

Volunteer Manual

2018

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Dear Volunteer,

Welcome to the Catholic Charities Diocese of Palm Beach family!

You are vital to the success of the Catholic Charities programs. Our strength in providing valuable social and ministerial services in challenging times comes from our Staff, Administration, Board of Directors, Advisory Boards and, of course, our Volunteers. In fact, Volunteers are essential to the success of several of our Programs.

This manual will serve as a general guide. Recognizing that no volunteer manual can answer all of your questions, our organization will provide you with a program specific orientation led by your supervisor.

I invite you to contact me with any questions and please know that the administration staff is always available to provide information to you. I also invite you to share your thoughts and experience with me and the Catholic Charities administration staff.

Volunteering is ultimately about helping others. We greatly appreciate your desire and dedication to achieve the Catholic Charity mission of providing help and creating hope for those who are in need. In living our faith, we respect life in all of its stages and collaborate with others to build just and compassionate communities.

Thank you for your willingness to serve.

Sincerely,

Francisco “Frankie” Chevere
Executive Director

1. INTRODUCTION

1.2 Purpose and Scope of Manual

This manual establishes an overall guide and direction to volunteers and staff engaged in volunteer involvement for Catholic Charities Diocese of Palm Beach. It is intended to provide guidelines to foster better workplace relationships and to promote service. The policies that follow are intended for internal management guidance only and do not constitute, nor are they intended to constitute, an expressed or implied binding contract of personnel agreement. Catholic Charities Diocese of Palm Beach reserves the exclusive right to change any of these policies at any time with or without notice and to expect adherence to the changed policy. Areas not specifically addressed in this volunteer manual may be found in the Catholic Charities Policy and Procedure Manual. All program-specific questions should be directed to the appropriate Program Administrator.

1.3 Mission Statement

Catholic Charities Diocese of Palm Beach serves a 5 county area and respects life in all of its stages. In living our faith, we help and create hope for people in need, without regard to religion, by delivering social services, collaborating with others in building just and compassionate communities, and empowering individuals through education.

1.4 Brief History of Catholic Charities Diocese of Palm Beach

Catholic Charities of the Diocese of Palm Beach, Inc. has come a long way since its modest beginning many years ago as part of the Archdiocese of Miami. The agency provided services in the past under the names Catholic Welfare Bureau, Catholic Community Services and Catholic Social Services. After the formation of the new Diocese of Palm Beach in 1984 under Pope John Paul II, Catholic Social Services of the Diocese of Palm Beach began to grow. In 1988, Catholic Social Services of the Diocese of Palm Beach changed its name to Catholic Charities Diocese of Palm Beach, Inc. in order to be more in-line with other Catholic Charities organizations across the country.

In its early history, the agency began by providing a few core services, such as counseling, adoption and emergency assistance in Palm Beach, Martin and St. Lucie Counties. Today it is a comprehensive social service organization providing many programs to children, adults, families, immigrants, refugees, homeless and seniors of all cultures, backgrounds and religions. Our diverse staff and over 200 volunteers provide cost-effective and quality services to thousands of people each year. These services are provided with respect and dignity to the most vulnerable according to Catholic principles.

Catholic Charities achieved the first accreditation through the Council on Accreditation in 2001. The Council on Accreditation is a national accrediting body that partners with social service agencies worldwide to help them achieve excellence in the delivery of services. Catholic Charities is also certified by Non-Profits First of Palm Beach County.

1.5 Seven Themes of Catholic Social Teaching

The Church's social teaching is a rich treasure of wisdom about building a just society and living lives of holiness amidst the challenges of modern society. Modern Catholic social teaching has been articulated through a tradition of papal, conciliar, and episcopal documents. The depth and richness of this tradition can be understood best through a direct reading of these documents. In these brief reflections, we highlight several of the key themes that are at the heart of our Catholic social tradition.

Life and Dignity of the Human Person

The Catholic Church proclaims that human life is sacred and that the dignity of the human person is the foundation of a moral vision of society. This belief is the foundation of all the principles of our social teaching. In our society, human life is under direct attack from abortion and euthanasia. The value of human life is being threatened by cloning, embryonic stem cell research, and the use of the death penalty. The international targeting of civilians in war or terrorist attacks is always wrong. Catholic teaching also calls on us to work to avoid war. Nations must protect the right to life by finding increasingly effective ways to prevent conflicts and resolve them by peaceful means. We believe that every person is precious, that people are more important than things, and that the measure of every institution is whether it threatens or enhances the life and dignity of the human person.

Call to Family, Community, and Participation

The person is not only sacred but also social. How we organize our society – in economics and politics, in law and policy – directly affects human dignity and the capacity of individuals to grow in community. Marriage and the family are the central social institutions that must be supported and strengthened, not undermined. We believe people have a right and a duty to participate in society, seeking together the common good and well-being of all, especially the poor and vulnerable.

Rights and Responsibilities

The Catholic tradition teaches that human dignity can be protected and a healthy community can be achieved only if human rights are protected and responsibilities are met. Therefore, every person has a fundamental right to life and a right to those things required for human decency. Corresponding to these rights are duties and responsibilities—to one another, to our families, and to the larger society.

