



Diocese of Palm Beach



Ministry to the Sick and Homebound Vulnerable Adult Training

Extraordinary Ministers of Holy Communion to the Sick and Homebound (EMHCs) and Pastoral Care Providers (PCPs)

Diocese of Palm Beach
Office of Safe Environments

Extraordinary Minister of Communion to the Sick and Homebound (EMHCs) Pastoral Care Providers (PCPs)

EMHCs are individuals commissioned by the parish to:

- Administer Communion to the sick and shut-in
- Visit the homebound and their caregivers
- Advocate and represent the homebound back to the community
- Act as a powerful witness to the love and care of God
- Act as a presence through prayer, listening, assessing and responding

PCPs provide various types of service and assistance to the sick and shut-in as a form of ministry. Types of ministry-in-service may include but are not limited to:

- Vehicle Drivers
- Errand Runners
- Bereavement Ministers
- Care Givers
- Pastoral Ministers
- Health Ministers
- Helping with chores, etc.

Diocese of Palm Beach

Requirements for EMCHs & PCPs

- Volunteer Application
- Level II FDLE/FBI Criminal History Background Screening
- Read and sign the diocesan Pastoral Code of Conduct
- Participate in Vulnerable Adult Training
- Read Appropriate Vulnerable Adult Articles
- Drivers License Check (if you are driving on behalf of the Diocese)
- Maintain & submit vehicle insurance requirements



Diocese of Palm Beach
Office of Safe Environments

Extraordinary Ministers of Holy Communion to the Sick,
Homebound and Pastoral Care Providers

Volunteer Application

Contact Information *Please Print*

Name	
Address	
City St. Zip	
Home Phone	
Cell Phone	
E-Mail	
Parish	

Pastoral Care Providers *Please Check Box*

- | | |
|--|--|
| <input type="checkbox"/> Vehicle Drivers | <input type="checkbox"/> Errand Runners |
| <input type="checkbox"/> Bereavement Ministers | <input type="checkbox"/> Care Givers |
| <input type="checkbox"/> Pastoral Ministers | <input type="checkbox"/> Health Minister |
| | <input type="checkbox"/> Others |

EMERGENCY CONTACT INFORMATION
(This information will only be used in the event of an emergency.)

Name of Emergency Contact	
Relationship	
Primary Number	
Secondary Number	

Insurance Requirements

▪ Personal Auto Insurance Minimum Requirements

- \$100,000 per person
- \$300,000 per accident

All employees and volunteers who regularly drive their own personal vehicle on Diocese of Palm Beach business, within the scope of their employment, are required to carry personal auto liability insurance at the \$100,000/\$300,000 level. A copy of the “declarations page” of the policy should be provided annually to the bookkeeper of each entity and maintained on file.

In the event of an accident, a copy of that declarations page will be requested from the bookkeeper.

**Have questions about insurance requirements? Call Ana Jarosz,
Director of Insurance & Employee Services at 561-775-9525**

Vulnerable Adult Training Objectives



- To foster a safe environment, for the sick, shut-in, and the elderly and to provide healthy, and loving relationships in the image of God
- To spot and report abuse of vulnerable adults and to maintain good boundaries in performance of your ministry

This training will NOT address:

- Individual cases or issues
- Individual concerns about a particular person
- Personal issues/conflict with Church teaching and/or church personnel



Safe Environment Program Guiding Directives

- Statutes of the State of Florida
 - Florida Statue 415.102 – Protect vulnerable adults from sexual abuse
- Archdiocese of Miami Provincial Policy & the Diocese of Palm Beach
 - Incorporates the Protection of Children and Vulnerable Adults under one umbrella

EMCH & PCP Behaviors

- **Things that you should do:**

- Make an appointment
- Recommended to go in pairs
- Be compassionate
- Be observant
- Report concerns
- Watch for warning signs of abuse
- Use affirming responses (I am praying for you)

- **Things that you should not do:**

- Visit when you are ill
- Stay too long
- Don't assist with any household chores, physical care, or medication
- Use guilt statements (You are not as bad off as...)
- Use strong statements (Men don't cry)
- God statements (It is God's will)
- Help with balance check books or other financial assistance
- Give out your phone number (Use the parish's)

Sexual and Other Abuses Against Vulnerable Adults

- This presentation is meant to cover the abuses that vulnerable adults suffer at the hands of predators.
- Ministers to the sick and shut-in, especially EMCHs, clergy, and PCPs must **watch** for signs of physical, emotional, neglect, sexual, financial and other abuses suffered by our vulnerable adults and **report** actual and/or suspected abuse.

