

**Risk Management
Best Practices
with Supporting Documents**



Diocese of
Wheeling-Charleston

Risk Management Best Practices

- CMG Connect – Online Training
- Transportation Best Practices
- Parish Festival Guidelines
- Facility Security Best Practices
- Youth Ministry Best Practices
- Parish Nurse/Health Ministry Best Practices
- Volunteer Administration Best Practices

Diocese of Wheeling-Charleston

Risk Management Best Practices

The Diocese of Wheeling-Charleston introduces its Risk Management Best Practices. The Best Practices address facility and operational issues that bring unique risk to the Church. The Best Practices address the following areas:

- Online Training
- Transportation Best Practices
- Parish Festival Guidelines
- Facility Security
- Youth Ministry
- Parish Nurse/Health Ministry
- Volunteer Administration

CMG has developed a training platform to help support Best Practices in your Diocese.

CMG Connect - Online Training

CMGConnect

End-User Instructions

Step 1: Accessing CMG Connect

Go to www.CMGconnect.org/ and select your organization's name from the drop-down field. Click **Go to Diocese** to be brought to the correct landing page. (Sample shown below).

CONNECT
Find your Diocese below.

Select a Diocese

Go to Diocese

To create a new account, complete the three sections under the *Register for a New Account* area. This includes basic account information, personal, and affiliation. Complete ALL required boxes.

Existing Accounts

Do you have an account? If so, you don't need to sign up for a new one. Click the "Sign In" button in the upper right hand corner of this window. Otherwise, register for a new account below.

Sign In

Register for a New Account

Account Personal Affiliation

Enter your first, middle, and last name as they appear on your driver's license or official identification. Do not use prefixes: i.e. Rev., Jr., Sr., Jr., Don.

First Name *

Username *

Password *

Account

Address 1 *

Address 2

City *

State *

Zipcode *

Phone *

Email

Date of Birth *

Previous

Affiliation

Select the Primary Parish/School at which you Volunteer or Work. (Search or scroll down to find your parish.)

Please select

Please Select a Role *

Choose a Role

I participate as a/an: *

- Clergy/Religious
- Driver
- Employee
- Volunteer

Previous Register

Please select the category that best describes how you participate at your location. Selecting the correct box(es) during this step will allow the platform to assign the correct training modules to your dashboard.

If you are unsure of which category to select for your profile, please contact your local parish/school administrator.

Account Login

Username

Password

Remember me

Sign in

[Forgot Username?](#) [Forgot Password?](#)

Please note:
If you have not created an account in the system, you may actually already have an account in the system that was imported by your Diocesan Safe Environment office.

If you have done training in the past, you may already have an account. Please login with your previous username and password by clicking the "Sign In" button at the top right of the page.

If you cannot remember your username and password and have an email address in the system, please click **Forgot Password**. Please contact cmgconnect@catholicmutual.org or click **Support** if you need assistance accessing your account.

Step 2: Locate and Open Trainings

Once you have completed the registration process, you will see the training curriculums. Click **Start** to begin.

Note: Available curriculums will vary based on your organization customization as well as the participation category you selected when registering for your account.

To view other Optional Trainings, scroll down on the page and/or search for desired training by title.

The screenshot displays the CMG Connect dashboard. At the top, there are three status boxes: 'Live Training Registration' (No Upcoming Training), 'Background Check Status' (No Background Check on File), and 'Certification Status' (No Certification on File). Below these is the 'Required Trainings' section, featuring a 'Defensive Driving Curriculum' card with a 'Start' button circled in red. The 'Optional Trainings' section includes a search bar (circled in red) and several training cards, such as '2019 / 2020 School Safety Coordinator Program Requirements' and 'A. Sexual Harassment and the Church'.

Step 3 (Optional): Print Certificate

When you have reached the end of the training, click on your dashboard and find your completed training. Click **Print Certificate** to view and download your completion certificate.