Option for the Poor and Vulnerable

A basic moral test is how our most vulnerable members are faring. In a society marred by deepening divisions between rich and poor, our tradition recalls the story of the Last Judgment (Mt 25:31-46) which instructs us to put the needs of the poor and vulnerable first.

The Dignity of Work and the Rights of Workers

The economy must serve people, not the other way around. Work is more than a way to make a living; it is a form of continuing participation in God's creation. If the dignity of work is to be protected, then the basic rights of workers must be respected—the right to productive

work, to decent and fair wages, to the organization and joining of unions, to private property, and to economic initiative.

Solidarity

We are one human family whatever our national, racial, ethnic, economic, and ideological differences. We are our brothers' and sisters' keepers, wherever they may be. Loving our neighbor has global dimensions in a shrinking world. At the core of the virtue of solidarity is the pursuit of justice and peace. Pope Paul VI taught that if you want peace, work for justice.¹ The Gospel calls us to be peacemakers. Our love for all our sisters and brothers demands that we promote peace in a world surrounded by violence and conflict.

Care for God's Creation

We show our respect for the Creator by our stewardship of creation. Care for the earth is not just an Earth Day slogan; it is a requirement of our faith. We are called to protect people and the planet, living our faith in relationship with all of God's creation. This environmental challenge has fundamental moral and ethical dimensions that cannot be ignored.

This summary should only be a starting point for those interested in Catholic social teaching. A full understanding can only be achieved by reading the papal, conciliar, and episcopal documents that make up this rich tradition. For a complete text of *Sharing Catholic Social Teaching: Challenges and Directions* (No. 5-281) and other social teaching documents, call 800-235-8722.

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¹ Paul VI, *For the Celebration of the Day of Peace* (Rome: January 1, 1972).

1.6 Code of Ethics

As a member organization of Catholic Charities USA, Catholic Charities Diocese of Palm Beach agrees that:

1. All policies, programs, and practices shall support the sanctity and dignity of human life from the moment of its conception until death, the value and integrity of the human person, the sacredness of the union of man and woman in marriage, the value of people's social relationships to one another and to community, and the central role of the family in human life and in society.
2. It will reach out to help those who are suffering and shall adopt, in the allocation of limited resources, a preference for serving the neediest and the most vulnerable members of the community.
3. It will acknowledge and support the right of all people to set and pursue their own life goals, within the limits of the common good, whereby they can freely enter into participation with others in order to fulfill their common human potential and contribute to the building of a more humane community.
4. It will identify itself to the pluralistic community as a means by which the Church community seeks to fulfill its social mission. It will seek full support and participation of the people of God through representation on policy-making boards of directors and advisory committees, diocesan-wide development of parish-based social ministry, and involvement of volunteers in the programs of the agency.
5. It will collaborate with other individuals, groups, and social agencies on issues, policies, and programs which are compatible with a Christian value system, in the interest of achieving the fullest measure of charity and justice.
6. In all its policies, procedures, and practices, it will be faithful to biblical values, the social teaching of the Church and relevant sections of the code of Canon Law.
7. It will function faithfully within the mission and structures of the Diocese with proper respect for the role of the diocesan bishop.
8. It will assure conformity with relevant civil law in its governance, and at the same time, it will hold itself free to seek peacefully to change oppressive civil laws.
9. It will seek to realize in action, the virtues of charity and justice in all relationships with staff, volunteers, the people served, and the larger community.
10. It will recognize confidentiality as a living principle within the agency and establish policies and procedures to assure protection of the privacy of the relationship established with its clients and other relevant bodies.
11. It will hold itself fully, consistently, and publicly accountable for its program and fiscal operations and seek objective certification that it meets those standards of quality in its performance that have been established for the field of social service, through accreditation and licensing as appropriate.
12. It will support and advocate for those freedoms and structures in society that contribute to pluralism in social welfare and cooperation between public and voluntary sectors.
13. It will subscribe to and advocate for the principle of subsidiarity, with its concern to leave the highest degree of freedom to the individual that is consonant with the common good, to recognize the family as the primary institution for meeting human needs of its members, and for active vigorous mediating groups and voluntary organizations in society with particular reference to the parish as a caring community.

14. In conformity with Catholic social teaching, it will support the legitimate, necessary, and important responsibility of government for programs essential for the general welfare.

This agency further agrees that it will expect all board members, committee and service volunteers, and administrative, professional, and support staff to accept and conform to these organizational norms. These norms will be an essential part of orientation of new members of the staff and governing bodies. Clients who use the agency service will be helped to understand how the agency and its policies work with respect to protecting their privacy and their rights and responsibilities.

1.7 Overview of Catholic Charities Programs

Volunteers will devote their time and talents to one of the several Catholic Charities programs. We take pride in the diversity of our services, and invite all volunteers to be proud of their role in the larger mission of Catholic Charities. The updated agency brochure (Appendix A) includes a brief summary of the current programs that are available through Catholic Charities.