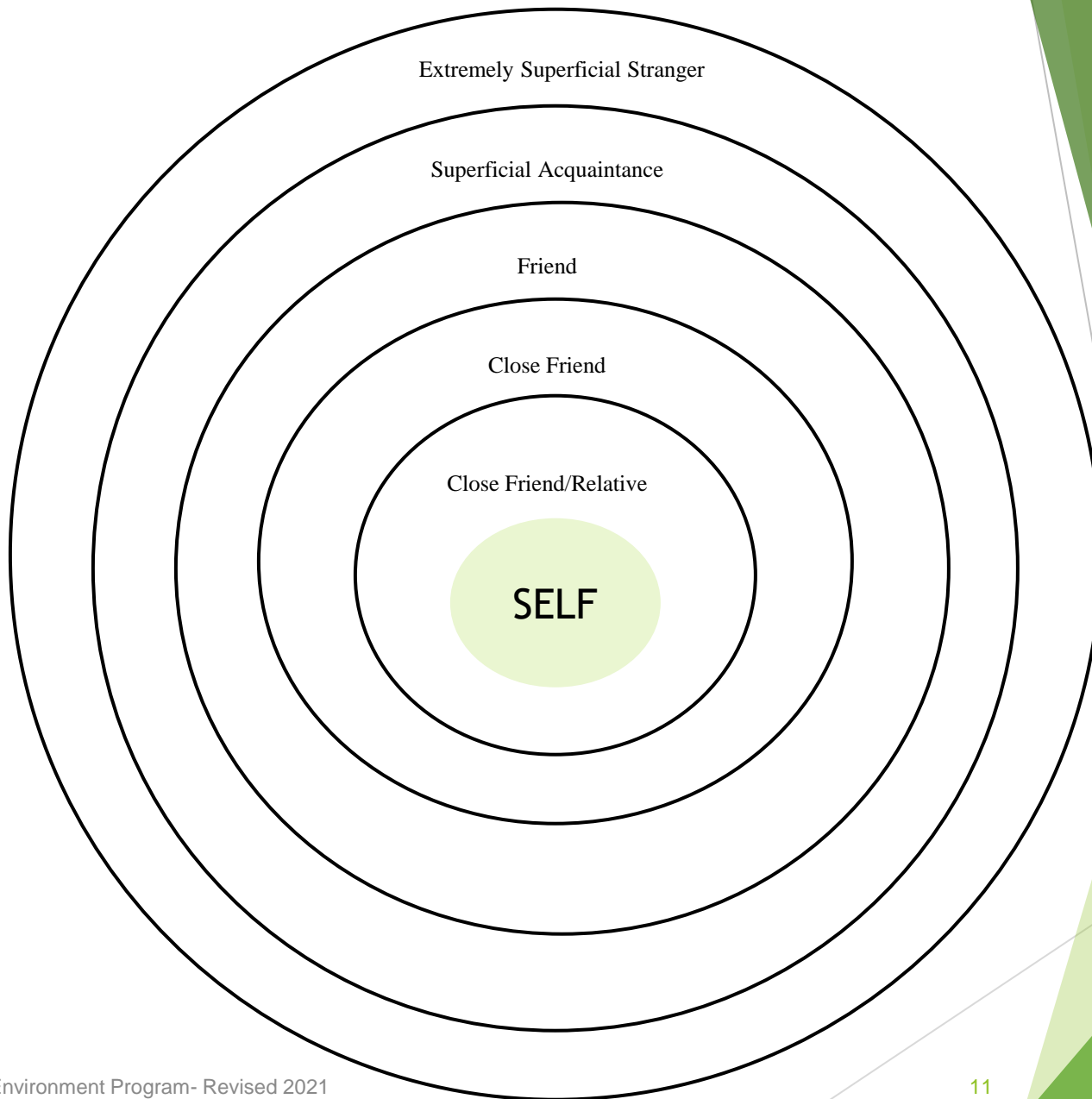
Safe Environment Program

Definitions

- **Vulnerable Adult** is a person over 18yrs of age or older whose ability to perform the normal activities of daily living is impaired due to a mental, emotional, long-term physical or developmental disability or dysfunction, or brain damage, or the infirmities of aging.
- **Church Personnel** includes any person employed by or engaged in voluntary ministry or who provides service directly or indirectly for the diocese or entity thereof.
- **Volunteer** – Any unpaid person who is engaged or involved in any diocesan institution or parish activity and who has unsupervised contact or is entrusted with the care or supervision of children, the elderly, or the infirmed.

