



**Code of Conduct for Church Personnel and Volunteers**

**Promulgated by**

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**As particular law relating to the**

**Diocese of Pensacola-Tallahassee**

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## Preface

This *Diocesan Code of Conduct for Church Personnel and Volunteers* has been developed to assist in establishing and implementing uniform guidelines for professional behavior. It is not possible for this Diocesan Code to address all situations that may arise. It is intended to create a structure for addressing a variety of circumstances faced by Church personnel and volunteers during their service for the Church.

The Church must be exemplary. Church Personnel and Volunteers must be held accountable for their behavior. In order to maintain the highest level of accountability, there must be a clear and unambiguous blueprint of appropriate and inappropriate behavior. This *Diocesan Code of Conduct for Church Personnel and Volunteers* provides a basic structure for identifying limits. This document can assist Church personnel and volunteers from placing themselves in inappropriate, risky, or precarious situations which have the potential of causing grave harm to the Church and personal reputations. It is intended as a “continuous improvement document” and therefore subject to additions and revisions as warranted.

If you have any questions about the *Diocesan Code of Conduct for Church Personnel and Volunteers* or its provisions, please call the Chancellor’s Office of the Diocese of Pensacola-Tallahassee at (850) 435-3500.

**REPORTING ABUSE:** To report the sexual abuse of a minor one of the following:

- (1) Department of Children and Families Hotline – 1-800-962-2875;
- (2) Diocesan Victim Assistance Hotline – (850) 435-3536;
- (3) Diocesan Victim Assistance Hotline (Spanish) – (850) 627-2350;
- (4) Victim Assistance Coordinator (Tallahassee) – Dr. Gagnon – (850) 877-0205;
- (5) Victim Assistance Coordinator (Pensacola) – Dr. Makarowski – (850) 477-7181

***Diocesan Code of Conduct for Church Personnel and Volunteers of the  
Diocese of Pensacola-Tallahassee***

**I. Preamble**

This document addresses all Church personnel and volunteers serving the parishes, religious orders, and institutions of the Diocese of Pensacola-Tallahassee to include religious women and men, lay pastoral ministers and administrators, employees and volunteers. These persons must uphold Christian values and conduct. *Diocesan Code of Conduct for Church Personnel and Volunteers* provides a set of standards for conduct in certain pastoral situations.

**II. Responsibility**

The public and private conduct of Church personnel and volunteers can inspire and motivate people or it can scandalize and undermine the faith of the people. Church personnel and volunteers must, at all times, be aware of the responsibilities that accompany their work. They must also know that God's goodness and grace supports them in their ministry.

Responsibility for adherence to this *Diocesan Code of Conduct* rests with the individual. Church personnel and volunteers who disregard this *Diocesan Code of Conduct* will be subject to remedial action by the parish, religious order, the school or the Diocese.

**III. Pastoral Standards for Church Personnel and Volunteers**

**1. Conduct for Church Personnel and Volunteers as Pastoral Counselors and Spiritual Directors.<sup>1</sup>**

*Pastoral Counselors and Spiritual Directors must respect the rights and advance the welfare of each person.*

- 1.1 Pastoral Counselors and Spiritual Directors shall not step beyond their competence in counseling situations and shall refer individuals to other professionals when appropriate.

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<sup>1</sup>Pastoral Counselors and Spiritual Directors: Church personnel and volunteers who provide pastoral, spiritual, and/or therapeutic counseling services to individuals, families, or other groups.

- 1.2 Pastoral Counselors and Spiritual Directors must carefully consider the possible consequences before entering into a counseling relationship (i.e., employee, professional colleague, friend, or other type of pre-existing relationship). [See Section 7.2.2.]
- 1.3 Pastoral Counselors and Spiritual Directors should not audiotape or videotape sessions.
- 1.4 Pastoral Counselors and Spiritual Directors must never engage in sexual relationships with persons they counsel. This includes consensual contact, forced physical contact, and suggestive conversation.
- 1.5 Pastoral Counselors and Spiritual Directors shall not engage in sexual relationships with relatives, friends, or other individuals who are close to the client. Pastoral Counselors and Spiritual Directors should presume that a potential exploitation or harm exists in such intimate relationships.
- 1.6 Pastoral Counselors and Spiritual Directors assume the full burden for setting and maintaining clear, appropriate boundaries in all counseling and counseling-related relationships.
- 1.7 Physical contact of any kind (i.e., touching, hugging, holding between Pastoral Counselors or Spiritual Directors and the persons they counsel can be misconstrued and should be avoided).
- 1.8 Sessions should be conducted in appropriate settings at appropriate times.
  - 1.8.1 No sessions should be conducted in private living quarters or a rectory, convent, etc.
  - 1.8.2 Sessions should not be held at places or times that would cause confusion about the nature of the relationship for the person being counseled (e.g., counseling students in a school after classes when no one else is around).
  - 1.8.3 The setting should respect/ensure confidential communication.