1.8 Acknowledgement and Receipt for Volunteers

We expect all Catholic Charities volunteers to sign an acknowledgement and receipt of the Volunteer Manual. It is the responsibility of each volunteer to become familiar with the contents of the manual. In addition, by signing the Acknowledgement and Receipt of the Volunteer Manual, they agree to follow the volunteer rules and regulations of Catholic Charities.

For Acknowledgement and Receipt of Volunteer Manual form, please see Appendix B.

2. GENERAL VOLUNTEER INFORMATION

2.1 Purpose and Importance of Volunteers

Catholic Charities volunteers are unpaid individuals who contribute their time, talents, and commitment to the agency and its programs. Each year, hundreds of volunteers support our programs and services, enabling us to carry out our mission. We recognize that volunteers make a real difference to our organization, communities, and the people we serve. For this reason, Catholic Charities provides the opportunity for volunteers to serve others. True service is a mutual act in which both those being served and those serving benefit and grow; thus, it is the privilege of Catholic Charities to offer volunteer opportunities for the sake of our clients and our volunteers.

We welcome each volunteer's involvement with Catholic Charities and look forward to working side by side as the agency strives to provide high quality effective services and programs to persons in need.

2.2 Volunteer Benefits

Investing in volunteer activities benefits not only Catholic Charities and the larger community that is served, but also the volunteer. One of the greatest rewards to volunteering can be the satisfaction of doing the work itself. Oftentimes, volunteers indicate the following additional benefits to their experiences: new interests, contribution to a cause, sense of purpose, new relationships, new skill development, recognition, personal growth, spiritual development, and personal satisfaction.

2.3 Commitment to Volunteer Involvement

Catholic Charities is committed to providing a quality volunteer experience to those choosing to invest their time and skills to the agency. We understand that you have other obligations and commitments, and we are grateful for your desire to commit some of your time to Catholic Charities. You determine the time you can and want to commit to the agency, and we will work with you to identify tasks that fit your interests and accommodate your schedule.

In return for a valuable volunteer experience, Catholic Charities requests a commitment from you through the completion of quality work. In volunteers, we look for qualities such as honesty, empathy, trustworthiness, accountability, and flexibility. Ultimately, our goal for our volunteers is to provide an opportunity for you to use your talents and skills in a way that benefits the agency and provides you with a satisfying experience, during the time you have available.

2.4 Expectations, Rights, and Responsibilities

Catholic Charities provides many different types of volunteer opportunities in our various programs and main administrative office. Some of the volunteer positions would include the following: Assistance with receptionist duties, computer data entry, filing, photocopying, other office work; English tutoring, helping newly arrived refugees to understand the American culture and assisting them in various ways; sorting, washing, mending donated baby clothes; taking the Word of God and Sacraments to the incarcerated; Serving on the Catholic Charities Board of Directors or a program Advisory Board; assisting the Development Director or Program Administrator with fundraising events and more. Some of the Catholic Charities programs that utilize volunteers are Refugee Resettlement, BirthLine/Lifeline Pregnancy Care Centers, Counseling, Immigration, St. Francis Center reception, and others. (See Appendix D for sample job descriptions).

As a volunteer, Catholic Charities expects that all volunteers adhere to the same policies and procedures as the paid staff. At the same time, however, Catholic Charities recognizes that there is a balance of and responsibilities between volunteers and paid staff. The following chart illustrates this balance.

THE VOLUNTEER

May expect	Has the responsibility to
A job that is worthwhile and challenging.	Know his/her limits
Be trusted with necessary confidential information	Respect confidences
Be kept informed on relevant organization issues	Follow organization guidelines
Expect that his/her tasks are delineated	Prepare for each work assignment
An assignment that will promote learning and growth	Use time wisely; not interfere with performance
Orientation and training	Acknowledge the need for training and participate fully
Receive advice and support from a designated supervisor	Consult with a supervisor when unclear on policy or action
Appropriate recognition	Give constructive feedback that will improve effectiveness
Out-of-pocket reimbursements, whenever applicable	Refuse gifts from recipients of service
Be treated as a non-paid staff member	Work as a team member

THE PAID STAFF HAS

the right to	the responsibility to
Decline the services of any volunteer	Make all necessary qualifications known prior to agreement
Expect that the volunteer will complete assignments	Provide for adequate time and training for each assignment accepted
Give thorough task instructions	Ensure the volunteer understands the task
Give the volunteer a trial or probationary period	Set and maintain standards

Evaluate the volunteer’s performance	Provide feedback in constructive terms
Expect quality performance	Allocate supporting resources; give recognition for work
Report problems/ progress to volunteer coordinator	Maintain communications with the volunteer coordinator
Schedule volunteers when work space is available	Provide adequate, pleasant workspace
Provide assessment on the merit of volunteer involvement to Agency	Exercise professional critical skills in assessment of volunteers
Be respected and trusted as a colleague	Respect and trust all volunteers as colleagues

2.5 Paid Staff and Volunteer Relations

Paid staffs are responsible for administering the programs and services of the agency in order to meet the stated mission, goals, and objectives of the agency and the programs. Paid staffs are accountable for service outcome measurements. Volunteers contribute to the accomplishment of outcomes by working with paid staff in general office operations and in the service delivery process. In those instances where an employee of Catholic Charities performs volunteer work for the agency, the employee/volunteer must receive prior written approval from the Associate Director and the volunteer work shall not in any way overlap or relate to the employee’s job duties.

