

**Internal Monitoring Report – Executive Limitations
Treatment of Members, Friends and Visitors
October 2017**

POLICY EL #1: TREATMENT OF MEMBERS, FRIENDS, AND VISITORS

*There have been no changes in the ET's interpretation of this policy
and we report partial compliance.*

With respect to interactions with members, friends and visitors of the church, the Executive Team shall only allow conditions, procedures, or decisions that are safe, respectful, necessary, or that provide appropriate confidentiality and privacy.

- The church has a Covenant of Right Relations, which sets expectations for how we relate to one another in our community.
- In addition, the Executive Team has a Grievance Procedure, which offers a remedy to any member of our community who feels they have not been treated appropriately.
- The Safer Congregations Team is tasked with insuring that the atmosphere at church is safe and welcoming for children, youth and adults. They will, for example, be reviewing the 'heckling' incident that occurred this summer in light of our new Disruptive Person/Behavior Policy.
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Accordingly, the Executive Team shall:

1. Elicit information from members for which there is a clear necessity.

The Executive Team receives information from members in paper and electronic form to support church operations: Financial accounting, registration for adult, children and youth programs, communication with members, visitors and for maintaining our member and visitor database.

- Data such as race, sexual orientation, income, religious background, physical disabilities and political affiliation are not collected and stored.
- Data such as birth date, gender, marital status, and occupation are collected on the member profile. Some of these are used for demographic reporting only to understand the nature of our membership in total and are not used in a way that specifically identifies an individual. Providing this data is optional.
- Contact information such as home address, e-mail, and phone numbers are used to communicate with and among our members and visitors.
- Data regarding financial pledge to the operating fund, designated funds, and periodic capital campaigns are collected in either paper or electronic form and stored to develop our operating budget. Payments and donations are recorded and reported back to members so they understand their progress towards their financial pledge and so we can make adjustments to our budgets if changes in financial arrangements occur.
- Areas of personal skill and interest are collected in order to help engage our members with activities that match them. All are optional.
- With regard to children and youth, we also collect information regarding allergies, emergency contacts, and permission to show photographs in our communications. All of these support a safe environment for our children and youth. We collect information regarding their age for placement in appropriate children and youth programming.

- The Safer Congregations policies mandate that all CYRE volunteers and Pastoral Associates agree to background checking. We will use the same procedures that we do for staff, insuring appropriate confidentiality.

2. Use methods of collecting, reviewing, transmitting, or storing member information that protect against improper access to the material elicited.

The Executive Team ensures that information is handled in a secure manner. We have procedures and practices which we follow to maintain security of the information we collect.

- Collecting procedures overview:
 - Ushers use a secure drop box for pledge payments, other donations and attendance sheets.
 - Visitor forms are stored in the Membership office and processed by the Membership Volunteer, Cindy Cohen for use by the membership team and staff (visitor data and visitor engagement.) Visitor data may be extracted by the Business Manager or Membership Team Leader twice a year for reporting in support of the strategic plan.
 - Pledge forms and electronic giving forms are received in both paper and electronic form. All financial information is kept in locked offices of the Business Manager and Congregational Administrator. Electronic financial records are kept in a password-protected database in the church network.
 - Pledge information in the form of Excel spreadsheets is accessible to the Treasurer and the Stewardship Team leads, the Business Manager and Congregational Administrator.
- Reviewing procedures overview:
 - The Children's and Youth Religious Exploration Team maintains a spreadsheet with the registration information on it and only members of the team and the Director of Religious Exploration have access.
 - The Pastoral Care teams share pastoral information only among themselves as is needed for coordination of pastoral care responses. The team has confidentiality training annually.
 - Church Windows software, which contains the vast majority of the membership information, is password-protected and accessible only to those staff members and volunteers who need access for their responsibilities. Membership data may be extracted by the Business Manager or Membership Team volunteer for reporting twice a year.
 - All server user profiles are password protected. The office and building wireless networks are protected by Wired Equivalent Privacy (WEP), a standard for Wi-Fi wireless network security. There are separate networks for members and staff, with separate passwords. Password to the member network is available to church members who call the church office.
- Storing procedures overview:
 - The church office server automatically backs up to a secured mirror hard drive as well as an online backup at PCGI, our computer services vendor. Flash drives that serve as backup to some personal information are stored separately and password-protected. Sensitive paper files are maintained in a locked filing cabinets and offices. Any data stored virtually uses secure cloud services accessed through password-protected accounts.
 - In spite of our precautions, we have experienced temporary loss of some data due to power outages. In February 2017, we upgraded our technology disaster recovery plan to

improve response time in the event of a problem. Additional upgrades are under development for the upcoming year to improve our protection from viruses and malware.

