

# Diocese of Davenport's Safe Environment Program Frequently Asked Questions (FAQs)

## Part I: Background Checks

### Part II: Protecting God's Children Program (PGC) and VIRTUS Online

#### Part I: Background Checks

1. **Who is required to have background checks?**

- All employees and clergy (whether they work with minors or not).
- All adult (**ages 18 years and older**) volunteers who have contact with minors four or more times per year.
- All volunteers who will be attending an overnight function with minors.
- All Scout Leaders chartered by parish or parish school.
- **BACKGROUND CHECKS CANNOT BE CONDUCTED ON MINORS UNDER 18.**

2. **Upon completion of reviewing the *Policies Relating to Sexuality and Personal Behavior (Revised 11/06/08)*, what background paperwork is required to be filled out for new employees and volunteers and what do I do with these forms?**

- *Acknowledgement and Consent Form 1*
- *Authorization for Release of Dependent Adult Abuse Information Form 2*
- *Authorization for Release of Child Abuse Information Form 3*
- Please send **the originals** of the above three forms **plus a copy of the individual's driver's license** in an envelope marked "Confidential" to Diocese of Davenport, Attn Char Maaske, 780 W. Central Park Street, Davenport IA 52804. **DO NOT SEND TO Iowa Department of Criminal Investigations or Department of Human Services.**
- **Please do not send payment with forms.** The Diocese will bill the entity when the background check is complete. (In most cases, the charge will be \$10 per background check.)
- The Administrator of the program **must** review these forms. Please check for accuracy, completion and make sure all necessary signatures are on the forms. The Administrator **must** also enter the entity and city responsible for payment and **sign off** prior to sending the forms to the Diocese.
- Note, ask new employees or volunteers if they have already had a background check with any other Diocese of Davenport entities. Contact Lynnette Sowell for confirmation of a background check approval or Char Maaske for results. 563-324-1911 [sowells@davenportdiocese.org](mailto:sowells@davenportdiocese.org) [maaske@davenportdiocese.org](mailto:maaske@davenportdiocese.org)
- Copies of all forms listed above must be kept in a secured file at the parish or school. Additional paperwork is required to be kept in these files. See # 23 in Part II for a complete listing.
- (Form A is no longer required)

3. **What do I do with the Annual Acknowledgement and Consent forms?**

- Everyone must complete new Acknowledgement and Consent forms *annually*. These annual forms are kept on file at the parish or school with the copy of the Protecting God's Children program training certificate. \*Note, do not discard previous years' forms. Keep all copies.
- A copy of the Clergy's annual form needs to be sent to the Vicar General.
- A copy of the Principal's annual form needs to be sent to the Director of Faith Formation and Education/ Superintendent of Schools.

4. **Background checks are renewed every five years, how does one know who must have a background check renewal?**

- Lynnette Sowell distributes a list several times a year detailing who is due for renewal. Contact Lynnette at [sowells@davenportdiocese.org](mailto:sowells@davenportdiocese.org) or 563-324-1911 to verify status or request a current list.
- Renewal should be done only on those individuals who are still currently active as a volunteer or employee.

5. **When and what information is to be sent to the Diocese of Davenport for a background check renewal?**

- Paperwork should be submitted at least one month prior to an individual's renewal date
- Forms to submit should follow the criteria from question 2 above.