2.6 Recognition of Volunteers

Catholic Charities recognizes the importance of volunteers and will continue to acknowledge volunteers for their commitment and dedication to the agency. On a regular basis, volunteer recognition events and activities are organized to acknowledge those individuals who volunteer with each program. The type of recognition among each program may vary based on available resources, interest, and commitment. In addition, Catholic Charities may offer an annual agency-wide volunteer recognition event. Information regarding all recognition events and activities is circulated by each program.

3. VOLUNTEER RECRUITMENT AND ORIENTATION

3.1 Recruitment

Each Program Administrator will assess the necessity of volunteers in the program and is responsible for recruiting volunteers for that program. The Volunteer Coordinator will also recruit volunteers when a Program Administrator requests a particular need. In addition, from time to time, Catholic Charities may conduct a volunteer recruitment campaign to encourage agency-wide volunteer involvement.

The Volunteer Coordinator and each Catholic Charities program maintains recruitment procedures to ensure that qualified individuals are recruited to fulfill volunteer requests. Those individuals who express interest in volunteering with a program of Catholic Charities will be provided further information on the qualities and skills that are most appropriate for each available volunteer position.

3.2 Non-Discrimination

No one will be denied volunteer opportunities on the grounds of race, ethnic group, religion, national origin, sexual orientation, marital status, veteran status, age, disability, gender, physical handicap, medical condition, or any other classification protected under applicable federal, state, or local discrimination law.

- No person will be denied volunteer opportunities, training, disciplinary action, discharge, or recognition based upon the protected group status listed above.
- If any employee or volunteer discriminates in contravention to this prohibition, the aggrieved person shall notify the supervisor and Volunteer Coordinator in writing.
- The supervisor shall schedule an interview generally within five (5) days and conduct an investigation, as soon as possible, and report his/her findings to the Volunteer Coordinator.
- The employee or volunteer shall be subject to disciplinary action if found in violation of this policy.

All employees and volunteers are expected to show respect and sensitivity toward all other employees and volunteers and to demonstrate a commitment to Catholic Charities' equal opportunity objectives. When a violation of this policy is observed, it should be reported immediately to the appropriate staff or the next person in authority.

3.3 Application, Screening, and Interviewing

The application, screening, and interviewing processes for volunteers are established by diocesan and agency policies. These processes are essential to maintain the integrity of the organization and to ensure the safety of clients, staff, and volunteers. These processes, guided by the Volunteer Coordinator, provide an opportunity for discussion of your interests and abilities, as well as the needs of Catholic Charities, in order to identify particular roles that will meet your needs and provide you with a degree of satisfaction. While volunteers may express a

job preference, each Program Administrator reserves the right to determine the specific job assignment for each volunteer. No volunteer shall begin performance of any position until he/she has been officially accepted for a position and all necessary paperwork is completed.

Prior to volunteering with Catholic Charities, all volunteers must complete an application, which includes the following documents:

- Volunteer Application
- Emergency Notification Information
- Authorization for Reference Check
- At least 2 Telephone Reference Checks
- Code of Pastoral Conduct for Church Personnel
- Volunteer Manual/Acknowledgement and Receipt of Volunteer Manual
- Confidentiality Agreement and Notice to Employees & Volunteers
- Child Abuse & Neglect Reporting Guidelines for Professionals
- Electronic Fingerprinting Check
- Protecting God's Children Training, if applicable

3.3.1 Minors as Volunteers

Catholic Charities adheres to all Florida statutes regarding minors as volunteers. All volunteers must be at least 12 years of age. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with the appropriate requirements of child labor laws. All minors will be supervised by an adult during their volunteer service. Volunteers who have not yet reached the age of 18 must have the written consent of a parent or legal guardian prior to volunteering. Minors must complete an Emergency Notification Form, as well as the Confidentiality Agreement and Notice to Employees & Volunteers. Additional requirements may vary by program and should be discussed with the Program Administrator prior to volunteering. Catholic Charities DPB complies with FLSA and DOL requirements.

3.3.2 Court-mandated Volunteers

Catholic Charities does not accept court-mandated volunteers.

3.4 Background and Reference Checks

Catholic Charities works with vulnerable populations. In order to protect those individuals, the agency follows Diocesan child protection policies that require a Level II electronic fingerprint check through local, state, and FBI. The checks are initiated by the volunteer and are returned to Catholic Charities by the appropriate agency.

In addition, volunteers who come in contact with children or youth must complete the *Protecting God's Children* training course. This training course reviews how to recognize and

address possible abuse of minors, as well as the Diocesan-wide commitment to awareness and prevention of child abuse.