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The purpose of a relationship determines its boundaries

- Examples of relationships include:
 - Minister/Individual Ministered To
 - Care Giver/Patient
 - Parent/Child
 - Brother/Sister
 - Husband/Wife
 - Friend/Friend



Ethics for EMHCs and PCPs

- Identify Yourself
- Respect Privacy
- Maintain Confidentiality
- Report Warning Signs and/or Conditions that are unsafe
- Schedule Your Next Visit
- Participate in Ministerial Continuing Education

Guidelines for Visiting Hospitals, Nursing Homes or Assisted Living Facilities

- Check with Nurses Station before visit
- Check to see if patient can take anything by mouth
- Knock before entering
- Do not sit on bed
- Never enter when call light is on
- Turn down volume on TV/radio if loud
- Don't give out home phone number

Grooming

- When someone manipulates another's emotions to skillfully gain control of that person
- Emotional grooming is used to seduce, coerce, or “con” others into doing something that they would not ordinarily do to include sexual activity.
- The ultimate goal of an emotional groomer is to gain control of the target and of the relationship.
- The groomer seeks to gain power or dominance in the relationship.
- False sense of trust – A groomer convinces the victim that he/she is the only person in the world to trust.
- Secrecy – Groomers persuade their victims to keep their “little secret” hidden from others.



The Nine Grooming Tactics

- Flattery
- Bribery
- Status
- Jealousy and Possessiveness
- Insecurity
- Accusations
- Intimidation
- Anger
- Control

Language Grooming

- Words and phrases – or “lines” – that groomers use to trick and manipulate their targets.
- Sometimes lines make a target feel special or desired; other times they make a target feel guilty or threatened.
- Lines may seem genuine or sincere at first, but their real purpose is to control the target.
- Language cons are used to convince targets to do things they shouldn't do.

Types of Abuse Suffered by the Elderly, Sick, and Shut-in

- Physical
- Sexual
- Emotional
- Spiritual
- Financial
- Medication
- Neglect

- **Behavioral Indicators of Abuse**
 - Sleep disturbances
 - Changes in eating patterns

Types of Abuse Suffered by the Elderly, Sick, and Shut-in

▪ **Physical abuse**

- Shaking
- Face slapping
- Hair pulling
- Use of implements (belts, hairbrushes, etc.)
- Intrusive procedures
- Lack of appropriate physical nurturing
- ***Indicators of Physical abuse***
 - Torn, stained or bloody underwear
 - Pain, swelling or itching in the genital area
 - Pain in urination or defecation, or urinary or anal bleeding
 - Sphincter control problems
 - Increase in physical complaints (headaches, stomachaches, abdominal pain)

Types of Abuse Suffered by the Elderly, Sick, and Shut-in

■ Sexual abuse

- Can be physical
 - Penetration
 - Touching of genitals
- Can be emotional
 - Watching sexual behavior
 - Sexualized language
 - Intrusive questions
 - Can happen in private (covert)
 - Can happen in the presence of others (overt)

Types of Abuse Suffered by the Elderly, Sick, and Shut-in

■ Emotional abuse

- Verbal, i.e., screaming, name calling, sarcasm, ridicule, or listening to that happen to a family member
- Neglect of dependency needs
- Abandonment

■ *Indicators of Emotional Abuse*

- Anxiety – related illnesses
- Poor self-concept
- Depression
- Signs of de-compensation (a complete breakdown and loss of psychological balance)

Types of Abuse Suffered by the Elderly, Sick, and Shut-in

▪ **Spiritual Abuse**

- Living with inhuman rules or a skewed philosophy of living
- When physically, sexually, or emotionally abused, a vulnerable adult may lose his or her faith in God
- ***Indicators of Spiritual Abuse***
 - Anger at God
 - Refusal to pray for a specific person
 - “Flight into religion”
 - Belief that one is uniquely and specially sinful

Types of Abuse Suffered by the Elderly, Sick, and Shut-in

Elder neglect or self-neglect warning signs:

- ▶ Unusual weight loss, malnutrition, dehydration
- ▶ Untreated physical problems, such as bed sores
- ▶ Unsanitary living conditions: dirt, bugs, soiled bedding and clothes
- ▶ Being left dirty or unbathed
- ▶ Unsuitable clothing or covering for the weather
- ▶ Unsafe living conditions (no heat or running water; faulty electrical wiring; other fire hazards)

