



# *Our Lady of the Lake Catholic Church*

22 July 2018

Dear Parish Family,

I am pleased to announce that with the support of the Men's Club the parish offices have been updated and renovated and are now a beautiful and efficient work space for the parish staff. I invite you to join us after the Masses this weekend to view the work that has been accomplished. My thanks to the Men's Club (Especially Mike, Hank and Dan!) and all the workers, many of whom volunteered long hours of work, who made this improvement to our parish a reality. I also want to thank our parish staff for their patience during the renovations.

The updated and renovated offices were necessary to facilitate a more efficient work environment for our staff. The reality is we are no longer a small parish. With over 785 families and serving 2,227 individuals our staff is being kept busy during our normal business hours in their efforts to serve all of our parishioners and help us to continue to prosper and grow as a parish. We now need to support them by observing some boundaries regarding the office area and the work day/week.

I am therefore respectfully asking that all parishioners make a good faith effort to observe the following boundaries:

1. Office Hours are Monday through Friday from 9:00am until 1:00pm. Feel free to come to the office during these times with your needs, questions or requests. Someone will be here to help you. These are "open" office hours.
2. The Office is closed after 1:00 pm. While some staff may still be working please do not come to the office without an appointment after 1:00pm. The staff needs uninterrupted work time in the afternoon to accomplish their daily and weekly tasks. You CAN make appointments to meet with the staff during the afternoon hours but, please, refrain from just "stopping in" without an appointment.
3. Please remember that the staff has work to accomplish every day – and much of it is on a deadline. If you do come to the office, please conduct your business in a timely fashion and then excuse yourself so that the staff can get back to their work. We are all one family and many of us are close friends but please don't "visit" during work hours. The staff needs to be able to finish their work in a timely manner and should not have to stay late into the evening because they have been interrupted numerous times during the day and were unable to finish their work. We want to be here for you – and will be – but please respect our work time.

---

Post Office Box 549  
Chapin, South  
803.345.3962



195 Amicks Ferry Road  
Carolina 29036  
Fax 803.345.8933

4. Please treat phone calls to the parish offices in the same way as you would a visit. The staff will answer your call and try to help you with your needs as best as they are able but, again, please finish your business and conclude the call. The staff is working and needs to get back to their tasks at hand. If you want to “catch up” on other news please call the staff as you would any friend – after work hours or on the weekend!
5. Speaking of after work hours and/or the weekend – please respect our staff’s family time and refrain from calling them after work or on the weekend about parish business unless it is an emergency. The staff and Fr. Dennis are always available during emergencies.
6. To help us control access to the office areas and to better secure the buildings we have updated our entryways with electronic locks as well as having updated our alarm system. Key fobs are now needed to enter the offices and Family Life Center. Further, the office hallway requires key fobs as well. Not all key fobs will be given access to the office hallway. This change is for the overall security of our facilities but also for the safety of our staff – who are often alone in the buildings. The new access system, cameras and key fobs will enable the staff and ministry leaders to control access to the buildings and our offices.
7. The new security system also allows us to be in the buildings while the alarm is set to “occupied” as well as giving us a “panic” mode. All of the alarm settings can be accessed by the staff using an APP on their phones.
8. The ONE exception to all these boundaries is for myself, Fr. Dennis. I am always available. My contact information is on our web site, on the bulletin and in my signature block below. You may contact me at any time, day or night, 24 hours a day, 365 days a year. Even when I am on vacation or on my day off I keep my cell phone close and generally respond within minutes if not hours. Rarely, I may take a day or two to respond if your need is not urgent.

It is my sincere hope that these changes will be respected and appreciated by all. The parish staff is enjoying their new work spaces and is looking forward to increasing their effectiveness in serving your needs as our parishioners. The security of our buildings and campus continues to be a priority and we anticipate more changes in the future. We will strive to make the changes as accessible as possible while still meeting our security needs for the protection of all who worship, work and play at Our Lady of the Lake. Thank you for your support and understanding.

Sincerely in Christ,



Rev. Dennis B. Willey

Pastor

E-mail: [pastor@ollchapin.org](mailto:pastor@ollchapin.org)

Cell: 843.834.5447