

# STAFF & VOLUNTEER LEADER HANDBOOK

Each ministry and group plays an important role in the life of St. Anne Parish. By becoming a parish leader you have made a decision to become an integral part of the lives of those that God has placed in your path. As parish leaders you should realize that you are in effect “calling” parishioners into discipleship when you ask them to give of their time and talent. The following are guidelines to help you in your ministry role.

## Long-Term Calendar Planning

**Collaborative Planning Meetings:** The staffs of St. Anne’s and St. Catherine’s will be meeting on June 1 and 2 to plan for the coming fiscal year. All events relating to liturgies (and related ministries) and religious education will be reviewed and entered into the calendar.

**Other Calendar Requests:** *All other ministries and groups should submit their twelve month calendar (using the Multiple Event Reservation Form) to the parish office by July 1, 2015.* We thank you for your cooperation with this process and we will strive to accommodate all requests.

### ***Please remember:***

1. The Multiple Event Reservation Form reserves your space only. ***For each meeting/event reserved, an Event Planning Form will need to be completed and submitted to the Parish Office a minimum of 10 days in advance of the meeting/ event.*** If you do not submit an Event Planning Form, then your ministry / group will be responsible for their own set-up.
2. If your group/ ministry finds it necessary to schedule a last-minute or emergency meeting, the group/ ministry leader should call the Parish Office with as much notice as possible. If space is available and there are no other conflicts, a meeting room will be assigned by the Parish Office. In the case of a last-minute request, the group/ ministry will be responsible for their own set-up.
3. “Events” are not limited to meetings, trainings, etc. Please also submit requests for events such as ticket sales following masses, speaking at masses, etc.
4. ***No meetings or events can take place unless the Parish Office has been informed and authorization is given.*** This is extremely important for many reasons. First and foremost is ensuring everyone’s safety. For security and insurance purposes, we need to know who is in the building. We also need to guarantee there is space for the meeting/ event to take place (i.e., no double-booking). Comfort is another issue (i.e., heat in winter).
5. ***Please do not publicize events unless a request has been submitted to the Parish Office and authorization is given.***

**Use of Facility:** We welcome you to make use of our beautiful facilities for your ministry or group's activities. In an effort to be good stewards of our building and resources, we thank you for efforts to help care for our facility. Once your space has been reserved, please:

**Accessing and Securing the Facility:** If your group / ministry has a key to the facility, please make sure that the facility is locked at the conclusion of your meeting/ event. If your group/ ministry does not have a key, arrangements to unlock/ lock the facility must be made at the time you schedule a meeting/ event. If any windows were opened during your meeting/ event, make sure to shut and lock the windows at the conclusion of your meeting/ event. Additionally, please make sure that all lights have been turned off.

**Set-up:** Unless requested on the Event Planning Form, set-up is the responsibility of the group / ministry. (If you would like to discuss set-up prior to your meeting/ event, please see "Facility Manager" on page 4.)

**Clean-up:** Clean-up is the responsibility of each group/ ministry using the facility. ***Please review the Facility Use Checklist prior to leaving the facility after your event or meeting.***

**Cancellation Policy:** If your group/ ministry finds it necessary to cancel your meeting/ event, please call the Parish Office to let them know you will no longer be holding your meeting/ event. In the event of an emergency cancellation, please:

Call the Parish Office at 978-486-4100.

Call anticipated attendees to the meeting/ event.

When planning meetings/ events, make sure that attendees have contact information and are aware of your group/ ministry cancellation policy.

Develop a phone-tree for your group/ ministry.

If feasible, post a sign on the exterior door of the church or hall (whichever is applicable) communicating the cancellation.

**Emergency Issues:** If while using the facility an emergency arises (i.e., fire, medical emergency, strong gas odor), please call 911. There is a telephone located inside the usher's closet – this can only dial local and emergency numbers. There is also a telephone located in the Byrne Room (the elevator "lobby" for the hall).

