



Volunteer Handbook

Catholic Charities of the Diocese of Fort Wayne-South Bend, Inc.
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Table of Contents

- Introduction 5
 - Purpose of Handbook 5
- Organizational Overview..... 5
 - Mission..... 5
 - Vision..... 5
 - Values..... 5
 - Brief History 5
 - Code of Ethics 5
 - Programs..... 6
- Orientation and Training Requirements 6
 - Volunteer Classifications..... 7
 - Background Checks 7
- Policies 7
 - Attendance and Logging Hours..... 7
 - Alcohol and Drugs 8
 - Abuse Reporting..... 9
 - Computer Usage and Internet Policy 9
 - Computer Use 10
 - Websites/Internet Access 10
 - Electronic Communication..... 11
 - Conflict of Interest Policy..... 11
 - Discipline and Guidance..... 12
 - Diversity and Inclusiveness 12
 - Dress Code 12
 - Driving for the Agency 13
 - Expense Reimbursement 14
 - Gifts, Tips, and Soliciting 14
 - Parking 14
 - Preferential Treatment 14
 - Problem Solving Procedures 14
 - Professional Conduct 14
- Interaction with Clients..... 15

Behavior Support and Management.....	15
Confidentiality.....	15
Compliance to Case Managers.....	15
Client’s Rights.....	15
Clients’ Homes	15
Clients in Volunteers’ Homes.....	16
Duty to Warn.....	16
Gift Giving and Personal Assistance to Clients.....	16
Minors	16
Smoking.....	16
Volunteer Separation.....	16
Prevention of Sexual Exploitation and Abuse	16
Core Principles Relating to Sexual Exploitation and Abuse	17
Personal Use of Organization Property	17
Misrepresenting the Organization	17
Safety	17
Handling and Reporting Emergencies.....	17
Risk Management	17
Safety	18
Security Codes.....	18
Violence	18
Contact Information.....	19



Dear volunteer,

Welcome to our volunteer team! Catholic Charities of the Diocese of Fort Wayne-South Bend (CCFWSB) is honored that you have chosen to volunteer with us, and we thank you for your commitment. At CCFWSB, we believe that volunteers are a vital part of extending our mission, vision, and values throughout our organization and into the community. With compassion, drive, and dignity our volunteers fill positions that are rooted in providing the best service to our clients. We hope that you find your volunteer role and experience at CCFWSB to be rewarding and positive.

Blessings,

Dan Florin, CCFWSB Chief Executive Officer

Introduction

Purpose of Handbook

The purpose of this handbook is to provide direction regarding the roles, responsibilities, policies, and practices of a volunteer at CCFWSB. The policies in this handbook do not constitute a contract of employment in any way. The term “CCFWSB” is used throughout the handbook and will be used to refer to CCFWSB of the Diocese of Fort Wayne-South Bend, Inc.

The Volunteer Handbook will be reviewed by the Operations department annually. CCFWSB reserves the right to make changes or eliminate policies contained in this handbook at any time and without notice.

Organizational Overview

Mission

Serve all those in need as Christ calls us to do.

Vision

We imagine a world where each person is fulfilled with hope for the future. We seek to support and inspire our neighbors so they can transform their lives by fulfilling their own God-given potential.



We advise all volunteers that CCFWSB adheres to Catholic Social Teachings and therefore is a pro-life agency.

Brief History

For 100 years and counting, CCFWSB has been serving the most vulnerable populations and individuals in our area. Bishop Herman Alerding created Associated Catholic Charities in 1922, starting a movement that has since served thousands. For a full history of our organization, visit our website: [100 years of Catholic Charities — Catholic Charities \(ccfwsb.org\)](https://www.ccfwsb.org/100-years-of-catholic-charities)

Code of Ethics

Volunteers must adhere to and abide by the CCFWSB Code of Ethics as adopted by the Board of Directors of CCFWSB. A digital or physical copy of the Code of Ethics is provided to each volunteer.

Values

- We believe that to serve others is to serve Christ.
- We treat everyone with the dignity and respect they deserve.
- We embody and embrace ethnic and racial diversity.
- We act with a sense of urgency to transform lives.
- We are a trusted partner who follows through on our commitments.
- We collaborate to remove barriers and solve problems.
- We embrace continuous improvement.
- We provide growth and opportunities for our team members.
- We are accountable for our actions.
- We are one team with one mission.