The background check clearances and the *Protecting God's Children* training course must be completed before any work with vulnerable populations is permitted. This applies to all volunteers who will work with children and vulnerable adults. Volunteers who do not agree to the background checks and *Protecting God's Children* training course will be refused assignment.

3.5 Access to Personnel Records

Volunteer records provide a resource for documenting work history and training. The Volunteer Coordinator maintains confidential volunteer files for each volunteer in a locked or secured area and keeps current records concerning the volunteer's screening, training, and work records. Volunteers and appropriate staff shall be responsible for submitting all appropriate records. The file may be used only for the legitimate purposes relating to the work of the volunteer at Catholic Charities. Information may not be released for use outside of the agency. Examples of documents kept on file include: volunteer application; job description; reference documentation; copy of background checks, if appropriate; training records; and all documents relating to progress.

3.6 Orientation and Training

All volunteers will receive a program-specific orientation, conducted by the Program Administrator or other appropriate staff for that program, which will familiarize them with the program with which they will volunteer. The Volunteer Coordinator will also conduct a separate orientation that will include an overview of Catholic Charities, a review of this Volunteer Manual, and important general information such as agency goals, mission statement, code of ethics, agency services, and policies and procedures.

Volunteers will also receive training specific to the position they will be fulfilling in the program. This training will provide them with the information and skills necessary to perform their volunteer assignment. During this orientation and training, volunteers will have the opportunity to ask any questions that they may have regarding Catholic Charities, its programs, and their role as volunteers within the agency. Additional information regarding volunteer training for each program should be directed to the appropriate Program Administrator.

3.6.1 Cultural Diversity

Catholic Charities serves a diverse population of clients throughout the five county Diocese of Palm Beach. Services are provided without regard to age, race, ethnicity, gender, sexual preference, religious or political membership, physical or mental disability, or infectious disease. Clients should be treated with respect and dignity and should not be discriminated against because they belong to a particular group.

Cultural diversity is also reflected in the staff and volunteers of Catholic Charities. As an agency, Catholic Charities embraces cultural diversity and expects staff and volunteers to

respect and accept the cultural differences of everyone who works with the agency and is served by the agency. Catholic Charities provides cultural diversity training for all staff and volunteers to ensure that all uphold this high standard.

3.6.2 Continuing Education

Catholic Charities recognizes that the skills and knowledge of its volunteers are critical to its success. Volunteers are encouraged to improve their levels of skill during their time with Catholic Charities. Most often, training and educational opportunities are offered within each program that will include additional information on performance of their current volunteer assignment. From time to time, Catholic Charities may also offer agency-wide continuing education opportunities for staff that may also be applicable to volunteers. In these situations, volunteers will be informed of these opportunities at the program-level.

4. GENERAL WORKPLACE POLICIES

4.1 Confidentiality

Catholic Charities ensures that volunteers demonstrate mature, moral, and ethical behavior in their interactions with clients, employees, and other volunteers.

As an agency, Catholic Charities has an obligation to our clients to maintain their confidentiality and respect their privacy. Each client served by Catholic Charities has the right to confidentiality. A main component of respect is the protection of our client's personal information. Some volunteers may possibly have access to this information. The agency, staff, and volunteers have the obligation to keep confidential any information regarding our clients. Information about clients should not be shared with any person or agency outside of Catholic Charities, unless you have legal requirement to do so. If you are aware of a client issue for concern, please inform your designated Catholic Charities supervisor.

Catholic Charities strives to provide the same level of courtesy and respect to every volunteer. All volunteer private information will be protected and maintained by the agency.

4.2 Abuse Reporting

Catholic Charities understands the importance of the awareness and prevention of child abuse. For that reason, Catholic Charities Diocese of Palm Beach adheres to all Florida statutes and regulations regarding the reporting of sexual abuse of minors. Volunteers who suspect abuse of minors should immediately inform the Program Administrator, who will take the appropriate steps to ensure that the report is properly addressed.

A person receiving an allegation of sexual abuse of a minor by Church Personnel must immediately report the allegation.

STEP 1 The person receiving the allegation immediately makes an oral report to 1-800-96ABUSE (1-800-962-2873). *Notes should be taken including names, dates, and times, and a log should be kept of all telephone calls made.*

STEP 2 The person receiving the allegation makes an oral report to the Chancellor of the Diocese of Palm Beach at (561) 775-9507, (cell 561-373-7900) who reports it to the bishop and diocesan attorney.

STEP 3 The diocesan attorney reports the allegation to the state attorney.

STEP 4 The person receiving the allegation informs the school principal, pastor, or the appropriate immediate authority.

STEP 5 The person receiving the allegation sends a written report to the Department of Children and Families within 48 hours. Instructions regarding information to be included in this report are available from your entity's pastor, principal, administrator, or the Chancellor's office.

