearly noted in the minutes, as should any decisions or motions passed in committee of the whole.

Q) What do I do if I want to access my personal information?

A) A signed, detailed request should be sent to the privacy official at your location or unit.

Q) Can we use the personal information we have on hand for something other than the original reason for which it was collected?

A) No. The church would have to obtain the consent of the member every time the personal information was to be used for different purposes.

Q) The privacy legislation states, "personal information will be retained for only as long as is necessary to fulfill the purpose for which it was collected." Does this affect what records we transfer to our Conference Archives?

A) Archival records are included in the references to legal or business purposes as defined by the Act. Please continue to send your records to your Conference Archives, using the publication *Managing Your Congregation's Records* as a guide.

Q) Congregations frequently take photos/videos of events that are then posted in bulletins, etc. Is consent required by anyone whose photo may be captured and published in the process?

A) Yes, consent is required. This is particularly important if the intent is to publish the photos either in print or electronically. There may also be copyright restrictions.

Q) Can I refuse to disclose my personal information?

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A) An organization, or employer, has the right to obtain your personal information to be able to carry out their day-to-day business, e.g. producing a pay cheque, processing benefits claims, managing donor information etc.

Dorchester United Church Privacy Procedures

Procedures to ensure maintenance of Congregational information to meet Privacy regulations.

1.0. Overarching Principles:

1.1 Dorchester United will follow the ten principles for handling personal information identified in the Personal Information Protection and Electronics Document Act of Canada (PIPEDA).

1.2 These principles are: accountability, identifying purposes, consent, limiting collection, limiting use, disclosure and retention, accuracy, safeguards, openness, individual access, and provision of recourse. 1.3. Personal information of congregational members will not be shared unless the consent of the affected individual is obtained, except where required by law. In some cases, the consent can be verbal 1.4. Designated Privacy Officer: The Office Administrator will be the EUC Privacy Officer.

2.0. Procedures Note: These procedures should be read and applied in the context of the EUC Privacy Policy.

3.0 Personal Information

3.1. Congregational information is classified as follows. Examples of persons having access to each level are listed.

3.1.1 Level 1 – Highly Restricted Personal Information: Information is very sensitive and if shared or published inappropriately or harvested electronically for fraudulent activities such as identity theft, has the potential of damaging people's lives and/or their well being and would likely bring about legal action against Dorchester United Church. Information about the medical condition of congregational members' sexual orientation, race, national or ethnic origin, colour, mental or physical disability, birth date, age. Minister Financial information (including income and givings) -- Envelope Steward.

Marital status -- Minister, Office Administrator Record of Marriage, Death, Baptisms Minister, Office Administrator.

3.1.2 Level 2 – Confidential Personal Information: Information is somewhat sensitive and if inappropriately shared, published or harvested electronically could contribute to fraudulent activity such as identity theft, and bring about hardship or embarrassment to an individual and/or the EUC, or it may bring about legal action against the EUC.

Personal email address, Minister, Office Administrator, Congregational Care.

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Editor Employee files, disciplinary actions, the existence of a dispute, opinions, comments, M&P, Council Congregational status (member or associate) -- Minister, Office Administrator, Roll Clerk, Council Family members' names Minister, Office Administrator, Sunday School Coordinator/ Teachers.

3.1.3 Level 3 – General Information: Information is not sensitive and can be shared.

This information is not restricted and many can have access to it. It is collected to assist the departments in the accomplishment of their tasks. There is no confidential or restricted personal information included in this level. • home address, home public phone-number.

4.0 Consent for Use of Personal Information

- 4.1. To ensure appropriate maintenance of information, Congregational members will be asked to provide the following written consent by completing the following: To cover general congregational uses “For administrative and communication purposes, may we share your name address, telephone number and email address information and that of your family members with other church committees and the UCW?”
- 4.2 This information will not be shared outside the Church but may be used to notify you of Church, Sunday School or UCW activities; asking for help as Lectors; Coffee Hosts; etc.
- 4.3 The Office Administrator will maintain a record of these forms, and will identify any member who has opted out.

