



Creating a Safe Environment

Training Course for Adults

Frequently Asked Questions

1. What is the new online *Creating a Safe Environment* Training Course for Adults?

Creating a Safe Environment is a new 30-minute self-guided training course provided by the Diocese of Harrisburg, as required by the diocesan Youth Protection Program. This mandatory training is required for all employees, all clergy and all those in formation for priesthood or diaconate, as well as for volunteers who have ongoing contact with minors.

2. Who must take the new online *Creating a Safe Environment* Training Course, and when?

- All new employees and new volunteers prior to starting employment or volunteer service.
- All current employees, by December 1, 2008.
- All priests and those in formation for priesthood or diaconate, by December 1, 2008.
Note - - this includes all seminarians who must provide a copy of their email indicating successful completion of the course to Father Lavoie by December 1, 2008.
- All returning volunteers, by December 1, 2008.



3. Does this new online training course take the place of the video presentation that has been used for the past five years?

YES!!! There have been changes in the law and in the U.S. Bishops *Charter for the Protection of Children and Young People*. These changes have rendered the previous video presentation obsolete and it may not be used.



4. What are the benefits to this new online format?

- It contains new and pertinent information.
- It incorporates recent changes to Pennsylvania State Law.
- It is web-based and self-paced.
- More flexibility, and can be done at the time and place convenient for the user.
- Automatic reporting of completion.
- Easier tracking of who has taken the training and more concise record keeping.

5. How do I access this new online training course?

- A link is provided on the Home Page of the Diocesan Website – www.hbgdiocese.org
Look for the Youth Protection icon on right hand side of the Home Page (children in raincoats standing on Diocesan Seal). 1. Go to the website. 2. Click the icon. 3. Click on *Creating a Safe Environment* Training Course.
- The training program can also be accessed on the Youth Protection Page of the Diocesan Website under Services and Programs. Click on the **Youth Protection** bar on the left hand side of the Home Page. Then click Services and Programs and click Online Training.



6. What do I do if I do not have a home computer or personal email address?

- You will need to make arrangements with your employment or volunteer supervisor to use a computer at the parish, school or entity where you work or volunteer.
- When registering, use the general email address of the parish, school or entity where you work or volunteer.
- If there is no computer that you can use for 30 minutes, other arrangements can be made. Contact your principal, pastor, or the person in charge of the program in which you serve, and ask them to contact safeyouth@hbqdiocese.org.

7. How do I log onto the training course?

Detailed instructions are provided on how to access the training course. First time users will create a unique user ID. It is that unique user ID that will allow participants to access the training course as needed, and that same unique user ID will be used to track the status of all persons who have completed the course.



First time users must then register all entities (organizational category, location, and function/role) for which they are employed or volunteer with youth. Do not list other volunteer opportunities that do not involve ongoing contact with children and youth. Employment or the primary volunteer position should be registered first. For example, a user may teach at a school and also volunteer at a parish or Catholic Charities program. Instructions are provided to add additional categories, etc. For example:

Category: **Parish**
Location: **Name of parish**
Function/role: **Youth minister**

Returning users will need to re-enter the same information that was provided during the initial sign-up (first name, last name, last 4 digits of their SSN and email address) and verify that saved profile information is correct in the drop down menus.

8. Helpful Hints for navigating through the Training Course.

- Once a user is registered for the course, but before actually beginning the training course, he/she must read the Code of Conduct that applies to their specific role or function within the Church. For older adults, it is helpful to print the Code of Conduct and have them read it from the paper rather than the computer screen.
- It is helpful to take notes during the presentation.
- It is recommended that the course be taken in its entirety; however, users do have the option of starting and stopping.
- In working through the course, users can go back to a previous section but will not be permitted to skip ahead. The course must be done sequentially.
- It is possible to read the text along with the narrative. The text is to the left of the main screen.
- When taking the quiz there is only one answer for each question unless it specifically says *Select All That Apply*.
- Throughout the course, there are directional prompts along the way.



9. Suggestions for what to do if you do not pass the quiz on the first try?

Don't panic!! If you do not pass the quiz on the first attempt, don't worry, you can try again. It is suggested that you go back, review the questions that you did not answer correctly, then navigate through the content areas that address the questions that were not answered correctly and then re-take the quiz. You can do this immediately after taking it the first time or you can come back to it another time by just logging in and going directly to the quiz. **Note** - - the questions will appear in the same order but the answers may be re-shuffled.

10. What do I do when I've successfully completed the course?



- Once you have successfully passed the quiz, you must hit the **FINISH** button at the end of the quiz in order to have your participation recorded.
- You will receive an email indicating that you have successfully completed the course. Print as many copies of this email as you will need for all the entities where you work and/or volunteer. You should hand deliver or forward via email copy of the email to your immediate employer and/or volunteer supervisor.
- Your successful completion of the course is logged into a database at the Diocesan Center. A report of this will eventually be shared with all of the categories you listed when you registered for the course.

11. Does the online *Creating a Safe Environment* Training Course fulfill my requirement to participate in Mandated Reporter Training?

Mandated reporter training is incorporated into this new online training course and does fulfill the requirements for volunteers and temporarily fulfills the training requirement for employees, clergy and candidates for ordination.

Please note - - a new mandated reporter training is being designed for employees, clergy and those in formation for priesthood or diaconate and will be required when it is ready. It will also be done online. In the meantime, the segment in the *Safe Environment Training Course* will suffice.

12. Is assistance available for those at the parish, school, institution or Catholic Charities program responsible for ensuring that all employees and volunteers have participated in *Creating a Safe Environment* Training Course?

Two General Information Sessions were held in early and mid-September. The purpose of these sessions was to provide guidance and assistance in navigating through this new online training program as well as respond to questions. Additional sessions may be scheduled, as needed.

- For questions directly related to the web-based training program: contact safeyouth@hbgdiocese.org
- For other questions related to Safe Environment in a school or religious education setting: contact Jim Gontis at 657.4804 ext. 227 or jgontis@hbgdiocese.org
- For other questions related to Safe Environment in a parish youth ministry or CYO program setting: contact Rob Williams at 657.4804 ext. 328 or rwilliams@hbgdiocese.org



13. Do I need to take this same training course next year?

NO!!! However, there will be a required 10-minute refresher online training course for all those who have already successfully completed the new online *Safe Environment Training Course*. This refresher course is currently being developed