Programs

CCFWSB provides the following programs in our communities:

Stability Services:

- Resource and Referral
- Hispanic Health Advocate
- Homeless Case Management
- Senior Community Services Employment Program (SCSEP)
- City ID Program
- Food Pantries
- Youth Mentoring
- Retired Senior Volunteer Program (RSVP)
- Christmas Program

Pro-Life Services:

- Pregnancy Case Managers
- Adoption Record Services
- Education Creates Hope and Opportunity (ECHO)
- Family Independence Cooperative

Migration Services:

- Refugee Reception and Replacement
- Refugee Support Services
- Additional Refugee Services
- Legal Immigration Services
- Translation Services

Counseling Services (Hope to Healing):

- School Counseling
- Clinical Liaison
- Outpatient Addiction Therapy
- Mental Health Counseling
- Services to Survivors of Trafficking

Orientation and Training Requirements

All volunteers are required to read and/or fill out the following forms:

- Background Check Authorization
- One Source Disclosure and Authorization
- Race, Ethnicity, and Veteran information
- Mission Statement Acknowledgement
- Confidentiality Agreement Policy and Acknowledgment
- Conflict of Interest Policy Form
- Consent Waiver and Release for Identifying Photographs (if applicable)
- Consent Waiver and Release for Story (if applicable)
- Parental Consent Waiver (if applicable)
- Safe Environment Training
- Internet Policy
- Social Media Policy
- CCFWSB USA Code of Ethics
- Volunteer Handbook Acknowledgment
- Volunteer Role Specific Training (ex: Defensive Driving Training)
- Volunteer Role Specific Documents (ex: Copy of Driver's License, Vehicle Insurance, Driving Record).

The following form is optional:

- Volunteer Interest Form

Orientation: All new volunteers are required to complete new volunteer orientation. There are two parts to orientation: (1) general training for all volunteers and (2) specific volunteer position training. Orientation will be provided by the volunteer coordinator and program specific employee(s).

Check Ins: Evaluations of volunteers will be completed annually by the volunteer's department supervisor and/or the volunteer coordinator. These evaluations are informal check ins, purposed to assist the volunteer and confirm their role at the organization. The volunteer coordinator will update contact information, collect feedback, review the volunteer's annual service to the agency, and address the volunteer's service going forward.

Volunteer Classifications

Direct Volunteers are those who volunteer directly with clients in person, via email, via phone, or via other forms of communication. Indirect Volunteers are those who do not volunteer with clients under any circumstances. Volunteers who work directly with clients may be required to complete additional volunteer training in order to serve clients.

CCFWSB allows students or large groups from various organizations to volunteer in our programs. CCFWSB allows minors to volunteer at the agency, but they must be supervised by a CCFWSB employee or designated volunteer group leader.

Background Checks

Background checks will be completed for each CCFWSB volunteer. CCFWSB will not accept a volunteer or any individual who has a history of violent behavior, an arrest or conviction related to the health and safety of a child, a conviction of a felony, a conviction involving theft, or who has, in the agency's opinion, engaged in any type of misconduct deemed unacceptable.

Background and criminal history checks may be conducted based on the program specific requirements and guidelines and are outlined in the Human Resources Procedures Manual. Annual background checks may be conducted on volunteers at any time during their services at CCFWSB.

Policies

Attendance and Logging Hours

As we strive for excellence of service for our clients, volunteers are expected to be punctual for their service hours at CCFWSB. Cases of absences or lateness are to be communicated as promptly as possible with the volunteer's case manager or any other applicable staff the volunteer will be working with. If routine cases of absences or lateness in a volunteer negatively impact the work of CCFWSB, the volunteer coordinator will address the issue with the volunteer and create a specialized plan to prevent further cases of absences or lateness.

Volunteers are encouraged to log their volunteering hours. Please keep track of the time you volunteer to the nearest half hour. You can include driving time in your volunteer hours. The volunteer coordinator will provide you with the tools needed to log your hours.