4.3 Holidays

Catholic Charities is closed for the following holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Holy Thursday
- Good Friday
- Memorial Day
- Independence Day
- Feast of the Assumption
- Labor Day
- Columbus Day
- All Saints Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

4.4 Emergency Closures

In times of emergency, either weather (i.e. hurricanes, tornadoes) or civil (i.e. national, county), Catholic Charities administration will make the determination as to the closing of operations. Each Catholic Charities office will remain closed until the agency administration determines that it can reopen. This will be done on a case-by-case basis. Volunteers will be called by the Program Administration or other appropriate staff to relay important information about office closures and re-openings. All volunteers should provide updated contact information to their programs so that information regarding emergency closures can be given in a timely manner.

4.5 Communication

Volunteers are vital to Catholic Charities. We value your ideas, thoughts, and feelings. We encourage volunteers to share ideas, concerns, and thoughts with their supervisor. We ask that volunteers do not speak publicly on behalf of Catholic Charities unless given prior permission from the agency. Please refer all parish, community, media and other requests for public speaking engagements to your supervisor.

If you are approached by the media without notice as you are serving in the community or at any of our location, we ask that you please refer the media to an agency representative. This will help avoid misinformation and allows for consistency in communications with the public.

4.6 Personal Appearance

As representatives of Catholic Charities, volunteers are responsible to exhibit a good image to clients and to the community. Volunteers should dress appropriately for the conditions and performances of their duties. Radical departure from conventional dress or personal grooming is not permitted. Catholic Charities will not be held liable for damage to volunteer's clothing or accessories while performing their duties.

4.7 Volunteer Grievances

If a volunteer has a grievance concerning policy, procedure, or issues relating to volunteer duties, the volunteer should speak with the supervisor of the program. In situations where differences arise between volunteers or between volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved. If a third party is needed, the Program Administrator is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization. If the grievance is in regard to the Program Administrator, an appeal may be made to Catholic Charities Human Resources Department.

4.8 Conflicts of Interest

Volunteers are expected to devote their best efforts and attention to the full time performance of their jobs. They are expected to use good judgment, to adhere to high ethical standards, and to avoid situations that create an actual or potential conflict between the volunteer's personal interests and the interests of Catholic Charities. A conflict of interest exists where the volunteer's loyalties or actions are divided between Catholic Charities' interests and those of another. Both the fact and the appearance of a conflict of interest should be avoided. Where a conflict of interest exists, the volunteer should fully disclose this fact to his/her supervisor. A volunteer who is unsure whether a certain relationship or activity constitutes a conflict of interest should consult their supervisor for clarification. Failure to adhere to this policy will result in discipline, up to and including dismissal.

4.9 Stipend/Reimbursement (if applicable)

Volunteers will not be asked to purchase items for the various programs of Catholic Charities. Under special circumstances, however, if a volunteer receives advance written approval from his/her supervisor, the volunteer will be reimbursed the exact amount shown on the receipt. The supervisor approving the purchase will provide the volunteer with the appropriate forms for approval and reimbursement.

Catholic Charities does not offer stipends for any volunteer work.

4.10 Monitoring/Evaluation

Catholic Charities values volunteer input and continually works to improve agency performance and service delivery. Volunteers and the Program Administrator, or other appropriate staff, are encouraged to have informal, open, and honest discussion on an ongoing basis about work performance and goals. Annually, a more formal performance review will be

conducted to review the volunteer job description and their performance. These evaluations are intended to reflect the volunteer's effectiveness on the job and are a continuing record of work performance.

4.11 Dismissal

Volunteers may be immediately dismissed from their volunteer position at any time with or without prior notice. Examples of some reasons for immediate dismissal include but are not limited to:

- Disclosing confidential information without proper authorization
- Entering the workplace with a firearm, whether loaded or not, regardless of firearm license
- Coming to the workplace under the influence of drugs or alcohol
- Physical or violent threats
- Sexual harassment
- Theft or misuse of property of Catholic Charities or the property of another employee or client
- Falsifying, tampering with, or altering any agency, client, or volunteer related documentation including, but not limited to: an application for employment, timesheet, mileage report, or shipping and receiving records
- Any other egregious behavior

Other circumstances may also lead to volunteers being dismissed from their position. Additional examples are:

Conduct Problems

- Poor behavior
- Disrespecting a client or employee
- Unreliable volunteer attendance
- Lack of dependability
- Use of profanity or abusive language
- Smoking in the buildings and/or vehicles which Catholic Charities operates

Economic Problems

- Reduction in staff to supervise volunteers
- Program closure in which a volunteer is involved

4.11.1 Departure

A volunteer who wishes to leave his/her job assignment with Catholic Charities is requested to submit an advance written notice to the Program Administrator and, if applicable, a reason for the decision. A volunteer may leave the position at any time.

4.11.2 Exit Interview

Catholic Charities recognizes that a volunteer's departure may occur. When a volunteer chooses to end his/her volunteer work with Catholic Charities or when a volunteer has not returned to the program in six months, an exit interview will be mailed to the address in his/her file. The purpose of the exit interview is to communicate your views about the position, the program, the agency, and any other relevant information you feel is important for Catholic Charities to know. The volunteer will be asked to return the exit interview to the agency.

