

STEP 10

PARTICIPANT FOLLOW-UP PROCEDURES

Regular and ongoing contact with program participants and their family members helps to ensure that parish ministry programs remain safe and of high quality. Such monitoring can also act as an effective deterrent to someone who might otherwise do harm and go undetected.

The parish must advise all volunteers, in high security parish ministries, that regular contact with program participants and their families is part of the Parish Volunteer Screening Program. This is not meant to be personal or to reflect negatively on anyone.

Responsibility for Participant Follow-Ups

The Parish Volunteer Screening Committee Coordinator is responsible for ensuring that Ministry Leaders/Coordinators conduct follow-ups regularly and that the necessary forms are available.

With whom is a Participant Follow-Up Required?

Participant follow-ups are required for High Security Volunteer Ministry Positions with focus on those dealing with home visits and/or ongoing participants or where the supervisor is rarely present during the ministry.

How are Participant Follow-Ups Completed?

The Participant Follow-Up Report Form must be completed by;

- Mail,
- Phone, or
- In person (at the parish or at the place the ministry is performed).

Action to be taken

- The Ministry Leader/Coordinator will monitor High Security Volunteer Ministry Positions by checking once a year on participant satisfaction with regard to the level of service received.
- The Ministry Leader/Coordinator will conduct participant follow-ups, using the Participant Follow-Up Report Form (*See Section Three*)
- The Parish Volunteer Screening Committee Coordinator shall have a timeline ensuring that Ministry Leaders/Coordinators are conducting participant follow-ups at least once a year for ALL High Security Volunteer Ministry Positions.
- Participants are contacted for their input and their responses are documented using the Participant Follow-Up Report.

- The Participant Follow-Up Reports are reviewed by the Ministry Leaders/Coordinators and outstanding issues must be addressed.
- The Participant Follow-Up Report is filed appropriately in a file organized by Ministry Program Title. (The Filing system is administered by the Parish Volunteer Screening Committee Coordinator)

Note: Although there is not a specific follow-up process for the General Security Volunteer Ministry Positions, follow-up and evaluation are important for the success of all ministries.