Alcohol and Drugs

CCFWSB is committed to maintaining a drug free workplace in compliance with applicable laws. CCFWSB prohibits the unlawful use, manufacture, possession, sale, dispensation, or distribution of controlled substances, including, without limitation, intoxicants, and illegal or unauthorized drugs (including marijuana or “look alike” simulated drugs) and related drug paraphernalia on or in any of its premises, facilities, vehicles, or workplaces. CCFWSB volunteers must not be at work, on the premises, or at any other location representing the agency under the influence of any alcoholic beverage or other substance (including legally prescribed drugs and medications) which will in any way adversely affect their working ability, alertness, coordination, response, safety or jeopardize the safety of others on the job.

Legally prescribed drugs may be permitted on CCFWSB premises provided the drugs are contained in the original prescription container and are prescribed by an authorized medical practitioner for the current use of the person in possession.

Any volunteer who is suspected of the use or influence of alcohol or illegal drugs based on unusual behavior, odor, or other criteria while on the premises or on duty is subject to immediate testing. Such volunteers are suspended until test results are received. Volunteers who test positive or refuse testing will be subject to dismissal.

Volunteers will be subject to dismissal, at the discretion of CCFWSB, for violations of this policy. Such violations include, but are not limited to, possessing illegal or non-prescribed drugs or alcoholic beverages at work; being under the influence of such substances while working; using them while working; or dispensing, distributing, or illegally manufacturing or selling them on CCFWSB premises and work sites. Volunteers and their possessions are subject to search and surveillance at all times while on the premises or while conducting CCFWSB business. Agency issued equipment and containers are subject to search and surveillance at any time.

Supervisors should report immediately to the Chief Executive Officer any action by any employee who demonstrates an unusual behavior pattern. The Chief Executive Officer will determine whether or not the employee should be examined by a physician or clinic and /or tested for drugs and alcohol. Employees believed to be under the influence of drugs, narcotics or alcohol are required to leave the premises. The presence of drugs (other than prescribed legal drugs) or alcohol in an employee’s system while on agency premises or while conducting agency business, is prohibited.

Employees who are experiencing work-related problems resulting from drug, narcotic, or alcohol abuse or dependence may request, or be required to seek, professional help. Required counseling is to be kept confidential and is to have no influence on performance appraisals. Job performance alone, not the fact that an employee seeks professional help, is to be the basis of all performance appraisals. Each case will be judged by management on its merits. Any employee who is abusing drugs or alcohol may be granted leave of absence to undertake rehabilitation treatment. The employee will not be permitted to return to work until certification is presented stating that the employee is capable of performing his/her job.

Any employee convicted of a criminal drug statute violation occurring in the workplace must notify the Chief Executive Officer of such conviction no later than five (5) days after the conviction.

Any exceptions to this policy regarding the consumption of alcohol for special situations (e.g., alcoholic beverages at Christmas parties) must be approved in advance by the Chief Executive Officer and conducted in strict accordance with any limitations which accompany that approval.

Abuse Reporting

Child Abuse: All staff, interns, and volunteers at CCFWSB must follow the Indiana statute regarding child abuse reporting. To report a suspicion of child abuse, call the Indiana Child Abuse & Neglect Hotline (1-800-800-5556). Please refer to the Child Abuse Reporting flyer (https://www.in.gov/fssa/carefinder/files/Child_Abuse_bookmark-14-6-v7-fullpage-blue.pdf) and the below statutes for more information on child abuse reporting.

IC 31-33-5 Chapter 5. Duty to Report Child Abuse or Neglect

(b) An employee or a volunteer of a provider who has reason to believe that a child in the provider's care is a victim of child abuse or neglect shall make a report as required under IC 31-33-5.

Adult Abuse: All staff, interns, and volunteers at CCFWSB must follow the Indiana statute regarding adult abuse reporting. To report a suspicion of adult abuse, you can fill out an online form ([Indiana Division of Aging Adult Protective Services Online Reporting](#)) or call **800-992-6978**

IC 12-10-3-9 (a) An individual who believes or has reason to believe that another individual is an endangered adult shall make a report under this chapter.

(b) If an individual is required to make a report under this chapter in the individual's capacity as a member of the staff of a medical or other public or private institution, school, hospital, facility, or agency, the individual shall immediately notify the individual in charge of the institution, school, hospital, facility, or agency, or the individual's designated agent, who also becomes responsible to report or cause a report to be made.

