Volunteer Handbook
“Change Lives for Good”
• Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible;
• Know the location of all safety equipment, including alarms and fire extinguishers; learn how to use this equipment; and familiarize yourself with all emergency procedures;
• When you leave Catholic Charities of Santa Clara County premises, make sure that all entrances are properly locked and secured.

Smoking
Smoking is prohibited in all Catholic Charities of Santa Clara County facilities or program locations.

Volunteers shall not use any tobacco product while in direct public contact with clients or in situations where fellow employees, volunteers or clients may find it offensive.

Soliciting
You may not promote or solicit your own business enterprise, political agenda or religious beliefs while volunteering with us. Solicitation for a private charity is also prohibited.

Supervisory Authority
Volunteers who have supervisory or disciplinary authority over minors must keep records of their supervision, including having their staff supervisor sign their records.
Volunteers under the age of 18 may not have supervisory or disciplinary authority.

Theft
Catholic Charities of Santa Clara County considers theft to be the unauthorized use of agency services or facilities or the taking of any agency property for personal use. Theft will not be tolerated. Anyone caught stealing will be dismissed and may be prosecuted by law.
Injury
If injured on your volunteer assignment, contact your volunteer coordinator
who will complete an incident report as soon as possible.

Job Descriptions
We maintain a volunteer description for volunteer positions at Catholic
Charities of Santa Clara County. When your duties and responsibilities are
changed, your volunteer position description will be updated. Your volun-
teer coordinator will give you a copy of your position description.

The position descriptions for all volunteers who are under 18 years old
must state that the volunteer has no supervisory or disciplinary authority
and must not regularly be alone with a client.

Personal Phone Calls
Please keep personal phone calls to a minimum; they must not interfere
with your volunteering. You are permitted to make local calls only on
agency telephones for essential personal business. Please use on-site pay
phones for other calls.

Personal Use of Agency Property
In some instances, volunteers may be allowed to use agency tools or equip-
ment for their own personal use while on our premises. In no instance may
this be done away from our premises, or without prior approval. You un-
derstand and agree that Catholic Charities of Santa Clara County is not
liable for personal injury incurred during the use of agency property for
personal projects. As an agency volunteer, you accept full responsibility for
any injuries, losses or malfunctions that may occur while using this bor-
rowed equipment. You are responsible for returning the equipment or
tools in good condition and you agree that you are required to pay for any
damages that occur while using the equipment or tools for personal pro-
jects. These tools include agency computers and software.

Record Keeping
Most funders require us to track volunteer hours. In addition, the agency wants
to recognize your time commitment. Please fill out a monthly timesheet and fax
or email it to your volunteer coordinator.

The first day you report to volunteer is your “official” anniversary date.

Safety & Security
Maintaining the security of Catholic Charities of Santa Clara County build-
ings and vehicles is every volunteer’s responsibility. Your volunteer coordi-
nator will review all safety, security, and emergency procedures with you.
Develop regular safety habits. For example:

Welcome & Thank You
Welcome to the Catholic Charities of Santa Clara County Volunteer Program!
Being a volunteer is extremely rewarding, educational, exciting and fun.
Catholic Charities’ Campaign to Cut Poverty’s goal is to reduce poverty in Santa
Clara County by 50 percent by the year 2020. Volunteering with Catholic Charities
will enable us to reach this goal.

We would like to thank you for choosing to participate in our program.
We hope that the time you spend here will be as rewarding for you as it is for the
people of the community where you volunteer.

What You Can Expect From Catholic Charities
We want volunteers to be part of the agency team committed to our core
values and goals. You play an integral part in the success and growth of our
programs. We welcome suggestions about your assignment and the volunteer
program.