This screenshot shows the same dashboard as in Step 2, but with a certificate overlay. A red arrow points from the 'Print Certificate' button on the 'Defensive Driving Curriculum' card to the certificate. The certificate is titled 'CMGConnect' and certifies that 'Test Account' from the 'Chancery Office' has completed the 'Defensive Driving Curriculum' on 'CMG Connect' on 'May 1st, 2020'. It also states 'Never Expires' and is sponsored by the 'CATHOLIC MUTUAL GROUP'.

CMGConnect

The Leader in Providing Online Risk Management Training to the Catholic Church

- Transportation
 - *Be Smart – Drive Safe II* video
 - English/Spanish
 - *Church Transportation – Is It Necessary and Ministry Based?* video
 - English/Spanish
 - 11 - 15 Passenger Van/Shuttle Policy

- School Safety
 - *Defeating a Violent Intruder* video
 - English
 - *Getting Ready to Defeat a Violent Intruder* video
 - English
 - School Top Safety Hazards eLearning video
 - English
 - *Bloodborne Pathogens* Training video
 - English/Spanish
 - *Playground Safety* video
 - English
 - Youth Camp Safety eLearning video
 - English
 - Anti-Bullying Training Series
 - Anti-Bullying Adult Training video
 - Bullying Binder
 - *That's Really Not Okay* (Elementary School) video
 - Lesson Plans
 - *Stand Up!* (Middle School) video
 - *Will You Do What's Right?* (High School) video
 - Suicide Prevention [Coming Soon!](#)

- Safety
 - *Fire Safety* video
 - English/Spanish/French
 - *Preventing Slips, Trips, and Falls* video
 - English/Spanish/French
 - *Preventative Maintenance* video
 - English/Spanish/French

- Youth Ministry
 - *Youth Ministry – Everything Matters and Everyone Has a Role* video
 - English

- Cyber Safety
 - *Malware and Phishing* eLearning video
 - English
 - Church Cyber Awareness Series (partnered with Tokio Marine) *New!*
 - English

- Parish Festivals
 - *Safe and Successful Parish Festivals* video
 - English

- Pastoral Administration
 - Best Practices of the Church: *HR Management* video
 - English
 - *Facilities Usage and Management* video
 - English
 - *Financial Management and Cash Handling* video
 - English
 - *Sexual Harassment in the Church* video
 - English/Spanish
 - Clergy Code of Conduct: *The Highest Standard* video *New!*
 - English/Spanish
 - Emergency Preparedness – Church Intruders *Coming Soon!*

Transportation Best Practices

Diocese of Wheeling-Charleston

Transportation Best Practices, Defensive Driving, and 11-15 (including driver) Passenger Van, Bus, and Shuttle Use

Q – *Can employee or volunteer drivers be used in our school or church programs?*

A – When appropriate, employees and volunteers can be asked to drive on Church business. Often, employee and volunteer drivers are important in allowing the Church to fulfill its ministries.

Q – *What resources are available to help in determining when employee or volunteer drivers should be used?*

A – Catholic Mutual has developed an online training, *Church Transportation: Is It Necessary And Ministry-Based?* that should be viewed by all Church and school personnel involved in the arrangement of transportation. This training can be accessed under the *Driving Administrator* Curriculum on www.CMGconnect.org.

Q – *What can we do to make sure our employee and volunteer drivers are properly trained?*

A – Employee and volunteer drivers should take Catholic Mutual's defensive driving course, *Be Smart – Drive Safe*. This 18 minute training program educates drivers to avoid the seven most common causes of accidents. In addition, each driver completes a short questionnaire to verify they have a valid driver's license and an acceptable driving record. Attached is instructions to access the *Be Smart – Drive Safe* program.

Q - *Is it acceptable to use an 11 – 15 (including driver) passenger van to transport passengers?*

A – No. As early as 2001, the National Highway Traffic Safety Administration issued warnings on the serious rollover potential of these types of vans. This led to the federal prohibition of the sale or leasing of these vans to schools by authorized dealerships.

So what should be used?