3. Maintain facilities that provide a reasonable level of safety, access and functionality.

The Executive Team has established procedures and practices for building and grounds maintenance, security, building access, and ensuring the building is used for the correct purpose. We use various sources adapted to our building's unique situation to develop a safety audit checklist; Brotherhood Mutual Insurance Company's website: <http://www.brotherhoodmutual.com/index.cfm/resources/> is particularly useful, as well as the deep knowledge and experience of members and building staff regarding safety practices. It is through following these procedures that the Executive Team strives to keep a clean and well-maintained building, keep people in the building or on the grounds free from physical harm, allow for appropriate persons to enter the building while maintaining a level of safety, and have a building that is accessible to people with mobility issues.

Building maintenance procedures include nightly cleaning and security checks by the night custodian in evening and by the building coordinator in the morning. We also have a cleaning service that does a full building cleaning each Saturday. On Sunday mornings there is one custodian on duty from 7:30am to 3:30p.m.

- External security cameras on each of the entrances are operative, recording two discs 24 x 7, and monitored from a console on the building supervisor's desk as needed. We updated our phone. Our camera system displays on the front office computer and on the monitor in the custodian office.
- The building coordinator and building and grounds team members regularly walk through the building to identify maintenance issues which might impact safety, cleanliness or operations.
- The building coordinator and a volunteer from the building and grounds team usually conduct an annual safety audit. This was last done in October 2016.
- Issues are identified, prioritized and addressed as soon as possible. Here are some examples:
 - First Aid kits – annual inspection and restock by office volunteers
 - Wire ties were added where needed to offices to avoid tripping hazards
 - Additional GFI receptacles were identified and replaced in various rooms around the building.
 - Basement work room area was organized
 - Cupboard doors in room 9 were repaired.
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- Issues identified throughout the year are prioritized by safety and structural impact, and then addressed by volunteers, staff or vendors as needed. This includes snow and ice events and storm damage to trees and gardens.
- Examples of routine inspections by professionals are conducted as needed:
 - Brandywine Elevator Company conducts inspections and maintenance of our elevator
 - Reardon Pest Company conducts monthly inspections and treatments
 - Service Unlimited services and certifies our boiler and HVAC systems
- Doors to the church are locked during the days Monday through Saturday. On Sunday all doors are unlocked at between 8 a.m. and 9 a.m. and locked when the custodian leaves at 3:30 p.m.

Access for members and visitors during office hours is via the door buzzer through the memorial garden. Access through the educational wing, where the Educational Enrichment Center (EEC) office is located, is through the back parking lot, entrance and is limited to EEC clients during the weekdays until 5:45 p.m. Access to members and renters when the building is closed is through a second parking lot education wing entrance equipped with a combination lock; the combination is available through the church office during office hours.. Offices are kept locked when not in use by renters, church groups, or custodial staff. The sanctuary area is open when the building is open to allow access to the defibrillator. All staff members and a small number of selected members have been issued exterior keys to the church. A list is available in the Building Coordinator's office.

- People with mobility issues must enter the church through the front doors for worship services and activities in the Parish Hall, Kitchen and Warner Room. There is one accessible restroom in the chancel anteroom; use of the restroom during services or other activities is potentially embarrassing. Signs for handicap parking are placed along the road near the front entrance on Sunday mornings. We also have a number of wheelchairs and walkers available for use by church members as needed. Access to the education wing including the Brunner Chapel, the music room, restrooms, and the library is through the parking lot entrance. An elevator allows for access to the second floor. There is no handicap access between the sanctuary and the education wings except by going outside through the front entrance and entering through the education wing entrance. The ET recognizes this is less than ideal, and improvements to this situation are being investigated as part of the work being done by the Strategic Planning Meeting of the board of trustees
- Two years ago the Executive Team appointed a Safety and Security Task Force. We have accepted their recommendations and will begin a three-year implementation plan this fall. On April 9, 2017, we conducted an evacuation drill. On September 24, 2017 we will hold a lockdown drill at the end of the worship service. We also installed windows on all office doors.

4. Establish with members a clear understanding of what may be expected and what may not be expected from the service offered.

The Executive Team strives to be as clear as possible in communicating expectations for services to members; services offered include worship, pastoral care, religious education, rites of passage, social action, spiritual development, leadership opportunities, and fellowship.

- Our website contains information on what to expect during the worship services, information about various church functions, committees, groups and activities. Enews provides this information as well.
- Staff members maintain the group activities and social justice teams paper brochures and related content on the church website. These are distributed in new member packets, at the welcome table, and throughout the church building in brochure racks.
- Guidelines for church communications, responsibilities for group activities, rites of passage, and rental arrangements are available in the church office and on the website; member only information is in the members' area of the church website which is now operational. This includes a church directory that is password protected.
- Times and sermon topics for worship services, social action events, religious education, and other activities of the church are published on the website and in the weekly E-news. In

addition, the order of service insert, coffee hour tables, slide show and bulletin boards supplement our communications efforts.