5.0 Photos and Videos

- 5.1 Consent is required by anyone whose photo or video may be captured and published or displayed. This is particularly important if the intent is to publish the photos either in print or electronically.
- 5.2 Any video or photos of children require specific consent of the parent or guardian.
- 5.3 In general, verbal consent will be sufficient for display or publication of photos of public gatherings.

6.0 Security

- 6.1 Hard copy personal information will be stored securely (under lock and key) by the Office Administrator Minister, and any church Committee member with authorized access
- 6.2 To protect against illegal harvesting of personal information, all necessary precautions should be taken to secure and backup personal information that is stored electronically. This should be done with appropriate safeguards that include: up-to-date antivirus software, firewalls, password protection, installation of critical software updates and patches, controlled physical access to personal information servers, and other network security measures. This is the responsibility of the Office Administrator for records on

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church hardware, and any committee member who has authorized access to this information.

6.3 Once the personal information is no longer required it should be destroyed except in cases where federal and/or provincial retention rules apply. This is a particular commitment for congregational members previously on a committee with access to information but who may no longer hold positions as committee members.

7.0 Requests for copies of wedding certificates, funeral information and baptismal records.

7.1 All requests should be submitted in writing identifying the purpose of the request. Identification will be recorded if the individual requesting the information is unknown.

7.2 Proof of parenthood if there is any suspicion around the request

8.0 Access to one's own personal information held by the Church:

8.1 A signed, detailed request should be sent to the privacy officer.

9.0 Request for contact information by an unauthorized party.

9.1 Except in emergency situations, (e.g. medical, police, armed forces) the response will be to take the name and telephone number or address of the person making the request and relaying that information to the desired contact so that they can respond directly to the individual if they so desire.

Dorchester United Church Privacy Officer:

Name: Chair of Church Board or designate

Term: The term of office as Privacy Officer shall be the same as that individual's term as Chair of the Church Board of Dorchester United Church.

Updated: June 13, 2018

Sexual Abuse Prevention and Response

The Sexual Abuse Prevention and Response Policy will be that developed by the United Church of Canada, August 2013, which may be found at:

http://www.united-church.ca/sites/default/files/resources/handbook_sexual-abuse-prevention-response.pdf

A copy of this policy must be provided to all church staff, the Chair of the Church Board and the Ministry and Personnel Committee.

HARASSMENT AND WORKPLACE VIOLENCE POLICY

PURPOSE

The United Church of Canada and Dorchester United Church of Canada are committed to providing a safe workplace and will not tolerate any behavior by its members, lay and Order of Ministry staff, or elected members that constitutes harassment or violence or any kind. Harassment and violence are prohibited by federal and provincial law.

Policy

The United Church of Canada and Dorchester United Church are committed to providing a safe, harassment and violence free environment for worship, work, and study. Complaints of harassment or violence will be taken seriously and dealt with in a spirit of compassion and justice.

Violence is defined broadly as:

The exercise of physical force by a person against a worker in a workplace that causes, or could cause, injury;

An attempt to exercise physical force by a person against a worker in a workplace that could cause physical injury;

A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury.

Harassment is defined as any unwanted physical, sexual, or verbal conduct that is known, or ought to be reasonably known, to be unwanted and is a form of discrimination.

Harassment may involve a wide range of behaviours, from verbal innuendo and subtle suggestions to overt demands and physical abuse.

Sexual harassment is defined as 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.

It is the responsibility of all staff to raise concerns about harassment, violence and discrimination. It is also the responsibility of all staff to respond to harassment, violence, and discrimination.

Procedures

1. Harassment and violence are unacceptable and will not be tolerated.
2. All complaints of harassment or violence will be taken seriously and investigated.
3. Investigations will be conducted and/or facilitated by the Ministry and Personnel Committee.

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4. Each stage in dealing with a case of harassment or violence needs to minimize further distress for the complainant and involve as few people as possible. Every effort will be made to maintain confidentiality to the extent possible.
5. Upon the conclusion of the investigation, the Ministry and Personnel committee and/or other appropriate investigative bodies will review information gathered, take appropriate actions, and respond to the complaint.

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