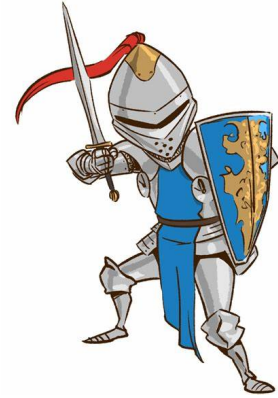


Sterling Volunteers Local Admin Guide



Welcome! to the role of local admin for Sterling Volunteers—an important and often underestimated role. First off, we would like to say, Thank you! For taking on this responsibility. We understand it's not the most glamorous or exciting or enjoyable role in the world but, again, it is important.

Why is this role so important? You are a big gatekeeper to the physical, emotional, financial, and spiritual prosperity of your church or school. There are sexual, financial and other types of predators that could get through undetected without you.

Just imagine what could happen without you. You get the notification that somebody who was well-trusted as a deacon in your church for 13 years just got caught doing something I don't want to even mention with a two-year-old in one of the families of your church. At first, you don't believe it—how could he? He was such a nice guy? Surely there is some kind of mistake. But the reality is that it did happen. Not once, but at least a couple of times with different families in your congregation.

Now this thing typically doesn't just catch the awareness of your church but the community. Then you have a city official talking about your beloved church—by name—on the news that this guy was living in one of your member's homes. Think this is just fiction to scare you? Wish I could say so, but it isn't. This literally happened to a fellow SDA church in Texas.

With just that alone, can you imagine what kind of emotional and spiritual and mental stress and battles this would put your church into? And more—this real example could have been easily avoided. How? If they only would have appointed a local admin to make sure all significant volunteers went through the background check system appointed by the NAD. That is correct. If this particular church would have only put this deacon through a simple, background check, they would have found out that before he took office as deacon,

he was a known sex-offender—a child-molester—and, I believe, would have cut all this off at the pass.

Thankfully, with this real-life case, the government agent, while talking about it on public news, tried to make it clear that the church is not the enemy here—but this isn't always the case. I don't know if there were ever any charges pressed against this church, but this thing happens a lot more than you may realize. There are attorneys out there who make it their specialty to prosecute non-profit organizations (even if that organization in-no-wise condones this behavior), winning millions for families with victims of sex-abuse. This has bankrupted local organizations for the Boy Scouts and Catholic diocese, for example. Now imagine that on top of the emotional and mental strain coming from this public awareness of what happened at your church, the strain from litigation that could possibly be awarded millions.

In these types of cases, the courts will look at the organization to see if they did their due diligence in keeping this from happening. In other words, they will consider whether or not background checks were, in fact, done. Are you understanding better now why you are so important? This just doesn't go to stop sexual predators, but also possibly financial ones and more. You are the knight, and Sterling Volunteers is some of your main armor.

Sterling Volunteers

Thank you for serving as a volunteer for the churches and/or schools in the Northern California Conference of Seventh-day Adventists.

REGISTRATION INSTRUCTIONS ADVENTIST CHILD PROTECTION SCREENING

Step 1 Go to www.ncsrisk.org/adventist and click the *First-Time Registrant* option.

Step 2 First select the state and then Conference (Northern California).

Step 3 Create a user ID and a password you can easily remember. It's recommended to use your email address for your user name. This data will be case sensitive.

Step 4 Please provide the information requested on the screen: name, address, etc. (Note: Do not click the back button or your registration will be lost.)

Step 5 Select the primary location where you work or volunteer, and click continue. If you work or volunteer in another location (perhaps at a school and a church), select "Yes" and then select a second location.

Step 6 Select your role(s) within the organization. (Multiples may be selected here as well.)

Step 7 Read the instructions regarding the details of the online training and then proceed. Select *Click Here* to begin the online training. (Note: Training can take up to one hour.)

Step 8 Upon completion of your online training, you will be instructed to complete your Background Check. Don't forget this important step!