If you report a case of child or adult abuse, you must fill out a CCFWSB Memorandum of Indiana Department of Child Services Report or Memorandum of Indiana Adult Protection Services Report and submit it to your program supervisor or to the volunteer coordinator so that CCFWSB is made aware of the report. The Volunteer Coordinator can provide these memorandums upon request.

Computer Usage and Internet Policy

Policy and Standards- Use of computers, internet and electronic communication including faxing by all employees, volunteers, and clients:

CCFWSB may supply computers, internet access and other electronic communication devices to its employees, volunteers, or clients in order for them to complete the responsibilities assigned by the positions. The agency believes these resources are an important educational and evangelization to further the mission of the Church. Therefore, use of these resources must always be consistent with the mission of the Catholic Church. Employees, volunteers, and clients must take care to use these tools for their intended purposes. CCFWSB may monitor user accounts, internet activity, email communication or any other related use of computers and its networks at any time, with or without notice to users.

Computer Use

In using a computer supplied by CCFWSB or one of its entities, all employees, volunteers, and clients must:

1. Respect the privacy of other users.
2. Respect and honor copyright and license agreements.
3. Safeguard their user identification (user ID) and private passwords.
4. Protect information from unauthorized use or disclosure.
5. Never use the computer for illegal purposes or in any way that violates any international, federal, state, or local laws.
6. Never use the computer to harass, threaten, or transmit inappropriate material.
7. Use agency computers for personal communication or work in extremely limited instances. Brief and occasional use is acceptable as long as it is not excessive or inappropriate, occurs only on personal time, and does not interfere with a person's work. Incidental and occasional personal use of electronic mail is permitted. Such messages should comply with policies and may be monitored.
8. Never use agency computers for personal purchases.
9. Never send, trade, or store personal photos, videos, music, or other items on the network as this greatly impedes system back-up.
10. Use computers and the networks to which they are linked conscientiously so as not to drain or monopolize the system such that the work of others is impeded. If a person is unsure about the impact of their use, they should contact the IT Director.
11. Never delete any computer files or download agency information without appropriate authorization when separating from employment or volunteer service with Catholic Charities.
12. Run frequent scans of computers for viruses and other malware. Any problems should be reported to the IT Director. The use of USB Devices and Portable Storage Media has become more widespread. These devices present a security risk because they might carry viruses or expose sensitive data if they are lost or stolen. All USB devices and portable storage media including cell phones, IPOD's, memory sticks, and CD's may not be connected to any agency laptop, desktop, or any other computer without the express written approval of the employee's supervisor.
13. Not use programs obtained from bulletin boards, home, friends, or other unauthorized sources on any agency equipment.

Websites/Internet Access

In accessing and using the internet, all employees, volunteers, and clients must adhere to the above mentioned items. Also, they must:

1. Never access, post, or send immoral, obscene, illegal, threatening, abusive, defamatory, or profane material or pornography (adult or child) of any kind.
2. Never attempt to block, bypass, or remove filtering software.
3. Use the internet for personal communication or work only in extremely limited instances. Brief and occasional use is acceptable as long as it is not excessive or inappropriate, occurs only on personal time, and does not interfere with a person's work.
4. Never use the internet for personal purchases.
5. Use great care when downloading files from the internet to the agency system. Files must be scanned for viruses. Compressed files should be scanned before and after decompression.

Electronic Communication

In using electronic devices to communicate, including but not limited to email messages, text messages, tweets, websites, blogs, and social networking sites, employees, volunteers, and clients will:

1. Always use respectful language.
2. Maintain appropriate relational boundaries in all forms of communication.
3. Never access, post, or send immoral, obscene, illegal, threatening, abusive, defamatory, or profane material or pornography (adult or child) of any kind to any person.
4. Never send anonymous messages.
5. Send personal communication only in extremely limited instances. Remember, all communications may be monitored. Brief and occasional messages may be sent as long as it is not excessive or inappropriate, occurs only on personal time or in emergencies, and does not interfere with a person's work. Neither should an employee use his or her own personal communication device during work time.
6. Treat all communication as if it were public. Communication via these forms of technology does not always remain private. It is like sending a postcard. Many people can and will read it. Some might even change it. Always use language and communicate as if you were face to face with the person.
7. All communications must respect the privacy and confidentiality of CCFWSB staff, board, funders, members, partners, clients, and other stakeholders. None of these groups shall be cited or obviously referenced without their written approval.
8. Employees and former employees are prohibited from discussing confidential internal personnel or other staff issues on any form of social media or public electronic communication during or after their employment with CCFWSB while at work or on their own time.