EMCH/PCP Visit Evaluation

- Keep record of each visit
 - Evaluate each visit and compare over time for your ministry leader
 - Evaluate issues that may need to be reported
 - Assess needs of the individual
 - Allow others to be informed in your absence

Eucharist Minister/Pastoral Care Provider Visit Evaluation			
MINISTER INFORMATION	NAME (Print)	PARISH OR ORGANIZATION NAME	Eucharistic Minister <input type="checkbox"/> Pastoral Care Provider <input type="checkbox"/>
TYPE MINISTRY PROVIDED			
<input type="checkbox"/> Holy Communion	Comment:		
<input type="checkbox"/> Pastoral Care (Specify)	Comment:		
PERSON MINISTERED TO:			
Last Name			
First Name			
Facility Name			
Facility Address			
Date Last Visited			
Date of Visit			
Last Visiting Minister's Name			
Comments from Last Visit			
OBSERVATIONS			
Special Needs Noted (Specify)			
Request(s) by Individual (Specify)			
Reported to Ministry Leader	Yes <input type="checkbox"/> No <input type="checkbox"/>	If not, Explain:	
Reported to Facility Leader	Yes <input type="checkbox"/> No <input type="checkbox"/>	If not, Explain:	
Ministry Leader	Name (Print)	23	Ministry Name
(To Make Additional Comments, See Reverse Side)			

Responding to Abuse at the time a vulnerable adult discloses abuse:

- Believe the vulnerable adult
- Remain calm
- Listen without interrupting
- Reassure victim that he or she is loved and cared for
- Respond to his or her questions or feelings with calm, matter-of-fact attitude, but don't pressure them to talk more
- If the vulnerable adult expresses concerns of his/her safety or his/her family's safety, tell the victim that all that can be done to keep him/her safe will be done
- Reassure the vulnerable adult that he/she did the right thing by telling you
- Tell the victim that it is not his or her fault
- Instruct the victim to tell you right away if the offender attempts molestation again or bothers him or her in any way
- Report appropriately to DCF. Report to Diocese if church personnel are involved.

EMHC or PCP as the person to whom disclosure was made, family friends, other staff members and volunteers:

- Acknowledge difficult feelings and issues
- Keep those directly involved informed of developments. (Depending on direction from support resource, i.e. HHS)
- Do not gossip; operate on a need-to-know basis – the less said publicly, the better
- Do not label the vulnerable adult or family – avoid stereotypes
- Follow all established procedures for reporting and follow-up

Reporting Actual/Suspected Abuse

A person receiving an allegation of sexual abuse of a minor or vulnerable adult **by Church Personnel** must immediately report the allegation. Our policy requires priests to report allegations that are made in a spiritual counseling context, even though the law exempts ministers from the requirement of reporting. The only exception to this is the confidentiality of the confessional. At the outset, families should be informed of the requirement.

- Step 1** The person receiving the allegation immediately makes an oral report to **1-800-96ABUSE** (1-800-962-2873). Notes should be taken including names, dates, and times, and a log should be kept of all telephone calls made.
- Step 2** The person receiving the allegation makes an oral report to the Chancellor of the Diocese of Palm Beach at (561) 775-9507, (cell 808-285-1719) who reports it to the bishop and diocesan attorney.
- Step 3** The diocesan attorney reports the allegation to the state attorney.
- Step 4** The person receiving the allegation informs the school principal, pastor or the appropriate immediate authority.
- Step 5** The person receiving the allegation sends a written report to the Department of Children and Families within 48 hours. Instructions regarding information to be included in this report are available from your entity's pastor, principal, or administrator or the Chancellor's office.

Skills Required of EMHCs & PCPs

- **Preparation**

- EMs – Be familiar with and use the proper Rites
- PCPs – Remember and use your training
- Know the concepts before you interact with the sick and homebound
- Know the Universal Health Precautions
- Know the procedures for patients in isolation

- **Listening**

- Be present to the individual

- **Observing**

- Taking note of the environment
- Be on the alert for warning signs of abuse or neglect

- **Assessing**

- Understanding grooming techniques and warning signs

- **Responding**

- Reporting/Notify ministry leader, abuse hotline counselors or law enforcement
- Know how and to whom to report

Victim Assistance Coordinator

Lisa Linnell

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THANK YOU FOR YOUR TIME



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