Step 9 You will be directed to complete the Sterling Volunteers Background Check by clicking on *Complete the Sterling Volunteers Background Check*. Sterling Volunteers will require you - as a volunteer - to claim your account using three pieces of information: email address, home zip code, and date of birth. You will then be redirected to the Sterling Volunteers platform to confirm the details required for the background check.

Additional Background Check Information:

- Enter your full LEGAL name – not an alias or nickname
- If you do not wish to use your Social Security Number, check the box *No SSN*.
- The Fair Credit Reporting Act governs all background checks. The NCC is NOT checking your credit report. Use of the word "credit" references the law. You can print a copy of the consent form.

Step 10 Review and complete the consent form.

Step 11 Confirm the information is correct, and click *Submit*. Once the background check has been successfully processed, you will be notified via email.

Additional Details

Once the online training and the submission of your background check is completed, you can login to your account and click on "My Report" to view your online training and view your background check completion date. You can also access the "Update My Account" link at the top of the page to update your personal information.

Questions?

Please contact us via email at AdventistSupport@sterlingvolunteers.com or 1-855-326-1860 (toll free).

Sterling Volunteers

Gracias por servir como voluntario para la iglesia y/o escuela en la Conferencia Adventista del Norte de California.

INSTRUCCIONES PARA LA REGISTRACIÓN EXAMEN DE PROTECCIÓN INFANTIL ADVENTISTA

Paso 1 Vaya a www.ncsrisk.org/adventist seleccione Español: Acceso o Inscripción y haga clic en el botón de inscripción.

Paso 2 Primero seleccione el estado y luego la Conferencia (Norte de California).

Paso 3 Crea una identificación de usuario y una contraseña que pueda recordar fácilmente. Se recomienda utilizar su dirección de correo electrónico como su nombre de usuario.

Paso 4 Proporcione la información solicitada en la pantalla. (Nota: no haga clic en el botón de regresar o se perderá su registro.)

Paso 5 Seleccione el principal lugar de trabajo, servicio voluntario o lugar de oración. Si usted trabaja o es voluntario en otra ubicación, seleccione Si y seleccione la segunda ubicación.

Paso 6 Haga clic en el círculo verde para comenzar la capacitación en línea. Una vez completada, la última pantalla le permitirá imprimir un certificado. (Esta opción dependerá de su conferencia.)

Paso 7 Lea las sugerencias sobre los detalles de la capacitación en línea y luego proceda. Seleccione "Haga clic aquí" para comenzar la capacitación en línea (Nota: la capacitación puede tomar hasta una hora).

Paso 8 Una vez completada su capacitación en línea, se le indicará que complete su verificación de antecedentes. Complete los pasos del proceso de verificación de antecedentes (Nota: la verificación de antecedentes solo tomará de 5 a 10 minutos).

Paso 9 Desde allí, lo llevará automáticamente a una página con el formulario de consentimiento para que se lea y se complete cierta información, que se verá así: (según el paquete de verificación de antecedentes asociado a sus roles).

Información adicional de verificación de antecedentes:

- Ingrese su nombre LEGAL completo - No un alias o apodo
- Si usted no desea dar su seguro social haga, click No SSN
- La Ley de Informes Crediticios Justos (Fair Credit Reporting Act) realiza todas las verificaciones de antecedentes. NO revisamos su informe de crédito. El uso de la palabra "crédito" hace referencia a la ley. Puede imprimir una copia de ese formulario de consentimiento.

Paso 10 Revise y complete el formulario de consentimiento.

Paso 11 Confirme que la información sea correcta y haga clic en enviar. Una vez que la verificación de antecedentes haya sido procesada con éxito, recibirá una notificación por correo electrónico.

Detalles adicionales

Una vez completada la capacitación en línea y la presentación de su verificación de antecedentes, puede iniciar sesión en su cuenta y hacer clic en "Mi informe" para ver la capacitación en línea y ver la fecha de finalización de verificación de antecedentes. También puede acceder a "Actualizar mi cuenta" para actualizar su información personal.

¿Preguntas?