For adults, when communicating with children or young people:

1. Remember you are an adult professional who is rendering service to a child/young person. You are not a friend or buddy.
2. Never befriend children or youth when using social networking sites.
3. Never use a personal site on social networks to communicate about agency events. Never post photographs, personal information, or other identifying material about children/youth without the permission of their parents. Use great care before posting any information once permission is received.

Conflict of Interest Policy

Finances and Referrals

The Board of Directors, employees, consultants, community partners, or volunteers of CCFWSB who may in any way have a financial interest in the organization's assets, business transactions, leases, or professional services must disclose the information annually; and must not participate in any discussion, decision making or vote taking with respect to such interests.

The Board of Directors, Chief Executive Officer, employees, consultants, community partners or volunteers of CCFWSB must report immediately in writing to the Chief Executive Officer or to the President of the Board of Directors any situation where they may gain either directly or indirectly through the assets, leases, business, or current professional services of the agency. The Chief Executive Officer and the Board President will evaluate situations that may constitute a conflict.

The agency prohibits making and accepting payment in exchange for referrals; directing referrals to, steering referrals, or giving preference to clients likely to be easier or less costly to serve. The agency prohibits directing referrals to private practices in which personnel or his/her immediate family members are engaged. All business arrangements and contracts serve the organization and service recipients best interests, and not private interest.

Honorariums

The Board of Directors, Chief Executive Officer, consultants, employees, or volunteers of CCFWSB are prohibited from receiving honorariums for work performed on behalf of the agency. All monies received as compensation for activities carried out as a representative of CCFWSB must be turned over to CCFWSB.

Nepotism

Persons shall not be barred from employment by reason of kinship to an employee. However, there shall be no direct line management relationship between two (2) or more members of the same family. A family member in this context is defined as a father, mother, son, daughter, brother, sister, aunt, uncle, cousin, wife, husband, grandparent, or grandchild.

Preferential Treatment

To maximize resources for the benefit of non-related clients, CCFWSB does not provide assistance or services for its board members, employees, interns, volunteers, or job training participants working at the CCFWSB office.

Discipline and Guidance

No CCFWSB Volunteer will use, nor permit any person to use corporal or other cruel, harsh, or unusual punishment, or any humiliating or frightening method to control the actions of any child or group of children. No child of any age shall ever be shaken, hit, or spanked. This policy also applies to volunteers who are caring for their own children while on CCFWSB property or engaged in activities involving CCFWSB.

Diversity and Inclusiveness

CCFWSB does not discriminate based on race, ethnicity, beliefs, religion, gender, age, citizenship status, veteran status, military obligations, marital status, or disability. It is the policy of CCFWSB to provide equal employment opportunity for all applicants and employees. CCFWSB does not unlawfully discriminate based on, religion, ancestry, medical condition, or disability, and makes reasonable accommodations for disabled employees.

Dress Code

Volunteers are expected to dress in a manner appropriate to the task they perform and in consideration of the open work environment which gives public visibility. It is expected that all volunteers will dress in a manner consistent with good hygiene, safety, and good taste. Any visible tattoos considered by CCFWSB staff to be offensive or hostile must be covered during volunteer hours.

Business casual dress is considered acceptable wear in our offices at any time:

- Dresses, appropriate length skirts, appropriate tops
- Slacks

- Khaki pants
- Non-collar or collar shirt
- Sweaters
- Dress shoes and sandals

Casual Day is Friday or when the work situation requires it:

- Jeans
- Plain or appropriate t-shirt
- Capri pants
- Charities attire
- Casual shoes or sandals

The following clothing items are strongly discouraged to wear during volunteer hours and are considered unacceptable:

- Halter tops, tank tops, tube tops, backless or transparent tops, and crop tops
- Flip flops or water shoes
- See through garments
- Shorts or skirts that are shorter than 3" above the knee
- Low necklines
- Tight pants (i.e. leggings)
- Bib overalls
- Clothing with offensive language, graphics, advertisements, or logos
- Pajamas, slippers, or sweatpants

Clothing and shoes must be clean, neat, and appropriate. Clothing should not be wrinkled, torn, or have holes in it. Personal grooming practices must always be used. The volunteer coordinator and/or volunteer's supervisor has the final say regarding appropriate dress.