- 1.9 Pastoral Counselors and Spiritual Directors shall maintain a log of the times and places of sessions and the nature of the problem discussed with each person being counseled.

## **2. Confidentiality**

*Information disclosed to a Pastoral Counselor or Spiritual Director during the course of counseling, advising, or spiritual direction shall be held in the strictest confidence possible.*

- 2.1 Information obtained in the course of sessions shall be confidential, except for compelling professional reasons as required by law.
  - 2.1.1 If there is clear and imminent danger to the client or to others, the Pastoral Counselor or Spiritual Director may disclose only the information necessary to protect the parties involved and to prevent harm.
  - 2.1.2 Before disclosure is made, if feasible, the Pastoral Counselor or Spiritual Director should inform the person being counseled about the disclosure and the potential consequences.
  - 2.1.3 Disclosure of information related to child or elder abuse should be done in full compliance with the law.
- 2.2 Pastoral Counselors and Spiritual Directors should discuss the nature of confidentiality and its limitations with each person in counseling.
- 2.3 Church Personnel and Volunteers providing pastoral counseling services or spiritual direction should keep minimal records of sessions.
  - 2.3.1 Florida State Statutes §456.057, 456.058 Chapter 64B4-9.001 and 64B4-9002 outline the requirements for client records, which are to be followed by all, who provide counseling services.
- 2.4 Knowledge that arises from professional contact may be used in teaching, writings, or other public presentations only when

effective measures have been taken to absolutely safeguard both the individual's identity and the confidentiality of the disclosures.

2.5 If a Pastoral Counselor or Spiritual Director discovers, while counseling a minor, that there is a serious threat to the welfare of the minor and that communication of confidential information is essential to the child's health and well-being, the Pastoral Counselor or Spiritual Director should:

- Report information to appropriate authorities;
- Attempt to secure written consent from the minor for the specific disclosure;
- If consent is not given, disclose only information necessary to protect the health and well-being of the minor.

When appropriate, consultation with Church supervisory personnel is recommended.

2.6 Counseling or tutoring youth should be done in an open space where the counselor is clearly visible to others or with at least one other adult present. Youth should not be alone in a counselor's office when the door is closed except in limited circumstances.

### **3. Conduct of Church Personnel and Volunteers Working with Youth**

*Church personnel and volunteers working with youth shall maintain an open and trustworthy relationship between youth and adult supervisors.*

3.1 Church personnel and volunteers must be aware of their own and others' vulnerability when working alone with the youth. Use a team approach to youth activities.

3.2 Physical contact with youth can be misconstrued and should only occur under appropriate public circumstances.

3.3 Church personnel and volunteers should not possess, use, or provide to youth alcohol and/or illegal drugs.

3.3.1 Youth must have a proper medical release form completed and signed permission to possess prescription drugs.

- 3.3.2 Church personnel and volunteers are not to administer any drugs to students or youth without proper medical release form.
- 3.4 Church personnel and volunteers should not provide shared and private overnight accommodations for individual young people including, but not limited to, accommodations in any Church owned facility, private residence, hotel room, or any other place where there is no other adult supervision.
- 3.4.1 In rare, emergency situations, when accommodation is necessary for the health and well being of the youth, the Church personnel and volunteers should take extraordinary care to protect all parties from all harm and notify one other adult and the parents of steps to be taken.
- 3.4.2 Use a team approach in all circumstances to emergency situations.
- 3.5 All Church personnel and volunteers must have written parental consent to drive youth home or to and from any other function.
- 3.5.1 All drivers for any church sanctioned event must:
- Have completed a “Motor Vehicle Report” (MVR) driver Information Sheet;
  - Have a valid driver’s license in good standing with the State of Florida;
  - Have \$100,000/\$300,000 insurance liability on the car they are driving;
  - Be 21 years of age to drive and 25 years of age to drive students/children;
  - Not have any medical condition nor be taking any medication that would impair their ability to operate a motor vehicle.
- 3.5.2 Because of high insurance liability, Church personnel and volunteers are never to provide transportation for a young person without the aforesaid written permission of parents and/or legal guardians.



3.5.3 Church personnel and volunteers should not, unless absolutely necessary, have youth alone with them in an automobile.