- A school bus or a Multifunction School Activity Bus (MFSAB).
- A mini-van or a SUV that has a total capacity of no more than 8 people.
- Vehicles that have a rated capacity of 16 or more passengers, such as shuttle buses, must comply with the same safety standards as a multifunction school activity bus.
- Simply removing the seats to reduce the occupant capacity of the vans is not allowed.
- An 11-15 passenger van can be converted for use as a maintenance or cargo van by permanent removal of the seats.

To verify that locations are not utilizing a non-conforming 11 – 15 (including driver) passenger van, bus, or shuttle, Catholic Mutual Group has a short “read only” training, which can be taken at [CMG Connect](http://www.CMGconnect.org) under the *Driving Administrator* Curriculum.

CMGConnect

Defensive Driving Training



1. Go to <https://cmgconnect.org/>
2. Locate your Arch/Diocese from the "Find Your Diocese" drop-down list. Once selected, click "Go to Diocese" to bring you to your specific landing page.
3. Create a new account by completing all the boxes under "Register for a New Account." This includes address, primary parish, and how you participate at your parish or school. *For previous users, click "Sign In" to log in using your existing username and password.*
4. Under the Affiliation tab, select the location with which you will be a primary driver. Under the "I participate as a/an:" section, select the checkbox for the most applicable category. *If you have questions about which options to select, please contact your parish/school coordinator.*
5. Your main learning dashboard will show you any Required or Optional training options that have been customized for your particular role within the Diocese. You will need to select one of the following:
 1. Be Smart-Drive Safe (Video Only) Curriculum
 2. Defensive Driving Curriculum & Motor Vehicle Report - **Select this ONLY if you are a driver of a diocesan or parish owned vehicle.**
6. Click **Start** for the curriculum option chosen.
7. Once training is completed, you can access your completion certificate by returning to the training dashboard and clicking **Download Certificate**.



- Locate your Arch/Diocese from the drop-down list. Once it is selected, click **Go to Diocese** to be brought to the customized landing page. *(sample below)*

To create a new account, complete the three pages under **“Register for a New Account”**. This includes basic account information, personal, and affiliation details.

Complete ALL required boxes then click **“Register”** to finish creating your new account.

- You will progress through ALL three account creation screens before your registration is complete.

- Select your participation category.

- On your main dashboard, locate the appropriate driving training based upon your selection in the participation category.

- Watch videos all the way to the end—when the video is completely finished, the page will show as **Done** and automatically progress to the next page of training.

- When finished, click **Print Certificate** under the completed training on your dashboard to access the certificate.

<https://CMGconnect.org/>

Diocese of Wheeling-Charleston

Use of 11-15 (including driver) Vans is Prohibited

11-15 (including driver) passenger vans should either be replaced with a school bus or a Multifunction School Activity Bus (MFSAB). A MFSAB is a vehicle, which complies with the Federal Motor Vehicle Safety Standards (FMVSS) applicable to school buses for crash survivability and mirrors.

If a MFSAB is used, the vehicle must meet the following four FMVSS:

FMVSS 111 – Fulfills the safety requirement for the rear-view and cross-view visibility.

FMVSS 220 – Establishes requirements for the school bus body structure in rollover accidents.

FMVSS 221 – Regulates the strength of body panel joints in school buses.

FMVSS 222 – Establishes occupant protection requirements for school bus passenger seating and barriers.

Removal of seats from a vehicle designed to transport 11-15 passengers to make the vehicle a 10 or less passenger vehicle is not allowed. Additionally, shuttle buses that do not meet the above listed Federal Motor Vehicle Safety Standards (FMVSS) for a MFSAB are not allowed.

Mini-vans may be used to transport children or adults. A mini-van is defined as a passenger vehicle designed to transport no more than 8 total occupants.

While the use of 11-15 (including driver) passenger vans is prohibited to transport people, the vehicles can be used for cargo hauling only if all but the two front seats are removed.

If you have questions whether or not your vehicle would be in compliance, please contact the Risk Management Department at 1-800-228-6108.

Parish Festival Guidelines

Diocese of Wheeling-Charleston

Parish Festival Guidelines

Q – Why is it important to have risk management procedures and practices in place for our parish festivals and other large events?