Driving for the Agency

The Volunteer Coordinator will provide Volunteer Driver orientation to those who will drive CCFWSB clients. The volunteer's insurance is the primary insurance while driving for the agency and would cover any accidents if occurred on agency time. Volunteers will not be reimbursed for mileage. Volunteer Drivers cannot transport CCFWSB clients until they have completed and/or met the following requirements:

- Complete Defensive Driving Training "Be Smart—Drive Safe"
- Are a minimum of 21 years of age
- Possess a valid driver's license and current license and vehicle registration
- Have appropriate insurance requirements for vehicle in place (\$100,000/\$300,000)
- Have undergone a Motor Vehicle Record Check (MVR)
- Have been made aware that no cell phones or other hand-held electronic devices may be used while driving

Expense Reimbursement

CCFWSB does not reimburse volunteers for expenses related to volunteering unless an exception is approved by the Vice President of HR. A volunteer must complete a Finance Request Form for approval prior to expenditure.

Gifts, Tips, and Soliciting

Volunteers may not solicit nor may they distribute literature for any purposes in agency facilities or on agency property. Solicitation or distribution of literature by persons who are not CCFWSB employees is not permitted on agency property and when observed should be immediately reported to a supervisor.

Volunteers are not permitted to accept gifts (other than non-cash items of token value such as Christmas cookies or promotional trinkets), tips or gratuities of any kind from clients, residents, vendors, service providers, or visitors.

Parking

CCFWSB facilities provide free parking. In the event a volunteer chooses to park in a parking spot that requires a fee, that fee will be the sole responsibility of the volunteer. Parking spaces closest to the facility are for clients. Volunteers will be notified on where to park during their orientation.

Preferential Treatment

CCFWSB prohibits preferential treatment of volunteers or interns in applying for and receiving the organization's services. The agency prohibits making and accepting payments in exchange for referrals; directing referrals to, steering referral, or giving preference to clients likely to be easier or less costly to serve.

Problem Solving Procedures

A problem is defined as a volunteer's disagreement or dispute with regard to some aspect of employment or a management decision that results in a formal statement of complaint. Volunteers may provide feedback or make complaints through the Volunteer Feedback Form. All volunteers are provided with the feedback form in their orientation. They can also request information about submitting a feedback form from the Volunteer Coordinator.

Professional Conduct

Volunteers are expected to always conduct themselves in a professional and ethical manner whether in a CCFWSB facility or work site or at any other time when conducting business or identified as a CCFWSB volunteer.

No volunteer of CCFWSB shall in any way in a public manner engage in behavior or issue statements which are inconsistent with and/or damaging or embarrassing to the mission or the teachings of the Catholic Church. The following are deemed as inappropriate and unacceptable conduct and will be subject to dismissal:

- Theft or inappropriate removal or possession of staff, client, and/or agency property
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of illegal drugs in the agency or worksites
- Fighting or threatening violence to another individual in the agency or worksites
- Insubordination or disrespect to clients, co-workers, and/or supervisors

- Harassment
- Possession of unlawful weapons on agency premises, in agency vehicles, or anytime while on volunteer duty

Interaction with Clients

CCFWSB provides services to anyone in the community requesting services. Clients have a right to service at CCFWSB's facilities based on the description of the service provided. All clients have the right to always be treated in a professional manner. Clients are expected to observe and respect the privacy of other clients in any CCFWSB facility. A copy of the client rights and responsibilities is provided to the client at the initial contact.

Behavior Support and Management

CCFWSB prohibits the use of the following behavior management interventions with any individuals or families served either as a form of discipline, or for the convenience of interns or volunteers: corporal punishment; physical restraint; isolation; chemical restraint; locked seclusion; mechanical restraint; aversive stimuli such as shock devices; interventions that involve withholding nutrition or hydration, or which inflict physical or psychological pain; forced physical exercise to eliminate behaviors; punitive work assignments, punishment by peers and group punishments or discipline for individual behavior.