**All the above forms and information can be found at:**  
<http://www.davenportdiocese.org/faithform/ffsafeenvprogpg1.htm>

## Part II: Protecting God's Children Program (PGC) and VIRTUS Online

### 1. Who is required to attend the Protecting God's Children (PGC) program and register at [www.virtus.org](http://www.virtus.org)

- All Clergy.
- All employees (whether they work with minors or not).
- All adult (ages 18 and older) volunteers who have contact with minors four or more times per year.
- All minor volunteers who assist in ministry to other minors four or more times per year and are left alone with or in charge of other minors (It is recommended that they attend the program with a parent or with parental permission.) If they do not attend the training, they should be working with someone who did. That person should know the minor has not had the training.
- *If you have already had Protecting God's Children training in another Diocese, please give us a copy of your certificate and the name of the Diocese.*
- \* **Please use discretion when allowing minors to be left alone with or in charge of other minors.**

**NOTE: These rules apply to events co-sponsored with other denominations and organizations. VIRTUS will allow us to invite these individuals to our training if they are with our children.**

### 2. Who is required to do the VIRTUS Online continued training?

- Priests · Deacons · Pastoral Associates · Seminarians · DREs · Youth Ministers · Principals · Catholic School Teachers · Catholic School Secretaries · School Aides left alone with minors · Athletic Directors · Paid Coaches that are school teachers · Child Care Directors · Scout Leaders if troop or pack is Chartered by parish or parish school · Employees working with minors.

### 3. How do I Register?

- Go to [www.virtus.org](http://www.virtus.org)
- Click the yellow link labeled **Registration**.
- Click on Begin the registration process.
- Click the down arrow and choose Davenport from the organization list, then click the **Select** button.
- Create your user id and password (please make note of your user id and password, you will need them in order to access your account in the future), then click **Continue**.
- Provide the information requested (name, address, etc), if you do not have email click the "no email" button. After all information has been provided, click **Continue**. (Do not click the back button or your registration will be lost.)
- Select the primary location where you work, volunteer or worship, click **Continue**. (If you are associated with multiple locations, click **Yes** and make selection. You will have to go through this process for each additional location). If you have no additional locations, then click **No**.
- Select the roles that you provide within the Diocese, parish and/or school. Check all that apply. If you have a title, please enter that in the box, click **Continue**.
- Please select any additional roles that you provide within your Diocese, click all that apply, click **Continue**.
- Answer the next three questions: Are you a parent or guardian of a child under 18? Do you interact with, work with or come into contact with minors of this diocese? Do you manage, supervise or oversee employees or volunteers on behalf of this diocese in any capacity? Click **Continue**.
- Answer the following question: "Have you already attended a Protecting God's Children Session?" Click **Yes** or **No**.
- Click the down arrow and select the session you attended or plan to attend from the list, click **Complete Registration**.
- Your registration is complete and the message "**Thank you for completing the registration process.**" should appear.
- You will receive an email confirming your registration.
- Your VIRTUS Coordinator must approve your registration and confirm your attendance of the training session. You will receive the email confirmation after the approval process is complete. (In some cases this may take several days, or even a few weeks.)

### 4. How do I register if I don't have internet access?

- If you are an employee or volunteer at a school, they will give you access to their Media Center computers for you to register and to do any required continued training. **Contact your school coordinator for assistance.**
- Many parishes are providing computer access to their volunteers and employees for the registration process and continued training. **Consult with your parish coordinator and have them assist you.**

- If you do not have an email address, consider obtaining a free email account at [www.mail.yahoo.com](http://www.mail.yahoo.com) or any other free service or consider sharing an email account with someone else.

**5. Can I view upcoming Protecting God's Children Training Sessions?**

- Yes, go to [www.virtus.org](http://www.virtus.org), (DO NOT LOGIN)
- Click on the yellow link labeled **Registration**.
- Click on **View a list of sessions**.
- **Select your organization** by clicking on the down arrow, click on **Davenport, IA**, and then click on **Select**. This will bring you to a list of current sessions.
- From this point, you are also able to begin the registration process. Click on the box marked **Start Registration**. Complete the registration process as outlined in question number 4.

**6. What do I do with my Protecting God's Children program certificate?**

- If you work or volunteer for a parish or school, a copy of the certificate needs to be given to the DRE/Youth Minister/Pastor or Principal to be placed in your file at each parish and/or school you are associated.
- Keep a copy of this certificate. It is evidence of your attendance.