3.6 The Diocese of Pensacola-Tallahassee recognizes the increasing prevalence of the Internet in peoples' everyday lives. Employees, clerics, and volunteers will use the Internet to conduct ministry work and to communicate with associates and friends. The Internet provides various ways for individuals to interact and has changed the way we communicate and share information. Social media provides a tool for building community and is an important educational and evangelizing tool to promote school and ministerial programs. The Diocese realizes that administrators, pastors, and principals will need to use the Internet in the course of their office responsibilities. This policy seeks to hold all those using the Internet accountable for the way they use this significant communication tool. Employees, clerics, and volunteers are required to adhere to the following Internet and Social Media policy as part of our Diocesan commitment to protect children, young people, and vulnerable adults.

3.6.1 **Policy regarding Communication with Children** – Clerics, staff, volunteers, and other Church affiliated persons are not to use e-mail or any social media site to contact youth under 18 years of age. If a youth/child needs to be contacted it should be done through their parents or guardians. Also refer to *Diocesan Guidelines for Working with Youth, letter C, Parental Permission and Social Networking and applicable School Policies regarding Social Media.*

3.6.2 The Diocese of Pensacola-Tallahassee is guided by the ***Children's' Online Privacy Protection Act, COPPA*** (*Federal Act promulgated in April 21, 2000*). Clerics, staff, volunteers and other church affiliated persons who use social media sites are to do so with responsible prudence. It is never advisable for an adult to “friend”, text message, or “tweet” a child (anyone under 18 years of age) on a social media website such as Facebook, Twitter, chat rooms, or an equivalent media website. However, those involved in Youth Ministry in parishes and/or schools may

need to utilize the aforesaid social media resources in contacting youth. Even when done with parental permission contact between an adult representing the Church and a child is only advisable when it is clearly done for ministerial or pastoral reasons. Parish, School and Youth Ministries may establish a specific youth page where important information for youth is posted. Also refer to *Diocesan Guidelines for Working with Youth, letter C, Parental Permission and Social Networking and applicable School Policies regarding Social Media.*

**3.6.3 Policy regarding Personal Websites:** The Diocese of Pensacola-Tallahassee and its affiliates acknowledge the existence of personal websites created by clerics, Church personnel, volunteers, and other members of the Church community. Employees, clerics, and volunteers must recognize that anything published on a personal website is not different from making such information available in any public forum. Any information that causes or has the potential to cause embarrassment to a cleric, volunteer, parish, or the Church community is prohibited. Issues, concerns, or problems should be addressed through another appropriate means.

**3.6.4 Policy regarding Ministry Blogs:** Blogging is considered by some to be an excellent platform for creating and distributing information. Although blogging is a powerful communication tool, ministry blogs may not be used for:

- Conducting or promoting any outside or personal business;
- Defaming the character of any individual or institution;
- Causing embarrassment to a cleric, volunteer, parish, or Church community;
- Sharing any personal information about children in any way is prohibited. Identifiable information (i.e., name, address, e-mail address, telephone number(s) etc.) including photos and/or video of any child under age eighteen without explicit consent of a parent or guardian is prohibited.

- 3.6.5 **Inappropriate Language and Images:** The Diocese of Pensacola-Tallahassee does not tolerate employees, clerics, volunteers posting obscene, harassing, offensive, derogatory, defamatory, or otherwise potentially scandalous comments, links, and/or images, which reflect, discredit, or cause embarrassment to a cleric, volunteer, parish or Church community. Any such activity is strictly prohibited.

#### **4. Sexual Conduct**

*Church personnel and volunteers must not exploit the trust placed in them by the parish community for sexual gain or intimacy.*

- 4.1 Church personnel and volunteers who provide pastoral counseling or spiritual direction services should create and maintain a professional relationship with minors' employees, or parishioners.
- 4.2 It is a crime for Church personnel or volunteers to exploit another person for sexual purposes; to include possession and/or distribution of child pornography. This is also in accordance with Florida State Statutes, (§847.011, 847.0135, 847.0137, 847.0138, and 847.0147).
- 4.3 Allegations of sexual misconduct should be taken seriously and reported to the appropriate State and Diocesan authorities in order to protect the rights of all involved.
- 4.4 Church personnel and volunteers should review and know the contents of the child abuse regulations and reporting requirements for the State of Florida and should follow those requirements. These are found in the *Diocese Policy and Procedural Guidelines Relating to Sexual Abuse by Church Personnel*.