Please make sure the Parish Office or the Facility Manager is made aware of the incident. For other critical issues (plumbing problems, heat not functioning, broken lock, etc.) call the Parish Office at 978-486-4100. If there is no answer, please call the Facility Manager (Mike Crory – cell # 978-486-3181) or the Business Manager (Debbie Rhodes – home # 978-952-6308 / cell # 978-502-6308). *Unless there is a true emergency that must be addressed immediately, please refrain from calling any parish staff members outside of regular office hours.*

**Damages/ Concerns:** If while using the facility you become aware of any damages, please report those to the Parish Office during business hours or email [StAOffice@LWCatholic.org](mailto:StAOffice@LWCatholic.org) to report the damage. If you have any other concerns, comments (no paper goods in the restroom, for example), please inform the Parish Office during regular business hours or email [StAOffice@LWCatholic.org](mailto:StAOffice@LWCatholic.org) with your concerns or comments.

**Smoking Policy:** Smoking is not permitted in the buildings or on the grounds of St. Anne Parish.

## Safety:

**Emergency Issues:** If while using the facility an emergency arises (i.e., fire, medical emergency, strong gas odor), please call 911. Please make sure the Parish Office or the Facility Manager is made aware of the incident.

**Telephones:** There is a telephone located inside the usher's closet – this can only dial local and emergency numbers. There is also a telephone located in the Byrne Room (the elevator "lobby" for the hall).

**First Aid Items:** (including first aid kit, smelling salts, glucose liquid shots (for diabetics), bodily fluid clean-up kit and manual respirator bag) are located in a box on the top shelf of the open closet near the Facility Manager's Office and another kit is located in the usher's closet at the King Street entrance to the Church.) Please familiarize yourself to the location of these kits. *If you find it necessary to use any of the items, please inform the Parish Office or the Facility Manager so the supply can be replenished.*

**AED:** The AED (automated external defibrillator) is in the stairwell below the Parish Office door. Opening the door to the AED cabinet signals an alarm to the Littleton Fire Department and they will automatically respond to our facility.

**Accident Reports:** if someone is injured during your group/ ministry meeting, please write down any details – how the injury occurred, who was injured (and their contact information if you can obtain it), etc. Please furnish that information to the Parish Office as soon as possible.

**Compliance with Child Protection Policies:** Please see "Groups/ Ministries" on page 4.

## Publicity:

**Bulletin:** If any group or ministry wishes to place an item in the bulletin it should be sent by email to [StABulletin@LWCatholic.org](mailto:StABulletin@LWCatholic.org) or submitted in writing to the Parish Office on or before the deadline. Please indicate the date/s you would like it to be printed. The date/s requested will be honored as space permits.

**GENERAL SUBMISSION DEADLINE:** Before 12:00 noon the Monday prior to the Sunday bulletin you wish to publish in. Early submission is always welcome.

### ***PLEASE NOTE THE DEADLINE EXCEPTIONS LISTED BELOW:***

**Palm Sunday:** March 20, 2016: the deadline is 12:00 noon Thursday, March 10, 2016.

**Easter Sunday:** March 27, 2016: the deadline is 12:00 noon Thursday, March 17, 2016.

**4th of July Week:** Sunday July 10, 2016: the deadline is 12:00 noon Wednesday, June 29, 2016.

### **Thanksgiving 2016:**

Sunday prior (November 20) the deadline is 12:00 noon Wednesday, November 9, 2016.

Sunday following (November 27) the deadline is 12:00 noon on Wednesday, November 16, 2016.

### **Christmas 2016/ New Year 2017:**

For the Christmas and New Year holidays the bulletin company starts pre-producing the bulletins covering the weeks of December 18, 25 (2016) and January 1 (2017). Deadlines for all three bulletin dates will be adjusted and are **TO BE ADVISED**. Contact the Parish Office in early December.

## Publicity (cont.):

**Website:** Your group/ ministry may wish to promote your meeting / event or information about your group/ ministry on the parish website. If this is in conjunction with an item for the parish bulletin, please make the request for promotion on the website at the time you submit your bulletin item. Otherwise, please contact the Parish Office regarding placing an item on the website.

**Bulletin Boards and Easels:** Your group/ ministry may wish to promote your meeting / event or information about your group/ ministry on the bulletin board(s) or make use of the easels for a poster. If this is in conjunction with an item for the parish bulletin, please make the request for placement of an item on the bulletin board(s) or use of the easel at that time. Items for the bulletin board(s) should be submitted directly to the Parish Office and those will be posted by Parish Office staff. If more than one group/ ministry requests to post an item on the easels, events involving worship and education will be the first priority.