Por favor contáctenos por correo electrónico a AdventistSupport@sterlingvolunteers.com o al 1-855-326-1860 (sin costo)

GUIDELINES FOR VOLUNTEERS

working with Children and Youth

Because our society is filled with pain, problems, and litigation caused by the improper conduct of people working with children and youth, it is imperative that those working with children and youth at church have meaningful guidelines for conduct—to protect both themselves and those under their care. As a ministry volunteer, you want parents and guardians to feel comfortable and confident with you. *Here are some practical guidelines:*

- ❑ NEVER leave unattended a child or youth or group of children and youth for whom you are responsible. Provide adequate supervision at all times, no matter what.
- ❑ Always have at least one other adult (18 years or older) with you when ministering to children and youth. UNDER NO CIRCUMSTANCES should you allow yourself to be alone with one child or youth.
- ❑ Always ask a person's permission before touching him/her anywhere, even when responding to an injury or problem. This is especially true for any area that would normally be covered by a T-shirt and shorts. If an injury is within this area, make sure another adult works with you as you provide care.
- ❑ Physical and verbal attacks are inappropriate and should not ever be used as discipline. "Time out", or "sit-in-that-chair" may be helpful methods with children or youth.
- ❑ Kids need to be touched appropriately. Keep hugs brief and "shoulder-to-shoulder" or "side-to-side;" always keep your hands at (not below) the shoulder level. A caregiver kiss is to the forehead or cheek only, not elsewhere. For small children who like to sit on laps, encourage them to sit next to you.
- ❑ When taking small children to the bathroom, always take another adult along or leave doors open.
- ❑ Be aware of the signs and symptoms of abuse. Be aware of the legal requirements in your locality for reporting abuse. In nearly all places, a caregiver can be held legally responsible for failing to report suspected or actual abuse.
- ❑ Be loving, kind, firm, and always thoroughly professional as a caregiver. Working with children and youth at church is not only a privilege, it is also a deep responsibility that must be approached with the utmost care.



GUIDELINES FOR *All* VOLUNTEERS

Guidelines for all Volunteers: As a volunteer, you should participate in orientation and training programs conducted by your church. Adventist Risk Management and the North American Division recommend the following for all volunteers. These serve as a protection to you and your ministry against charges of abuse:

- ❑ Volunteer screening—All volunteers must complete the screening process required by the NAD through Sterling Volunteers (ncsrisk.org/adventist) every three years.
- ❑ Six-month rule—Do not recruit a volunteer who has been a church member for less than six months.
- ❑ Two-person rule—Have at least two adults present at all times.
- ❑ Glass window rule—If the door to a room does not have glass in or around it, the door should be left open, so the volunteer is in full view.

THANK YOU FOR SERVING AS A VOLUNTEER FOR THE CHURCHES AND/OR SCHOOLS IN NORTHERN CALIFORNIA.

NORTHERN CALIFORNIA CONFERENCE OF SEVENTH-DAY ADVENTISTS
Risk Management Department

P.O. Box 619015, Roseville, CA 95661 • riskmgmt@nccsda.com • (916) 886-5626

Your #1 Task:

Your main job as a local admin is fairly straightforward: Make sure all qualifying volunteers go through the training/background checks (and keep it maintained). Your job WILL NOT be to determine what happens to someone who fails a test. Your job is also not necessarily to determine what happens to someone who refuses to go through the test. This is the job of the local elders and administration. Now you can breathe a sigh of relief as you realize your task is so much simpler than all that drama.

As a secondary role, you should also make sure that ALL volunteers understand the NCC Volunteer Guidelines (and has a copy of)—a document that is included in this guide. Following these guidelines will prevent even the ability for anyone to make allegations if taken seriously (such as never, ever, ever be alone with the minor child of another church member).

Who is a qualifying volunteer?