#### **5. Harassment**

*Church personnel and volunteers do not engage in physical, psychological, written or verbal harassment of employees, volunteers, or parishioners and do not tolerate such harassment by other Church personnel and volunteers.*

- 5.1 Church personnel and volunteers shall provide a professional work environment that is free from physical, psychological, written, or verbal intimidation or harassment.
- 5.2 Harassment encourages a broad range of physical, written, or verbal behaviors that include, but is not limited to the following:
  - Physical or mental abuse;
  - Racial insults;
  - Derogatory ethnic slurs;
  - Unwelcome sexual advances or touching;
  - Sexual comments or sexual jokes;
  - Requests for sexual favors used as a condition of employment, or to affect other personnel decisions, such as promotion or compensation;
  - Display of offensive materials.
- 5.3 Harassment can be a single severe incident or a persistent pattern of behavior where the purpose or the effect is to create a hostile, offensive, or intimidating work environment.
- 5.4 Allegations of harassment should be taken seriously and reported immediately to the appropriate supervisory authority in the parish, institution, or Diocese. Diocesan procedures will be followed to protect the rights of all involved.

## **6. Parish, Religious Community, and Institutional Records and Information**

*Confidentiality will be maintained in creating, storing, accessing, transferring, and disposing of parish, religious, community, or institutional records.*

- 6.1 Sacramental records shall be regarded as confidential regardless of their age.
- 6.2 When compiling and publishing parish, religious community, or institutional statistical information from these records, great care must be taken to preserve the anonymity of individuals.

- 6.2.1 Information regarding adoption and legitimacy remains confidential, regardless of age.
- 6.2.2 Requests for records shall be handled only by staff who is authorized to locate the records and supervise their use.
- 6.3 Parish, religious community, or institution financial records are confidential unless review is required by the diocese, a supervising institution or an appropriate government agency.
- 6.4 Individual contribution records of the parish, religious community, or institution shall be regarded as private and shall be maintained in strictest confidence.

## **7. Conflicts of Interest**

*Church personnel and volunteers should avoid situations that might present a conflict of interest. Even the appearance of a conflict of interest can call integrity and professional conduct into question.*

- 7.1 Church personnel and volunteers should disclose all relevant factors that potentially could create a conflict of interest.
- 7.2 Church personnel and volunteers should inform all parties when a real or potential conflict of interest arises.
  - 7.2.1 No Church personnel and volunteers should take advantage of anyone to whom they are providing services in order to further their personal, financial, religious, political, or business interests.
  - 7.2.2 Pastoral counselors should not provide counseling services to anyone with whom they have a business, professional, or social relationship.
  - 7.2.3 When pastoral counseling or spiritual direction services are provided to two or more people who have a relationship with each other, the pastoral counselor or spiritual director must:
    - Anticipate any conflict of interest;
    - Clarify with all parties the nature of each relationship;
    - Discuss possible side-effects or risks of counseling;
    - Take appropriate action to eliminate the conflict

- Obtain from all parties written consent to continue services

7.3 Conflicts of interest may also arise when a pastoral counselor's or spiritual director's independent judgment is impaired.

## **8. Reporting Ethical or Professional Misconduct**

*Church personnel and volunteers have a duty to report their own ethical or professional misconduct and the misconduct of others.*

8.1 Church personnel and volunteers cannot minister to others unless they minister first to themselves. When there is an indication of inappropriate, unprofessional, risky and/or illegal actions allowed or committed by Clergy, Church personnel or volunteer, the proper authorities are to be notified immediately. The Chancellor's Office is also to be notified.

8.2 When an uncertainty exists about whether a situation of course of conduct violates this *Diocesan Code of Conduct* or other religious, moral, or ethical principles, consult directly with the Chancellor's Office.

8.3 When a member of Clergy, Church personnel or volunteer may have violated this *Code of Conduct*, or other religious, moral, or ethical principles:

- Report the issue to a supervisor or next higher authority, or
- Refer the matter directly to the Chancellor's Office.

## **9. Administration**

*Employers and supervisors are to treat Clergy, Church personnel and volunteers in a professional and just manner in the day-to-day administrative operations of their ministries.*

9.1 Personnel and other administrative decisions made by Clergy, Church personnel or volunteers shall meet civil and canon law obligations and also reflect Catholic Social Teachings and this *Code of Conduct*.

- 9.2 No Clergy, Church personnel or volunteer shall use his or her position to exercise unreasonable or inappropriate power and authority.

## **10. Church Personnel and Volunteers Well Being**

*Church personnel and volunteers have the duty to be responsible for their own spiritual, physical, mental, and emotional health.*

- 10.1 Church personnel and volunteers should be aware of warning signs that indicate potential problems with their own mental, emotional, physical, and/or spiritual health.
- 10.2 Church personnel and volunteers should seek help immediately whenever they notice behavioral or emotional warning signs in their professional and/or personal lives.
- 10.3 Church personnel and volunteers must address their own spiritual needs. Support from a spiritual director is highly recommended.
- 10.4 Inappropriate use or abuse of alcohol and drugs is prohibited.

### Notes