**Announcements:** In an effort to limit the number of announcements at mass, we ask that you use other means of promoting your meeting or event. Though we cannot guarantee your announcement will be read, all requests for announcements should be submitted to the Parish Office at least one week in advance. (Please do not give your announcement to the celebrant prior to the beginning of a mass.)

**Parish Business Office Hours:** The posted business office hours are Monday through Friday from 9:30 a.m. to 4:00 p.m. At times the business office staff may be there outside of posted office hours, however unless there is an emergency, please observe this schedule. *Unless there is a true emergency that must be addressed immediately, please refrain from calling any parish staff members outside of regular office hours.*

**Facility Manager:** If your group / ministry needs assistance or would like to discuss plans for an upcoming meeting/ event, the Facility Manager will be available to assist you by appointment. Please call, in advance, and leave a message at 978-486-4100 ext. 12.

## Ministries and Groups:

**Membership:** Every group/ ministry should submit their membership list to the Parish Office each August. The list should include the names of all members and who the group/ ministry leader/ liaison is. If there are any changes during the year, those changes should be communicated to the Parish Office.

**Protecting God's Children (PGC) (aka VIRTUS):** All staff and volunteers who are age 18 and above are required to attend a one-time PGC workshop. You must ensure that any volunteer in your group/ ministry has met this requirement prior to them volunteering. On at least an annual basis, this workshop will be presented at St. Anne Parish and/ or St. Catherine's. If a workshop isn't scheduled here, there are multiple workshops scheduled on a regular basis throughout the Archdiocese. If a member of your group/ ministry has attended this workshop elsewhere, please have them obtain a copy of their certificate of attendance for submission to the Parish Office.

## Ministries and Groups (cont.):

**Annual Background Checks:** Following the policy of the Archdiocese of Boston, all staff and volunteers (age 17 and above) have an annual background check (CORI). This provides us with another tool for keeping our programs safe. A “CORI” weekend is usually scheduled during the month of September. At that time, staff and volunteers can complete their background check form after each mass. Outside of that time, CORI forms can be completed at the Parish Office during regular office hours. Please ensure that all members of your group/ ministry comply with this annual requirement.

**Code of Ministerial Behavior** – Following the policy of the Archdiocese of Boston, all staff and volunteers (age 17 and above) must read and sign the Code of Ministerial Behavior for the Archdiocese of Boston. This form need only be signed once and is to be kept on file in the parish office. This is available on the parish website at [www.LittletonCatholic.org](http://www.LittletonCatholic.org) (“Ministries” tab, then select “All Ministries” from the drop-down list and look on the right side of the page for the link).

**Working Directly with Children/ Young Adults:** It is expected that the staff and volunteers, particularly those who work with children and youth, adhere to specific procedures. For groups/ ministries that have direct contact with children or young adults, you should be particularly vigilant about their safety.

- Ensure that all staff & volunteers comply with PGC, CORI and Code of Conduct requirements.
- Never work alone with children and young people.
- If an adult needs to speak with a young person on a one-to-one basis, another adult must be made aware of the meeting and be available until the meeting ends.
- Ensure that the ratio of adults to children is adequate to ensure safety and to ensure that children are supervised at all times.
- Plan for extra help for special activities that may require more supervision.
- Know who is in attendance at any activity; retain emergency contact information for every child.
- Have a cell phone available.
- Consent forms should be completed, if applicable, for children under 18.
- Establish regular communication with a parent or guardian.
- Communicate to parents the logistics for safe, supervised drop-off & pick-up points and times.
- If cancellation of a class, activity or practice is necessary, every effort must be made to notify parents in advance. If a family is unaware of a cancellation and a child is dropped off, a parent must be contacted immediately.
- Children are never to be left unattended while waiting for a parent, or person designated by the parent, to pick-up the child.

It is our belief that if parents are involved in parish programs and events, they will be in the best position to protect their own children as well as all the children in the parish community. However, parents must also comply with PGC, CORI and Code of Conduct requirements. Involvement and communication are important factors in helping to ensure safe environments for all of our children.

*Updated April 5, 2016*