Not everyone who volunteers for something in the church is considered a “qualifying” volunteer in the instance of having to go through Sterling before serving (breathe another sight of relief). This means that if someone who visits the church wants to help clean up the dishes from a fellowship meal, you don’t have to put up your hand and say, Stop! You must go through this background check first! ☺

The NAD’s definition of a qualifying volunteer is as such from the NAD Working Policy:

“All volunteers referenced in this section include all adults, over the age of 18, involved in any capacity in children and youth ministries and activities, and all church ministry leaders and officers voted or appointed by the local church”

When in doubt, check them out!

The Process:

This is what happens when someone goes through the process.

1. They use the instructions provided by you with the handout included in this guide
2. If there is nothing on their record, it shows up as Eligible on the “Compliance Report” (more about that report later) and they are good to go
3. If there is something on their record, it comes to us (not you) in an email and we will look at it and decide what the next step would be. Most of the time, it is only due to some minor traffic violation when they pick a role that has a driver MVR check attached to it (have them pick the “Driver” role if you need a DMV check done. However, on occasion, there are more serious things that do show up of which we will end up contacting whoever is the main administrator for that entity and let them know what is going on (principal or pastor or head elder usually)
4. For traffic violations, the NAD Working Policy states:
“All drivers shall be properly licensed...The recommended age for drivers shall be twenty-one (21) years. A minimum allowable age of nineteen (19) years old...Drivers shall have an acceptable driving record during the previous three years with not more than two traffic citations and no accidents that results in a conviction of a misdemeanor or criminal charge while driving any vehicle”
5. Our cycle is every three years (disregard if any emails come from Sterling that say yearly). This means that about every three years from the background check completion, these individuals will be notified automatically by Sterling to redo their training/background check.

Inside of Sterling Volunteers

Now let's get to the nitty-gritty of using this program.



[Update My Account](#) | [Logout](#)

Administration

System Administration
Users
User Search

Administration for Local Administrators

Summary View: Background Checks

	Pending Review	Pending Submission	Expired	Expiring in 30 Days	Expiring in 60 Days
Employees	0	0	0	0	0
Volunteers	0	0	0	0	3

Compliant

All: 0
Training: 0
Background Checks: 0
Documents: 0

Not Compliant

All: 0
Training: 0
Background Checks: 0
Documents: 0

When you log in, you will notice two tabs now (instead of just one) that include Training and Administration. As you might guess, the Administration tab is where all the fun is for the local admin.

The **NUMBER 1** thing you need is the “Compliance Report” under the Administration tab.



Go ahead and click on this “Compliance Report”.

This will bring up something that looks like the following:

Administration

System Administration
Users
User Search

Compliance Report

Use this page to filter the Compliance report.

First Name: [] Last Name: [] Training: [] BGC: [] Documents: []

Location: [] Role: [] Profile: [] Active: [] Expiring Start: [] Expiring End: []

Training: [] BGC: [] Documents: []

☐ Show only one only

ID#	First Name	Last Name	Role	Profile	DOB	Active	Training	Training Date	BGC	BGC Date	Documents
100001	John	Doe	Teacher (Volunteer)	Registered	01/01/1980	Y	01/01/2019	01/01/2021	01/01/2019	01/01/2021	English
100002	Jane	Doe	Teacher (Volunteer)	Registered	01/01/1980	Y	01/01/2019	01/01/2021	01/01/2019	01/01/2021	English
100003	John	Doe	Teacher (Volunteer)	Registered	01/01/1980	Y	01/01/2019	01/01/2021	01/01/2019	01/01/2021	English
100004	Jane	Doe	Teacher (Volunteer)	Registered	01/01/1980	Y	01/01/2019	01/01/2021	01/01/2019	01/01/2021	English
100005	John	Doe	Teacher (Volunteer)	Registered	01/01/1980	Y	01/01/2019	01/01/2021	01/01/2019	01/01/2021	English
100006	Jane	Doe	Teacher (Volunteer)	Registered	01/01/1980	Y	01/01/2019	01/01/2021	01/01/2019	01/01/2021	English
100007	John	Doe	Teacher (Volunteer)	Registered	01/01/1980	Y	01/01/2019	01/01/2021	01/01/2019	01/01/2021	English
100008	Jane	Doe	Teacher (Volunteer)	Registered	01/01/1980	Y	01/01/2019	01/01/2021	01/01/2019	01/01/2021	English
100009	John	Doe	Teacher (Volunteer)	Registered	01/01/1980	Y	01/01/2019	01/01/2021	01/01/2019	01/01/2021	English
100010	Jane	Doe	Teacher (Volunteer)	Registered	01/01/1980	Y	01/01/2019	01/01/2021	01/01/2019	01/01/2021	English