All Catholic Charities volunteers will:

- Receive a volunteer description (s) for volunteer assignment (s);
- Be assigned appropriate assignments according to skill, interests,
availability, and training;
- Be regarded as a person with individuality, uniqueness, and value;
- Be given appropriate expressions of appreciation and recognition;
- Receive orientation, training, and supervision for all volunteer
  assignments;
- Be reimbursed for out-of-pocket costs, upon request (with prior
  approval from your volunteer coordinator);
- Expect to be involved in the planning and evaluation of the pro-
  gram in which they participate;
- Be responded to in a spirit of friendliness and cooperation so that
  Catholic Charities of Santa Clara County will continue to be known
  as “a great place to volunteer!”
What Catholic Charities Expects From You
Catholic Charities considers volunteers “goodwill ambassadors.” We need your help to create an environment that is enjoyable and rewarding for volunteers, staff, and clients. We request that all volunteers:

- Become familiar with their own duties and perform them promptly, correctly and pleasantly;
- Fulfill all assignments;
- Cooperate with staff and fellow volunteers and maintain a good team atmosphere;
- Voice their opinions and contribute suggestions to improve programming quality;
- Attend scheduled training sessions;
- Sign-in at the beginning of each volunteer shift;
- Maintain client confidentiality;
- Report for duty on time, and inform their volunteer coordinator as soon as possible of any planned absence or lateness;
- Inform your immediate supervisor when your volunteer service will come to an end.

- Verbal abuse of a sexual nature, graphic verbal commentary about an individual’s body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes, or invitations;
- Physical conduct such as touching, assault, or impeding or blocking movements;
- Retaliation for reporting harassment or threatening to report harassment.

It is unlawful for males to sexually harass females or other males, and for females to sexually harass males or other females. Sexual harassment on the job is unlawful whether it involves coworker harassment, harassment by a supervisor, or harassment by persons doing business with or for the agency.

Other Types Of Harassment: Prohibited harassment on the basis of race, color, national origin, ancestry, religion, physical or mental disability, marital status, medical condition, sexual orientation, age, or any other protected basis, includes behavior similar to sexual harassment, such as:

- Verbal conduct such as threats, epithets, derogatory comments, or slurs;
- Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures;
- Physical conduct such as assault, unwanted touching, or blocking normal movement;
- Retaliation for reporting or threatening to report harassment.

Catholic Charities' Complaint Procedure: The agency's complaint procedure provides for an immediate, thorough, and objective investigation of any claim of unlawful or prohibited harassment, appropriate disciplinary action against one found to have engaged in prohibited harassment, and appropriate remedies for any victim of harassment.

If you believe you have been harassed on your assignment, or if you are aware of the harassment of others, you should provide a written or verbal complaint to your supervisor or to any other supervisor with the agency or to the Human Resources Department as soon as possible. Your complaint should be as detailed as possible including the names of individuals involved, the names of any witnesses, direct quotations when language is relevant, and any documentary evidence (notes, pictures, cartoons, etc.).

Liability For Harassment: Any volunteer of the agency who is found to have engaged in prohibited harassment is subject to disciplinary action, up to and including discharge from assignment. Any volunteer, who engages in prohibited harassment, including any supervisor who knew about the harassment but took no action to stop it, may be held personally liable for monetary damages.
• If there is no action or satisfactory resolution, the volunteer may file a written notice with the CEO who has five working days to respond.

In cases of harassment, any volunteer may directly contact the Director of Human Resources or the Volunteer Program Manager without following the procedure outlined above. Volunteers are always welcome to rebut any evaluation, reprimand, or disciplinary action. This right does not guarantee that the action will be overturned, only that the rebuttal will be read, heard and considered. In all instances, “days” refers to working business days.

**Gifts & Tips**
Clients may wish to thank you personally for assisting them. Thank you cards are welcome, gifts of money are prohibited, and presents are discouraged. If you receive a gift, please check with your volunteer coordinator.

**Harassment**
In accordance with applicable law, the agency prohibits sexual harassment and harassment because of race, color, national origin, ancestry, religion, creed, physical or mental disability, marital status, medical condition, sexual orientation, age, or any other basis protected by federal, state, or local law. All such harassment is unlawful and will not be tolerated.