For Catholic Charities Volunteer Exit Interview form, please see Appendix C.

5. *WORKPLACE SAFETY AND HEALTH*

5.1 Basic First Aid

All Catholic Charities offices have first aid kits available. The Program Administrator, or other designated staff, will show you where to find these kits. Always request the assistance of agency staff, if basic first aid is necessary. In the event of a medical emergency, call 911.

5.2 Drug-Free Workplace

Catholic Charities maintains a workplace that is free from the effects of drug and alcohol abuse. Catholic Charities will not tolerate any abuse of drugs or alcohol that impairs the health or well-being of its staff or the clients the agency serves, threatens its operation, or compromises the safety of its services. While on Catholic Charities property or while performing Catholic Charities business on premises, volunteers are prohibited from unlawful possession, use, manufacture, distribution, sale, or dispensation of illegal drugs or alcohol.

5.3 Smoke-Free Environment

Catholic Charities is a smoke-free environment. This policy applies to staff, volunteers, and clients at all agency locations. While Catholic Charities encourages its staff and volunteers to consider the risks of smoking, it will allow individuals to take cigarette breaks. During this time, the staff or volunteer may have a cigarette in an appropriate or designated area. The employee should not smoke in front of the clients with whom he/she deals, especially minors.

In certain residential programs within Catholic Charities, this policy is superseded by any program policies which require staff to stay on the non-smoking premises.

5.4 Emergency Procedures

Catholic Charities has specific health, safety, and emergency guidelines that can be found in the Catholic Charities Policies and Procedures Manual, which is available at all Catholic Charities programs and is also accessible on Catholic Charities website at www.diocesepb.org/charities. The Program Administrator, or other designated staff, will review these procedures with you during your orientation. However, in all emergency situations, you should follow the lead of agency staff.

5.5 Prohibited Materials on Premises

Catholic Charities believes that maintenance of a workplace that is free of drugs, alcohol, and other harmful materials is vital to the health and safety of its employees and to the success of its mission. Therefore, it is forbidden for any volunteer or staff to be in possession of a prohibited material(s) on Catholic Charities premises.

- Prohibited material includes firearms or other weapons, explosives and/or hazardous materials or articles, illegal drugs or other controlled substances, drug-related paraphernalia, or unauthorized alcoholic beverages.
- Catholic Charities premises include all premises and locations owned or leased by the Diocese of Palm Beach and/or any institution or entity under the control or association with Catholic Charities or entered into by its staff and volunteers during work hours, including but not limited to, parking lots, lockers, and storage areas.
- Possession means having the property on one's person or otherwise under one's control.

Disciplinary Action

If a staff or volunteer is found to be in possession of a prohibited material(s) in violation of this policy, he/she will be subject to discipline, up to and including dismissal.

Disposition of Prohibited Materials

Catholic Charities reserves the right to contact local law enforcement authorities regarding a violation of this policy. It also reserves the right to dispose of the prohibited materials in whatever manner that it deems to be in the interest of safety to its staff, volunteers, and clients.

5.6 Personal Safety and Security

In an effort to reduce injuries, legal action, and other negative outcomes of daily operations, all volunteers must adhere to program-specific guidelines regarding safety and security. Catholic Charities is committed to providing a safe and secure work environment for all volunteers and staff. The Program Administrator, or other appropriate staff, will provide and disseminate all safety and security information. Volunteers should be familiar with these practices and follow them.

Volunteers should be aware that as in any place that is available to the general public, certain precautions and procedures are appropriate to promote the safety and well-being of our staff and volunteers:

- Sign in and out at each shift.
- Place valuables in the trunk of your vehicle, and lock your vehicle during the time you are volunteering.
- Place your personal items (purse, keys, backpack, etc.) in a safe location, designated by your Program Administrator, or other appropriate staff, during your time at the agency.

- Personal identifying information should not be shared with clients.
- Wear comfortable, appropriate attire for the duties you will be performing.
- Ask any staff person for assistance, if you are in an uncomfortable situation with a client.
- Be attentive to your surroundings, and do not work alone in an isolated area.
- If a client is belligerent or poses a potential threat, remain calm, put some distance between yourself and the client, and request assistance from agency staff, as soon as possible.

If you are in doubt about a health or safety matter or a security issue, you should promptly consult the Program Administrator or other appropriate staff. Safety and security at Catholic Charities is the responsibility of everyone, and so all volunteers are instructed to report any emergencies, accidents, or security concerns to their supervisor immediately.

5.7 Anti-Harassment

Catholic Charities strives to provide a volunteer environment that is pleasant, healthy, comfortable, and free from intimidation, hostility or other offenses which might interfere with volunteer performance. Harassment can take many forms. It may be, but is not limited, to words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment of any sort, whether verbal, physical, or visual, will not be tolerated.

Catholic Charities will not tolerate any unwelcome sexual advance, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively performing the duties of their position, or when such conduct is made from a condition of volunteering, either implicitly or explicitly.