A – Festivals and other large-scale events that go above and beyond the daily ministries of the Catholic Church create unique liability exposures. The Church is legally liable and ethically responsible for accidents that happen as a result of any involvement and sponsorship in these types of events. It is vital that churches and schools develop a “best practices” approach for any parish-sponsored event. Not only will this approach provide better assurance for the safety of everyone involved, it will also reduce the liability exposure associated with these types of large events.

Q – What resources are available to successfully manage our parish festival or other large events?

A – Catholic Mutual offers *Safe & Successful Parish Festivals* online training which you can access by logging into **CMG Connect** and accessing the *Parish Festival Curriculum*.

By being aware of the “best practices” safety checklist and understanding the detailed information available in the Guidelines for Parish Festivals, you will be better prepared to ensure a safer event and reduce or eliminate common claims associated with these types of events. The Guidelines for Parish Festivals can be found on **CMG Connect** under Resources at the top of the page.

Parish Festival Guidelines

Risk Management Best Practices

Checklist

- **Supervision**

- There is a designated Festival Chairperson (*overseen by staff person at parish/school*)
- There is a designated Supervisor for each operational area of festival (*overseen by festival chairperson*)
- There is designated Safety Coordinator to ensure all safety recommendations are met (*overseen by Chairperson*)

- **Vendors**

- Vendor contracts/agreements have been reviewed by Diocese or CMG prior to signing
- Vendor Hold Harmless/Indemnity Agreement has been obtained by each vendor (*i.e. ride, game, food, security vendors*)
- Certificates of Insurance have been obtained from vendor with parish/ Diocese named as additional insured

- **Transportation**

- Driving duties have been limited to a select number of properly screened individuals
- Drivers have taken "*Be Smart - Drive Safe*" online defensive driving course
- Chairperson and Supervisors have taken *Church Transportation - Is It Necessary and Ministry-Based?*

- **Volunteers**

- Are 18 years of age or older OR supervised by adult with parent permission
- Have been selected and matched to tasks according to training and/or skills
- Have a clear understanding of duties and risks associated with the assigned task
- Have been provided with personal protective equipment, if needed

- **Premises Safety**

- Electrical cords and hoses have been rerouted, taped down or covered
- Adequate lighting has been provided
- Tent stakes and ropes have been secured
- Alternate plans are in place for inclement weather
- Emergency response procedures/evacuation plans have been developed
- Adequate number of trained security guards have been hired

- **Parking**

- Valet parking will not be allowed
- There is adequate lighting in parking lots
- Adequate space for pedestrian traffic has been provided through parking lots
- Adequate space will be made available for emergency vehicles

- **Medical Services**

- There is a First Aid station and supplies available
- An Automated External Defibrillator (AED) will be readily accessible
- Local police and hospitals have been notified about upcoming event
- Hand washing stations are provided

- **Food**

- Appropriate food temperatures will be maintained
- Employees and volunteers have been informed of food-borne illness best practices

- **Alcohol**

- Meet all State and local liquor licensing requirements
- Identification checkpoints are in place
- Colored bracelets will be provided for legal age individuals wishing to consume alcohol
- Trained bartenders will be used
- Alternate transportation will be provided for intoxicated patrons

- **Money/Cash Handling**

- Background and credit checks will be completed on individuals working with money
- Tamper-proof bags will be utilized
- Cash will be regularly collected from stands, alternating times and routes
- Three or more individuals will be involved in collecting cash
- Money will be counted by two or more people
- Cash will be kept in a locked safe and guarded by security
- Consideration has been given to using a ticket system

- **Activities/Equipment**

- Festival activities will not include any of the following: hot air/tethered balloons; helicopter rides; ATV rides/speed contest; climbing contests; gambling or liquor (when not approved by state statutes); bungee jumping; dunking booths involving individuals 21 years of age and under; or archery/firearms
- Homemade equipment (i.e. gas grills, dunking booths, and miniature motorized vehicles) and other similar devices will not be utilized
- All compressed gas cylinders, propane tanks and gas grills have been inspected to ensure they are in good working condition and a fire extinguisher is nearby
- All activities for the festival have been approved by the Diocese and/or Catholic Mutual Group

- **Claim Procedure**

- Accident report forms on hand
- Staff is aware of claim reporting procedures

Facility Security Best Practices

Diocese of Wheeling-Charleston

Facility Security Best Practices

Q – Why is it important to have a security policy in place?