Notice all of the names and that you can filter your list in all sorts of ways. If you click on the names, it will bring you to their specific information. You can filter by Roles, BGC Expire Dates, etc.

Administration

System Administration
Users
User Search

User Profile

User ID: [] Password: [] Salutation: [] First Name: [] Middle Name: [] Last Name: [] Email: [] Email account info

Primary Location: []

Roles

Primary Role	Role	Location	Start	End
Teacher-Sabbath Sch	Oroville SDA Church	Edit		

Showing 1 to 1 of 1 entries

☐ Show inactive

☐ End or delete role | Ending all roles does not deactivate the account

Title or Function: [] Department: [] Contact w/ Minors?: [] Supervisor or Manager?: []

Account status: [] Service Begin: [] Service End: [] Last Login: []

Notes: []

You can now look up their contact, BGC (background check) and training info.

The All-Seeing Compliance Report

Use this page to filter the Compliance report.

First Name: Last Name: ☒ Training ☒ BGC ☒ Documents

Location: Role: Profile: Active: Expiring Start: Expiring End:

Training: BGC: Documents:

☒ Show ONE role only

First Name	Last Name	Role	Profile	Site	Active	Training	Training Exp.	BGC Type	BGC	BGC Exp.	Status
[Redacted]	[Redacted]	Teacher-Sabbath Sch	Registrant		Y						
[Redacted]	[Redacted]	Bible Worker (Volunteer)	Registrant		Y	11/02/2018	11/03/2021		11/02/2018	11/03/2021	Eligible
[Redacted]	[Redacted]	Bible Worker (Volunteer)	Registrant		N	11/04/2018	11/05/2021		11/04/2018	11/05/2021	Eligible
[Redacted]	[Redacted]	Elder	Registrant		Y	04/23/2018	04/23/2021		04/23/2018	04/23/2021	Eligible
[Redacted]	[Redacted]	Pathfinders	Registrant		Y	09/22/2017	09/22/2020		09/22/2017	09/22/2020	Eligible
[Redacted]	[Redacted]	Office (Volunteer)	Registrant		Y	10/11/2019	10/11/2022		10/11/2019	10/11/2022	Eligible

Okay, it doesn't show that much detail about the person, but it gives you pretty much all the pertinent info to fulfill your job as a local admin. It shows you:

1. Who has at least started the process
2. Who has finished the process
3. The dates of finishing their training and background check
4. The expiration dates for their checks/training
5. The all-important "Status"

What does it all mean?

Let's start with the most important—the "Status." There are three different *types* of options for the Status.

1. Eligible = Good to go! 😊
2. Ineligible = Rare. Means they are NOT to be used as a qualifying volunteer in any wise. The entity will have been notified prior to this. Sometimes it means that an entity has been notified and gotten no response so this should get its attention.
3. Eligible-[some type of restriction] = This means they are eligible for everything except for the one thing listed. Most common is "Eligible Non-Driver". Usually means they fell outside of the NAD guidelines for a driver.

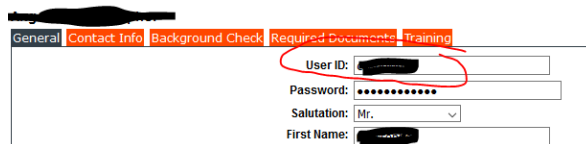
Other symbols:

1. The exclamation point = Simply means they have started but not finished the process
2. The three little figures in the blank column = Simply means they have multiple roles

Always remember that nothing is irreversible. This status can be changed by us in a very short time. If any questions/concerns, simply contact us.