6. PROGRAM-SPECIFIC POLICIES

6.1 Hours of Operation

Hours of operation for each program are determined based on the needs of the client population, as well as available staff. Volunteers will receive accurate hours of operation for the program with which they will be working. The Program Administrator, or other appropriate staff, will notify volunteers of any changes in the hours of operation.

6.2 Time Commitments

Volunteer time commitments vary among the Catholic Charities programs. Prior to beginning work with Catholic Charities, volunteers will be informed of the time commitments that are encouraged for the program. Every effort should be made to observe these time commitments, unless other plans are made between the Program Administrator and the volunteer.

6.3 Job Descriptions

Volunteers will receive a description of duties and expectations from the program with which they will be working for the job they will be filling.

6.4 Other

All other program-specific policies and procedures will be addressed in the policies and procedure manual of each program.

7. CONCLUSION

Welcome! We are honored that you have chosen to share your time and skills with Catholic Charities, Diocese of Palm Beach. We look forward to working in partnership with you, as we provide services to people who come to the agency for assistance. We are committed to providing you with a positive and satisfying volunteer experience, and we appreciate your efforts in supporting the work of Catholic Charities

Acknowledgement and Receipt of Volunteer Manual

I acknowledge that I have been informed that the agency's Volunteer Manual is located on the website at www.diocesepb.org/charities and a hard copy of the agency's Volunteer Manual is available for my review at all times in the office of the Program Administrator. I understand that it is my responsibility to familiarize myself with its contents. I also understand that:

- The Catholic Charities Volunteer Manual contains policies regarding the agency's volunteers.
- The Catholic Charities Volunteer Manual is not a contract between Catholic Charities and the volunteer.
- The volunteer relationship is at will and may be terminated by either party for any reason, with or without cause or warning.
- If a rule or regulation is unclear to me, I will be responsible for seeking clarification from an appropriate supervisor or administrator.
- Updates/revisions to the website and office copies will be made as they occur and volunteers will also be notified.

I further understand that any and all of the rules, policies, wages, and benefits referred to in the Volunteer Manual may be unilaterally clarified, amended, modified, reduced or discontinued, or supplemented at any time with or without notice to me and without a written amendment by the agency in its judgment and discretion.

I agree to follow the rules and regulations in the Catholic Charities Volunteer Manual, as it pertains to my service as a volunteer for this agency.

Name of Volunteer (Print): _____

Signature of Volunteer: _____ Date: _____

Program: _____

Witness: _____ Date: _____



Catholic Charities Volunteer Exit Interview

VOLUNTEER EXIT INTERVIEW
CONFIDENTIAL

We value your opinions concerning your volunteer service at Catholic Charities. Your response to this questionnaire will help us to improve policies and practices that reflect the needs of volunteers. All information obtained from this inquiry will be handled in a confidential manner and NOT be placed in your volunteer file. We ask that you be as honest and fair as possible. Your name and signature are optional.

Please complete the form and return to Human Resources at the Pastoral Center. Thank you!

- 1. What is your main reason for leaving Catholic Charities?
2. What did you like most about your volunteer job here?
3. What did you dislike about your volunteer job?
4. What would you suggest to make Catholic Charities a better organization?

Optional:
Volunteer Name Program



Sample Volunteer Job Descriptions (Appendix D)

Volunteer Job Description

Position Title: Clerical Support

Program: _____

Position Goal: To provide support to clerical staff that will help the program run more efficiently

Responsibilities: (May vary between programs)

- Filing records
- Preparing mailings
- Data entry
- Answering phones
- Making copies
- Sending faxes
- Greeting and escorting clients to programs
- Sorting and delivering mail
- Keep waiting area tidy

Supervision: The volunteer will report to the Program Administrator or other supervisory employee for their work assignment area. The volunteer will then be assigned to work with a staff member who will assign them the tasks to be completed.

Qualifications:

- A willingness to interact with people.
- Be a good communicator.
- Have good computer skills; working knowledge of Microsoft Office Suite is a plus.
- Fluent in the English language; proficiency in Spanish or Creole is a plus.

Training: Brief job interview. Agency training, and then program on-the-job training will take place; it will depend on the task assigned.

Time Required: This position requires a minimum of 2 hours per scheduled work day.

Scheduling: This position is available Monday – Friday 8:30am-4:30pm.

Contact: 561-345-2005-Volunteer Coordinator Office

Volunteer Signature _____ Date _____

Volunteer Job Description

Position Title: Special Events/Fundraising

Program: _____

Program Overview: To provide support for a special event performing tasks before, during and following a fundraising event

Responsibilities:

- Ticket sales
- Soliciting donations of items
- Advertising the event
- Assisting at the event
- Preparing Auction Items for sale
- Decorate event space
- Clean up after event

Supervision: The volunteer will report to the Chairman or Co-Chairman of the Committee.

Qualifications:

- Understand oral and written directions in English.
- Be a good communicator.

Training: Brief job interview. On-the-job training will take place.

Time Required: This position requires a minimum of 2-4 hours per week until event is held. Must be able to attend monthly meetings

Scheduling: This position is a one-time event.

Contact: Volunteer Coordinator
561-360-3329