**Sexual Harassment Defined:** Applicable state and federal law defines sexual harassment as unwanted sexual advances, requests for sexual favors, or visual, verbal, or physical conduct of a sexual nature when: (1) submission to the conduct is made a term or condition of employment; or (2) submission to or rejection of the conduct is used as basis for employment decisions affecting the individual; or (3) the conduct has the purpose or effect of unreasonably interfering with the employee's work performance or creating an intimidating, hostile, or offensive working environment. This definition includes many forms of offensive behavior. The following is a partial list:

• Unwanted sexual advances;

• Offering employment benefits in exchange for sexual favors;

• Making or threatening reprisals after a negative response to sexual advances;

• Visual conduct such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters;

• Verbal conduct such as making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about any employee's body or dress;

• Verbal sexual advances or propositions;

**Benefits**
Catholic Charities values the contribution you’re making to our work; we offer all volunteers the following important benefits:

• Credit Union privileges at County Federal Credit Union;

• Training and other learning opportunities;

• Recognition events;

• Personal growth through the experience of working with diverse staff;

• Develop marketable skills for future career opportunities.
Volunteer Policies and Procedures

Alcohol and Substance Abuse
Catholic Charities is concerned about the use of alcohol, illegal drugs or controlled substances in society in general and specifically as it affects our workplace. Use of these substances whether on or off the job can adversely affect an employee’s work performance, safety and health. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees and exposes Catholic Charities to the risks of property loss or damage, or injury to other persons.

Catholic Charities of Santa Clara County volunteers are strictly prohibited from:

- Possessing or using alcohol, or being under the influence of alcohol while on their assignment;
- Driving any vehicle while under the influence of alcohol while on their assignment;
- Unlawfully distributing, selling or purchasing an illegal or controlled substance while on or off the assignment;
- Possessing or using an illegal or controlled substance, or being under the influence of an illegal or controlled substance while on their assignment.

Violation of the above rules and standards of conduct will not be tolerated. Catholic Charities of Santa Clara County also may bring the matter to the attention of appropriate law enforcement authorities.

In order to enforce this policy, Catholic Charities of Santa Clara County reserves the right to conduct searches of Catholic Charities of Santa Clara County property and to implement other measures necessary to deter and detect abuse of this policy.

Volunteers convicted of illegally selling or possessing any controlled substance while off-duty will be subject to disciplinary action up to and including severing the volunteer relationship, because such actions, even though conducted off site, reflect adversely on Catholic Charities of Santa Clara County.

It is each volunteer’s responsibility to ensure that he/she is fit for duty and can do his/her job safely. Volunteers may not report for their assignment if they are impaired, even by use of prescription or over-the-counter medications.

Volunteers who violate this policy may be subject to termination.

Background Check and Health Examination
In order to ensure a safe environment for our clients, volunteers, visitors and staff, the following policies are mandatory:

- All volunteers who work with clients and/or with confidential information are required to complete the background check portion of the application;

Emergency Guidelines
The volunteer coordinator will inform you about all emergency guidelines and procedures for your assigned program location.

Equal Volunteering Opportunity
Catholic Charities of Santa Clara County provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the assignment, as well as dependability and reliability.

Exit Interviews
When a volunteer decides to leave the agency, he/she will be asked to grant us the privilege of an exit interview. During the exit interview, the volunteer can express himself/herself freely. All information will be kept strictly confidential and will in no way affect any references that Catholic Charities of Santa Clara County will provide another agency about the volunteer. This volunteer feedback provides continuous program improvement.

Expense Reimbursement
You must have your volunteer coordinator’s written authorization prior to incurring an expense on behalf of Catholic Charities of Santa Clara County. To be reimbursed for all authorized expenses, you must submit an expense report accompanied by receipts and signed by your volunteer coordinator.

Feedback & Grievances
Catholic Charities of Santa Clara County respects the personal and professional rights of all volunteers. The agency works hard to develop and maintain open channels of communication. In the event of a conflict, a discussion with your volunteer coordinator should resolve the issue.

If the issue cannot be resolved with your volunteer coordinator, then please follow the procedure below:

- Volunteer should give written notification of the issue to the volunteer coordinator within five working days of incident. The volunteer coordinator has five working days to respond.
- Volunteer should give written notification of the issue to the Program Director within five working days of incident. The Program Director has five working days to respond.
- If there is no action or satisfactory resolution, the volunteer may file a written notice with the Agency Volunteer Program Manager who has five working days to respond.
- If there is no action or satisfactory resolution, the volunteer may file a written notice with the Director of Human Resources who has five working days to respond.
results in death or great bodily injury, may be punished by up to one year in a county jail, a fine of up to $5000, or both imprisonment and fine.