Confidentiality

All volunteers must read through CCFWSB's Confidentiality Policy provided to them in volunteer orientation. A volunteer who violates the Confidentiality Policy will be relieved of their volunteer services immediately. Certain volunteers will work directly with case records. All case records are confidential; only authorized volunteers with a need for case information shall have access to current or stored records. Refer to the Confidentiality Policy document for further information.

Compliance to Case Managers

If volunteers work directly with a client(s), they must clearly communicate relevant information about the client to the client's Case Manager. Case Managers work closely with clients and are familiar with client situations, appointments, and wellbeing. Therefore, it is pertinent for volunteers to clearly communicate with and respect the instruction of Case Managers when working directly with clients.

Client's Rights

Clients of CCFWSB have the right to file a grievance if they think their rights have been violated. The process is explained in the Client Rights and Responsibilities information provided at their initial contact and upon request.

Clients' Homes

Volunteers may enter the homes of clients if the client invites the volunteer into their home and the volunteer is comfortable entering the home. Volunteers who enter clients' homes are expected to display utmost cultural competency to the population they are serving. Cultural competency training and other forms of volunteer training are provided to volunteers.

Due to the cultural norms of many clients, CCFWSB does not allow a male volunteer to enter a client's home when a male client (ex: father of the client family) is not present in the home. For example, a male volunteer should not enter the client's home when the mother is the only adult present. CCFWSB does

not allow any volunteer to enter a client's home without the presence of CCFWSB staff if an adult client is not present.

Clients in Volunteers' Homes

CCFWSB' volunteers are not to take clients to their homes under any circumstances without prior authorization of the Chief Executive Officer or his/her designee.

Duty to Warn

All clients should be informed that any of their disclosures regarding future criminal acts or harmful acts are subject to reporting. If such disclosure is made, volunteers must consult with their supervisor, and, unless the threat is immediate, legal consultation is sought if such a situation should arise.

Gift Giving and Personal Assistance to Clients

CCFWSB provides a variety of material items to clients. If you find that a client you serve needs a material item, check with the client's Case Manager to see if CCFWSB can offer that assistance. If CCFWSB cannot provide the material item a client needs, work with the client's case manager to refer the client to other community organizations or nonprofits that a client can rely on.

We do not encourage volunteers to give gifts to clients. The client community is tight knit, so comparison between families can occur when one family receives gifts from their volunteer, but another does not. We encourage volunteers to empower clients with skills to obtain what they need or want.

Minors

CCFWSB will not serve minors without the consent of the parent(s) or legal guardian(s) with the exception of the following situations: a one-time emergency assessment interview for the child's protection, food pantry clients, emancipated minors, and Resource and Referral clients needing material goods.

Smoking

CCFWSB volunteers are prohibited from smoking in the presence of a client and must comply with all local smoking ordinances. All regional offices and program sites shall be maintained as smoke-free environments. The agency abides by the county, city, or state smoking codes. Designated smoking areas outside the building are available.

Volunteer Separation

If a volunteer wishes to end their volunteer relationship with CCFWSB, they should notify the volunteer coordinator so that we can maintain an updated list of active volunteers.

The following sections are grounds for dismissal of a volunteer:

Prevention of Sexual Exploitation and Abuse

Catholic Charities will not tolerate sexually abusive or exploitative acts being perpetrated by our Board, employees, interns, volunteers, or anyone associated with the delivery of our programs:

Everyone:

1. Is bound to uphold this policy and to report people or incidents that they believe violate it.

2. Has a duty to ensure that allegations of sexual exploitation and abuse are investigated and that appropriate disciplinary measures are taken.
3. Has a responsibility to provide appropriate assistance to any victims of sexual exploitation and abuse by anyone associated with Catholic Charities.

Core Principles Relating to Sexual Exploitation and Abuse

1. Sexual exploitation and abuse of clients by the Chief Executive Officer, board members, employees, interns, or volunteers constitute acts of gross misconduct and are therefore grounds for termination of employment or involvement with the agency.
2. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
3. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to clients.
4. Sexual relationships between the Chief Executive Officer, board members, employees, interns or volunteers and clients are not permitted. Such relationships undermine the credibility and integrity of our work.
5. Where the Chief Executive Officer, board members, employees, interns, or volunteers develop concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.

