

Volunteer Handbook



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Welcome

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Catholic Charities Philosophy

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Definition of a Volunteer

You are considered a volunteer if you, without compensation or expectation of compensation beyond reimbursement for volunteer related expenses, perform a service at the direction of and on the behalf of Catholic Charities. This includes participating in program activities or serving on the Board of Director.

Catholic Charities welcomes adults, youth, families, and groups to volunteer within our organization's programs and does not discriminate against any volunteer because of race, color, age, gender, sexual orientation, national origin, or disability.

Employees as Volunteers

If you are already an employee of Catholic Charities, you may volunteer within any Catholic Charities program offering volunteer opportunities. Under no circumstances are employees expected to volunteer their time nor are they ever expected or allowed to volunteer for duties they normally are paid to do.

Clients and Their Relatives as Volunteers

If you are a client of Catholic Charities, you may be accepted as volunteer where such service does not conflict with provision of services to you or to others.

Minors as Volunteers

Volunteers under the age of 18 who wish to participate in an ongoing volunteer opportunity must have written permission of parent or guardian before they may begin service. The volunteer tasks assigned to a minor shall be performed in a non-hazardous environment and shall comply with all appropriate requirements of child labor laws. Minors must also be accompanied by a parent and/or guardian at all times of service.

Group Volunteers

Many of Catholic Charities' programs accept one time volunteer service from groups, including high school and college service groups, church groups, and employee on corporate service days. Youth may participate in one-time group volunteering activities with parent or guardian permission and adult supervision. Group Leaders assume responsibility for obtaining any necessary parent/guardian permission.

Volunteering vs. Interning

As opposed to most volunteer opportunities, internships are primarily education experience with an emphasis on learning academic or career-related skills. Interns are supervised by licensed or otherwise accountable professionals. Interns may receive a stipend.

Classification of Volunteers

There are two levels of classification for volunteers. Level 1 identifies the frequency at which the volunteer provides services. Level 2 identifies duties that would require the volunteer to complete additional documentation as it relates to the volunteer position.

Regular Volunteers

A regular volunteer has a set schedule and performs services consistently. This level of volunteer may come several times a week, with a schedule that is similar to employees of Catholic Charities. Whether they come once or five times a week, they have a regular volunteer work schedule.

Semi-Regular Volunteers

A Semi-Regular Volunteer does not have a set schedule and may come at varying times. These volunteers are not consistently scheduled for service, and may only come when needed or are available.

Special Event Volunteers

A Special Event Volunteer may only provide services during a specific event hosted by Catholic Charities. An example of a Special Event Volunteer is one who volunteers at Thanksgiving.

Volunteer Duties and Responsibilities

The following is a list of duties that may require additional documentation and processes.

1. Driving on behalf of Catholic Charities.
2. Providing direct services to clients (including but not limited to children and the elderly)
3. Access to client personal identifiable information and/or access to Catholic Charities proprietary information.
4. Providing services as a licensed and/or certified professional.

Volunteer Forms and Policies

Depending on the Volunteers assigned duties and responsibilities, the following documents and processes may apply.

Volunteer Application

As a regular or semi-regular volunteer, you may be required to complete a volunteer application. If your volunteer duties extend only to a one-time event no application is required.

Safe Environment Training Packet

Catholic Charities Staff and Volunteers are required to read, understand, and adhere to the Safe Environment Policies. The training packet is attached to this handbook as an addendum. The following policies are covered;

- Criminal Record Policy
- Harassment and Sexual Misconduct Policy

- Safe Environment Policy for Protection of Children
- Child Abuse and Neglect Reporting Law and Responsibility
- Elder and Dependent Adult Reporting Law and Responsibility

Volunteer Agreement Form

To document that you have read, understood, and agreed to follow Catholic Charities volunteer practices and procedures and feel comfortable with your responsibilities of your specific volunteer position, we require all volunteers to sign a Volunteer Agreement Form when beginning service.

Confidentiality Agreement Form

Affirming the dignity and worth of all persons seeking services from Catholic Charities is one of the agency's most honored values. This demands the protection of any confidential information disclosed throughout the course of the helping process and thereafter.

All Catholic Charities volunteers are to respect the privacy of all individuals and their information requesting or receiving services. This confidentiality is to be maintained beyond the association of both the clients and volunteer with the Agency.

Information deemed confidential includes the identity of individuals seeking, receiving or having had received service and/or identifiable and specific case record material, whether maintained as paper files or electronic data. Information revealed during any form of consultation must be safeguarded and the anonymity of the person(s) served protected. Volunteers with access to such information are required to sign and abide by Catholic Charities Confidentiality Agreement.

Internet User Agreement Form

Volunteers who will have access to and use Catholic Charities network and database must read, understand, and abide by the Internet User Agreement. This agreement dictates appropriate use of Catholic Charities email, computer equipment, software and network.

Volunteer Participation Guidelines

Dual Relationships

Volunteers are expected to refrain from social interaction with service participants except at events sponsored by Catholic Charities for that purpose. While it is impossible to describe all potential social interactions, the following are included in that prohibited category but do not define it entirely:

- Inviting a service participant to attend a private social function
- Providing a personal phone number to a service participant and encouraging the service participant to call
- Socializing with a service participant at a restaurant, bar, or similar establishment

- Inviting a service participant to a volunteer or employee's personal residence, unless that residence is the site of a Catholic Charities sponsored function attended by service participants, employees, and/or volunteers.

Driving

Volunteers use their vehicles at their own risk and are not covered by the organization's insurance. In most cases, volunteers are not reimbursed for mileage. If driving is an essential part of your volunteer work, the following processes shall be required.

- Completion of Online Defensive Driving Curriculum provided by Catholic Mutual Group
- Complete the Volunteer Insurance Declaration and Waiver form
- Maintain insurance liability coverage of at least \$100,000 per person and \$300,000 per occurrence.
- Provide Catholic Charities with a copy of your Driver License.

Recognition

As a volunteer, you are an essential part of our program operations. Therefore, we believe is it very important to recognize the time and effort that you put into your service. Recognition opportunities occur at the program level.

Ending Volunteer Service

Resignation

Your volunteer position may conclude at the end of a particular project, event, or set time period, but you are also free to end your volunteer service with Catholic Charities at any time. Because volunteers are so important to the programs and agency, however, we request that you provide advance notice of your departure.