**7. How do I get a copy of my Protecting God's Children program training certificate?**

**Duplicate certificates are no longer issued by the Diocese. You can obtain proof of attendance from your VIRTUS account.**

- Login as usual.
- For those that are not required to complete the online training, the **Toolbox** page will have the training location and date, **ATTENDANCE CONFIRMED** information, with a Print certificate link. This link will open a pdf copy of your certificate. Print as usual.
- For those that are required to complete online training, go to your **Training** page. Click on the Live Training link. This will bring you to a page containing your training location and date with a Print certificate link. This link will open a pdf copy of your certificate. Print as usual.

**8. How do I read and complete my continued training bulletins?**

- Log onto [www.virtus.org](http://www.virtus.org)
- Enter your User ID and Password in the upper left-hand corner and click **Login**.
- The main page ( **Toolbox** tab) has an article to read and usually survey questions to answer. Many people mistake this for the required training portion but reading this article and **answering the survey question is optional and not part of the required training.**
- Click on the **Training** tab.
- On the My Training Screen, look for the Training Bulletin Report box, which is located on the right hand side of the page. The Training Bulletin Report Box will tell you if you have any bulletins that need to be read. If you need to read bulletins click the link at the bottom of the box that reads **Click here to see your complete report**.
- You will next see a screen that will give you a summary of your online training. On the Protecting God's Children for Adults line you will see a link which says **Click for details**. Click that link now to go to your full report.
- The Training Bulletin Report Screen will show all the bulletins available, including the date that they were issued and the date that you read them. If you have unread bulletins they will show **Not Read** in red letters in the "Read" column. Click on the Title of the Bulletin to open that bulletin.
- Read the Bulletin.
- At the bottom of the page is a question relating to the Bulletin that you just read. Answer the question by clicking in the circle next to the correct answer and then click on the button that reads **Submit your answer**.
- If you answer the question incorrectly you will get a pop-up window. Just click **OK** and try again.
- Once you answer correctly, you will see "CONGRATULATIONS! You answered the question correctly." Click **OK** and you will get credit for reading this Bulletin.
- You will then be taken back to the **Training** tab where you repeat the above process for all unread Bulletins. Once all Bulletins are marked with the date (that you read the bulletin) in the "Read" column, you are up to date on your assigned reading.

**9. How do I access and print bulletins on VIRTUS?**

- Log onto [www.virtus.org](http://www.virtus.org)
- Enter your User ID and Password in the upper left-hand corner and click **Login**.
- Click on the **Training** tab.
- On the My Training Screen, look for the Training Bulletin Report box, which is located on the right hand side of the page. Click the link at the bottom of the box that reads **Click here to see your complete report**.
- You will next see a screen that will give you a summary of your online training. On the Protecting God's Children for Adults line you will see a link which says **Click for details**. Click that link to go to your full report.
- This will bring you to a page that lists all of the bulletins that have been offered. Clicking on the title of the bulletin will pull up a copy that can then be printed off. (If you wish to have a "cleaner" version, look for the printer icon in the upper right hand corner. Clicking on this icon will pull up a print copy that eliminates the website boxes.)
- When new bulletins become available, it is recommended that you print off a copy prior to answering the question. This will then provide you with a bulletin that contains the questionnaire at the bottom, otherwise this is not an option after you have answered the question.

**10. How do I change my user id?**

- Contact Virginia Trujillo at 563-324-1911 [trujillo@davenportdiocese.org](mailto:trujillo@davenportdiocese.org)

**11. My status has changed. I no longer have contact with minors or I now have contact with minors. How do I update my VIRTUS account to reflect this change?**

- Contact Virginia Trujillo at 563-324-1911 [trujillo@davenportdiocese.org](mailto:trujillo@davenportdiocese.org)

**12. How do I edit my other information (password, email, address, phone number, location, etc.)?**

- Log onto your web account at [www.virtus.org](http://www.virtus.org)
- Enter your User ID and Password in the upper left-hand corner.
- After entering your id and password, your account should open automatically to the **Toolbox** page.
- On the left side of the **Toolbox** page, look for and click on **Update My Account** ...make changes and click **SAVE**.