The Chief Executive Officer, board members, employees, interns, and volunteers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.

Personal Use of Organization Property

Use of CCFWSB' name or accounts for personal business or to order or purchase items for personal use or reasons is forbidden.

Misrepresenting the Organization

CCFWSB forbids volunteers to use its name, or the name of any of its specific programs in connection with sports teams or any promotion without prior permission in writing from the Chief Executive Officer.

Safety

Handling and Reporting Emergencies

CCFWSB Emergency and Continuity of Operations Plan (COOP) is in the administrative offices.

Risk Management

CCFWSB will take a proactive approach to identifying risks and potential problems by protecting the agency from loss through fire, theft, general liability, directors and officers, and malpractice insurance. The agency will make every effort to assure quality through active program evaluations, ongoing monitoring of all agency activities, and its Performance Quality Improvement process.

Safety

CCFWSB is committed to providing and maintaining a healthy and safe environment for all employees, interns, and volunteers by following applicable safety standards. Volunteers are always to follow safe and healthy work practices. You may be subject to dismissal for engaging in any unsafe or unhealthy volunteering practices. You are also required to report any potential health or safety hazards, and all injuries or accidents, to your supervisor or the volunteer coordinator immediately.

Security Codes

Authorized volunteers may have access to security codes under supervision of a CCFWSB employee. Employees are responsible for proper handling of this privilege. Knowledge of divulged security codes must be reported to the Assistant Director immediately. Failure to comply could result in dismissal of volunteer. Upon termination or completion of volunteer services, security codes will be changed.

Personal Items: CCFWSB does not assume responsibility for the loss or theft of personal items of the volunteer while completing volunteer hours.

At no time are rifles, firearms, guns, knives, explosives, or other weapons allowed on CCFWSB premises, in CCFWSB' vehicles, or on a volunteer's person while performing service for CCFWSB. A volunteer who violates this policy will be subject to disciplinary action, up to and including termination. All volunteers will be expected to abide by this policy.

Violence

CCFWSB is concerned about the increase of violence in society, which has also filtered into many workplaces. CCFWSB values a safe work environment for its employees.

CCFWSB prohibits any acts or threats of violence by any employee, management, client, or visitor of our CCFWSB while on or about our grounds. We also do not condone any acts or threat of violence against one of our volunteers while they are conducting business with or on or off the premises.

If a volunteer feels he or she has been threatened while completing his or her work duties, the incident needs to be reported to the immediate supervisor and Human Resources as soon as possible, or no later than within twenty-four (24) hours of the incident.

No firearms or other dangerous weapons of any kind will be allowed on the premises.

Contact Information

Communication between CCFWSB and volunteers will be maintained through written correspondence, email, text, and/or phone call. Each volunteer is required to provide CCFWSB with appropriate contact information where they can be reached on a regular basis. Following volunteer placement, orientation, and training, the volunteer coordinator will provide the volunteer with any additional contact information required for volunteer responsibilities (i.e. department supervisor contact information, client contact information, etc.).

Volunteer Coordinator

volunteer@ccfwsb.org

260-422-5625

Office Hours:

Monday – Thursday 8:00am - 5:00pm

Friday 8:00am – 12:00pm

East Region Office
915 S. Clinton St.
Fort Wayne, IN 46802
(260) 422-5625

West Region Office
1817 Miami St.
South Bend, IN 46613
(574) 234-3111

North Region Office
9107 W 5th St.
Auburn, IN 46706
(260) 925-0917

ACKNOWLEDGMENT

By signing below, I acknowledge receipt of a CCFWSB Volunteer Handbook. I understand that I have been given a copy of the CCFWSB Volunteer Handbook for informational purposes only, and that it does not create an expressed or implied employment contract of any kind. I am free to resign my volunteer position at any time for any reason or no reason. I understand and agree that CCFWSB is not bound to follow the guidelines contained in this Volunteer Handbook and may change the policies contained herein at any time at its sole discretion.

Signature

Date