FAQs/Troubleshooting

1. **I want to switch/add my location(s) to make my info available for other schools/entities:**
 - a. Email us or Sterling with the request
2. **Does it cost anything to the entity?**
 - a. Historically, only the amount that pertained strictly to the DMV (driver) portion of the check was billed to the entities (which is minimal—usually \$3/individual). However, this is subject to change. Bottom line, the most entities will ever have to pay is a fraction of the actual cost. The NCC currently absorbs the vast majority of the costs associated with our background checks. We do not wish our entities to be scared to use this service due to any financial worries (ex: a normal bill may be about \$1,200. The NCC will absorb typically around \$1,100 of it)
3. **Will my information be secure if I go through the background check?**
 - a. This question is usually asked by those who do not understand the reality of information availability currently in the world. The short answer: There will be no significant increase in risk to anyone's info who goes through the process. If you ever have been an employee, applied for a credit card, etc, then your information is already at some type of risk. Even the Pentagon is not full-proof from data breaches. This is the reality in which we live
4. **It doesn't accept my login info?**
 - a. This is something you may come across from time to time. There may be a number of solutions:
 - i. Make sure they are trying to log in to the correct portal. It has happened where folks go trying to google Sterling Volunteers and they end up at the wrong website (www.sterlingvolunteers.com). If they try to log into this website, they will meet with utter defeat every single time. Make sure they are trying to log into www.ncsrisk.org
 - ii. Make sure they are using their actual "User ID" instead of their email (unless they actually put their email as their User ID. You, as the local admin, have the ability to click on their name and go into their General info to see their User ID



The screenshot shows a login form with the following fields: User ID, Password, Salutation (dropdown menu), and First Name. The 'User ID' field is circled in red, and a red arrow points to it from the text above. The 'Password' field is masked with dots. The 'Salutation' dropdown menu is set to 'Mr.'. The 'First Name' field is empty.

- iii. The majority of the time: Browser issues. For this, there are two main solutions:
 1. **Make sure they ARE NOT using Internet Explorer.** This browser is notorious for not working well with Sterling (and many other things for that instance). Not so sure about the newer Edge but it may work fine. For the PC, use either Firefox or Google Chrome
 2. Cache. If everything else is correct (correct web address, correct User ID, correct browser), then it may just be that the browser cache needs to be cleared. Each browser has its own simple way to be cleared. If anyone doesn't know how to do this, all it takes is a simple search of "Firefox [whatever web browser] clear cache" and you will find step-by-step instructions

5. **Will it negatively affect my credit score if I consent to the statement about credit on the background check?**
 - a. No. This will not actually look up your credit score. It is somehow used as a way to verify your identity.
6. **What about those that come from other conferences and have already gone through Sterling?**
 - a. See #1
7. **What about those who have moved away but still have our location?**
 - a. This is like to #1 and #6. It doesn't hurt anything to have that extra person on your list, but if it erks you that bad, either the NCC or Sterling can erase the location

Tips from those who use it often

- If you want to keep track of who has done something since the previous time for renewals, at the start, run a list by expire date, then, on occasion, run it again and see who doesn't show up
- Remember, when the nominating committee appoints new leaders in the church, you need to be on it. You need to keep a list of all the new leaders on the nominating list so you can keep track of who needs to go through the process
- Remember that folks need to be reminded that if they change their email addresses, they need to update their accounts or they will NOT get renewal emails (by clicking up at the top right on "Update My Account")

Final Thoughts

If you have any questions at all, please do not hesitate to contact the NCC Risk Management. There are sometimes—when not all the instructions are followed—that a background check prompt will not come up. Again, just contact the NCC Risk Management and we will likely be able to fix the problem.

There are some problems, however, that can only be solved by Sterling themselves. Email is probably the best way to get them (at least at the time of this writing during COVID). Here is their email:

AdventistSupport@sterlingvolunteers.com

If you have any suggestions for this guide, please let us know.

And, again, we thank you so much for all that you are doing for the health of our institutions and safety of our most precious assets—our children.