A – Having unsecured schools, churches, parish halls, and offices provides free and unrestricted access to your buildings and their contents and could expose your facilities to theft and vandalism. It could also expose those visiting or working there to possible injury due to unwelcomed intruders.

Q – Is it expensive to provide for a safe and secure environment in our schools, churches and offices?

A – No. By developing a simple written policy for each of your buildings, you can make them safe and secure.

Catholic Mutual Group offers a variety of maintenance and security information on [CMG Connect](#).

By following the items in the below checklist, you can easily, and with little expense, provide sound security measures for the protection of property and people.

CHECKLIST

- **Schools**

- A written security policy is in place and the staff and parents have been educated on the policy.
- Visitor reporting procedures are in place.
- All secondary doors are secured against entry and all visitors are directed to a single, monitored, entrance. (Monitoring of the school entrance must be by visual means, electronic or video monitor, or with remote buzzer to unlock the door.)
- All offices, storage rooms, janitor closets, and unoccupied rooms are kept locked.

- **Church**

- Operational hours for when the church is unlocked are set. At the end of the day, all church doors are locked against entry until the next day.
- All doors inside the church are locked to restrict access to authorized staff only.
- A Safety and Security Committee is active in the parish.
- Ushers and greeters are trained in Security Protocol.

- **Office**
 - All parish records are kept in a secure location.
 - Parish Office hours of operation are posted and followed.

- **General Measures**
 - All landscaping is trimmed to eliminate hiding places for potential intruders.
 - The key control policy is in place and strictly followed.
 - All interior and exterior doors are checked daily for security.
 - Emergency procedures are in place and all staff and volunteers are provided an orientation on the policy.

(Rev. 06/2020)

Youth Ministry Best Practices

Diocese of Wheeling-Charleston

Youth Ministry Best Practices

Q - Why is risk management an important component of youth ministry?

A - Often, the danger and liability exposures from youth ministry activities are not fully understood until an accident occurs. Best Practices will help ensure the safety of all participants.

Q - Is it difficult to implement necessary risk management procedures?

A - No. Catholic Mutual has completed an online training module and extensive supportive information to assist youth ministers, leaders and chaperones. This can be accessed on [CMG Connect](#).

Diocese of Wheeling-Charleston

Youth Ministry Best Practices

Activity Event _____

Dates and/or Training of Event _____

Locations _____

Please ensure all questions have been reviewed and a response indicated.

— Is the activity safe and approved?

Comments: _____

— What type of transportation is being utilized?

Comments: _____

**Note: 11-15 (including driver) passenger vehicles cannot be used unless they meet the Federal Motor Vehicle Safety Standard (FMVSS) 111, 220, 221 and 222.*

— If drivers are employees or volunteers, have Diocesan Driver screening requirements been met?

Comments: _____

** Note: Motor vehicle record checks are always recommended.*

— Have all staff and volunteer drivers completed the “Be Smart - Drive Safe” Curriculum on **CMG Connect**?

Comments: _____

— Have all leaders and chaperones completed appropriate safe environment training and undergone successful background checks?

Comments: _____

— Are the adult leaders and chaperones-to-youth ratio adequate for the activity?

Comments: _____

Parish Nurse/Health Ministry Best Practices

Diocese of Wheeling-Charleston

Parish Nurse/Health Ministry Best Practices

Q – *Who can be a Parish Nurse and what do they do?*

A - A Parish nurse's role focuses on personal health counseling, health education, referrals, wellness promotions, advocacy and the integration of faith and healing. A parish nurse can be a paid employee or volunteer of the parish. A parish nurse can also be contracted through a local healthcare institution.