**13. How do I do my Re-Certification/On-Line Training?**

- Go to [www.virtus.org](http://www.virtus.org) and log on as usual.
- Click on the **Training** tab at the top of the page.
- On the left side of the **Training** screen click the **Online Training Modules** link.
- On the **Online Training Modules** screen click on the **Protecting God's Children – Part I or Part II** link (you might have more than one module). A training module pop-up window will appear.
- Click on the **Click Here to Start** link to begin your re-certification training.
- Follow the prompts to answer the questions.

**1. Why don't I have a "Training Tab"?**

- You don't have contact with children or vulnerable adults.
- You are not required to do online training bulletins.

**16. Why can't I log in into my account?**

- You have not registered online
- Your account is inactive

**17. Can I have access to read online Training Bulletins, even if I am not required to complete these readings?**

- Yes, please contact Virginia Trujillo at 563-324-1911 [trujillo@davenportdiocese.org](mailto:trujillo@davenportdiocese.org)

**18. Are registration, training bulletins and re-certification provided in Spanish?**

- Registration is provided in Spanish, go to [www.virtus.org](http://www.virtus.org)
- On the left side of the screen, click on Español, instructions will then appear in Spanish.
- Required training bulletins are provided in Spanish, but not always current with the English training bulletins.
- There is not Spanish re-certification online at this time.

**19. Why do I not receive an email notice from VIRTUS that there is a new bulletin to read?**

**A note regarding emails (from VIRTUS):**

The rise in SPAM emails has created an equal rise in the aggressiveness of the measures to combat it. Consequently, many of our emails are blocked by SPAM filters. If you are using any software or tools within your email program to filter SPAM, please make sure that you allow messages from [system@virtus.org](mailto:system@virtus.org). You may also want to contact your network administrator to make sure that your network allows messages from [system@virtus.org](mailto:system@virtus.org). SPAM filtering is the number one reason for our emails not to be received.

**20. Why do my employees or volunteers not show up on the training bulletin report?**

There could be a numbers of reasons.

- Individual did not log onto VIRTUS.
- Individual did not sign in at the training site.
- Individual left early and did not complete the training.
- Handwriting was not legible.
- Individual put in an incorrect training date so we are unable to confirm attendance and activate account.
- Individual signed in at the Protecting God's Children training with one name and logged onto VIRTUS with another name. (E.g., Mary Jane Doe logged onto VIRTUS using Jane Doe but signed in at the PGC program with Mary Doe. Due to inconsistent information, we may not be able to confirm that Jane and Mary is the same person and therefore we are unable to confirm attendance and activate account.)
- Individual is not active.
- Individual selected the wrong location where they work or volunteer when they registered online.

**21. Why do my employees or volunteers have "No Modules Assigned" on the Re-Certification report?**

- Individuals are not assigned this training until one year after their VIRTUS account is **activated**.

**22. Why do my employees or volunteers have "Incomplete" on the Re-Certification report?**

- Individual started the re-certification training but did not finish the process.
- Individual did not start the re-certification training.

**23. What paperwork is required to be kept in a personnel file at the schools/parishes?**

- *Copy of Protecting God's Children program training certificate*
- As noted in Part I, the following background paperwork is also required to be kept on file:
- *Acknowledgement and Consent Form 1*
- *Authorization for Release of Dependent Adult Abuse Information Form 2*
- *Authorization for Release of Child Abuse Information Form 3*

**Note: a checklist is available to be placed in each individual's file to assist with keeping track of all requirements.**

**All the above forms and information can be found at:**  
<http://www.davenportdiocese.org/faithform/ffsafeenvprogpg1.htm>