Q – *Does starting a parish nurse/health ministry program bring additional risk to our parish's liability insurance program?*

A - Your exposure to loss increases anytime a new program is started within the parish. However, if parish nurse programs adhere to the best practice guidelines and do not perform any "hands on" type nursing activities, your increased exposure is minimal.

Q – *What procedures must be in place before starting a parish nurse/health ministry program at my parish?*

A - By being aware of and following the "best practices" for parish nurse/health ministry programs and understanding the detailed information available in the Catholic Mutual Guidelines for Parish Nurse/Health Ministry Programs, you will be better prepared to provide a well-run, effective program at your parish. Further information can be obtained on [CMG Connect](#).

- **Qualifications**

- Graduate of an accredited school or college of nursing
- Currently licensed as a professional registered nurse (RN)
- 3 years or more of nursing experience in a clinical setting
- Possession of a valid driver's license
- Credential and background check conducted

- **Parish Nurse Program Partnered with Healthcare Institution**

- *Healthcare Institution Hold Harmless Indemnity Agreement* completed
- Certificate of Insurance obtained from Healthcare Institution naming the parish and Diocese as additional insured

- **Transportation**

- Verified minimum auto liability limits of \$100,000 per person/\$300,000 per accident
- Completed a motor vehicle record check (MVR)
- Has taken *Be Smart - Drive Safe* online defensive driving curriculum
- Has taken *Church Transportation - Is It Necessary and Ministry-Based?*

- **Professional Boundaries**

- Parish nurse is aware he/she cannot provide medical diagnosis, only referrals to physician or other healthcare provider as needed.
- Parish nurse is aware he/she cannot dispense medications
- Parish nurse is aware to report abuse involving a minor or vulnerable adult to the appropriate governmental agency
- Parish nurse is aware to keep confidential records in locked cabinet in accordance with HIPAA

Volunteer Administration Best Practices

Diocese of Wheeling-Charleston

Volunteer Administration Best Practices

Q – *Can volunteers be used as part of Church ministries?*

A – Volunteers are an important aspect of Catholic Church ministries. When appropriate, volunteers should be used in assisting with the Church’s mission.

Q – *What can be done to ensure that volunteers are safe and volunteer activities do not create unnecessary risk for the Church?*

A – Catholic Mutual Group offers a variety of volunteer information, which can be accessed on [CMG Connect](#).

Volunteer administration best practices are available to assist in the management of volunteers. Available resources include a brochure designed for volunteers, the Volunteer Quick Guide and a complete Volunteer Risk Management Manual. To get you started in successfully managing your volunteer program, consult the checklist below.

CHECKLIST

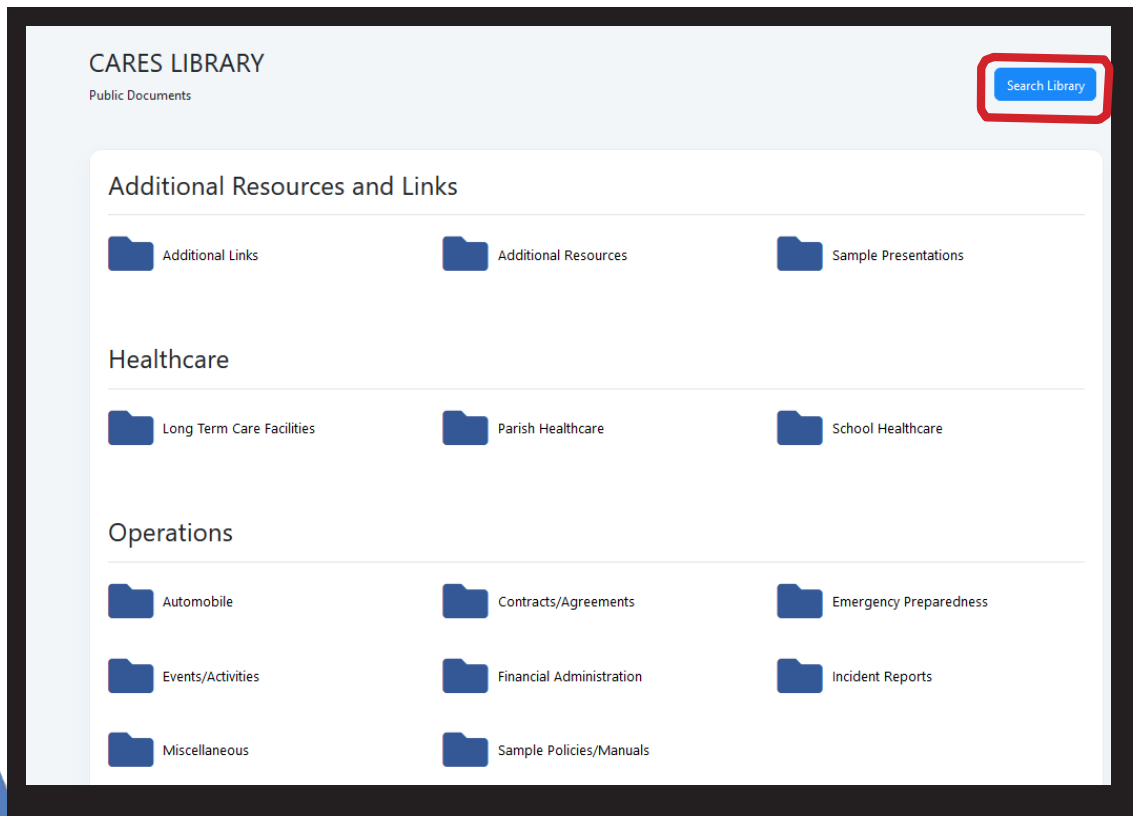
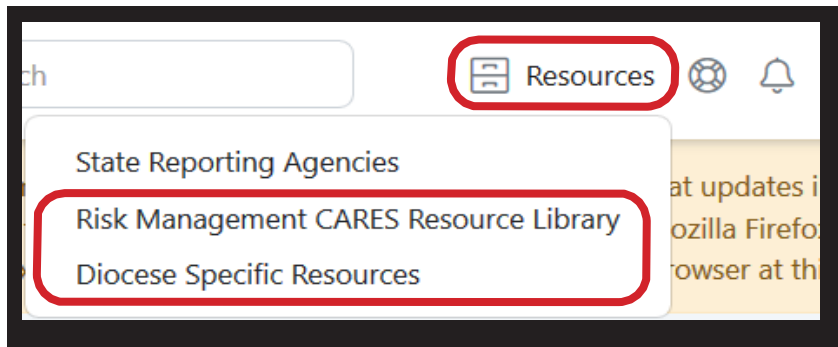
- **Selection**
 - Background check (as needed for Safe Environment compliance) has been completed
 - Safe Environment training has been done
- **Volunteer Assignment**
 - Appropriate age for volunteer position has been verified
 - Volunteers meet qualifications of the position
 - Volunteers have thorough understanding of what tasks are to be completed
 - Parental permission has been obtained for volunteers under 18
- **Volunteer Orientation**
 - Volunteers clearly understand duties
 - Supervision is in place
 - Volunteers have been trained on the proper use of equipment needed for the position
 - Volunteers have been given personal protective equipment (PPE) required to perform the task
 - Volunteers know what to do in case of injury
 - Volunteers have been given the *Volunteers and the Catholic Church* brochure
- **Volunteer Drivers**
 - Have completed *Be Smart – Drive Safe* training
 - Are a minimum 21 years of age or older
 - Possess a valid driver’s license and current license and vehicle registration
 - Have appropriate insurance requirements for vehicle in place (\$100,000/\$300,000)
 - Have undergone a Motor Vehicle Record Check (MVR)
 - Have been made aware that NO cell phones or other hand-held electronic devices can be used while driving

CMGConnect

Risk Management CARES Resource Library

All users now have easy access to Catholic Mutual's entire Risk Management CARES Resource Library via CMG Connect.

Click the **Resources** button at the top of the page when you log into your account, then select "Risk Management CARES Resource Library" from the list.



Using the "Search Library" button, users can look up documents by name or using keywords, allowing users to easily navigate Catholic Mutual's full library of best-practice documents.