Youth: Any volunteer who has knowledge of or observes a child in his or her professional capacity or within the scope of his or her volunteer work whom he or she reasonably suspects has been the victim of child abuse shall report such suspected instances of child abuse to a child protective agency immediately or as soon as practically possible by telephone and shall prepare and send a written report thereof within 36 hours of receiving the information concerning the incident. Any volunteer who has knowledge of or who reasonably suspects that mental suffering has been inflicted on a child or its emotional well-being is endangered in any other way, may report such suspected instance of child abuse to a child protective agency. Infliction of willful and unjustifiable mental suffering must be reported. No volunteer reporting a suspected instance of child abuse shall be civilly or criminally liable for any report required or authorized by this article (California Penal Code Article 2.5).

If you are witness or have knowledge of an instance of abuse immediately contact your volunteer coordinator for forms and protective agency contact numbers.

Dress Code
Take your lead from the staff and dress appropriately for the job you are doing. We ask that your attire be neat and conservative.

Some Catholic Charities of Santa Clara County locations have specific dress codes that must be followed. If you are working in these locations, a local representative will talk with you regarding these requirements. Personal appearance should be a matter of concern for each volunteer. If your volunteer coordinator feels your attire is out of place, you may be asked to leave your volunteer assignment until you are appropriately dressed.

Driving Record
Any volunteer using a personal vehicle during his/her regular volunteer assignment must provide a valid California driver’s license, possess a good driving record, and must carry liability insurance minimums of $25,000 per person and $50,000 for each accident.

The agency will not permit volunteers with revoked or suspended drivers’ licenses to drive as a part of their volunteer assignments. The same ruling applies to volunteers who do not possess the required automobile insurance coverage. All volunteers agree to notify Catholic Charities of Santa Clara County immediately should their insurance drop below the $25,000 per person/$50,000 per accident limit or should their licenses be suspended or revoked.

Volunteers must immediately report any changes in their driving records to the volunteer coordinator.

- All volunteers who are 18 years old or older and work with clients or with confidential information, must, in addition to the above, receive clearance from the Department of Justice and the FBI by having the live scan fingerprint test. The HR department must receive the clearance report before the volunteer can begin service.
- Volunteers in programs that, by contract, require a TB clearance (negative skin test or a physician’s certificate of clearance) must provide Catholic Charities, before beginning service, with the current report (less than 2 years old) and update the TB test every 4 years. Individuals who refuse to comply with these requests cannot be accepted as volunteers.

Changes in Personal Information
Please notify your Volunteer Coordinator promptly about any changes in your name, address, telephone number, or emergency contacts.

Commitment, Absence & Punctuality
Commitment: Each program has different commitment requirements. Many programs require a long-term commitment of six months or more; while other volunteer opportunities, like special events, require just a few hours of your time. If your time is limited, please consider a shorter-term volunteer assignment.

We ask volunteers to work at least one regularly scheduled two hour shift each week. However, some assignments may require a longer hourly commitment.

Absence & Punctuality: Please be prompt and consistent! Our staff and clients depend on you as an integral part of our team. The skills and experience you bring are critical to our success. If you are unable to report to volunteer, or if you will arrive late, please contact your volunteer coordinator immediately. Give the coordinator as much time as possible to arrange for someone else to cover your position until you arrive. If you plan to be absent for a week or more, inform the volunteer coordinator. Informing the volunteer coordinator will give them time to get a replacement while you are gone. Excessive absences may be cause to end the volunteer assignment.

Personal Emergencies: If a personal emergency requires immediate attention during your shift, please inform your volunteer coordinator prior to your departure.

Computer Software (Unauthorized Copying)
Catholic Charities of Santa Clara County does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and
distribute copies. Title 17 of the U.S. Code states that “it is illegal to make or distribute copies of copyrighted material without authorization” (Section 106). The only exception is the user’s right to make a backup copy for archival purposes (Section 117).

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless the manufacturer does not provide a backup copy. Volunteers are not to take copies of any agency software away from the agency for their personal use. Volunteers must not load personal software on agency computers. Unauthorized duplication of software is a federal crime.

Confidentiality & Confidential Information

Confidentiality: Every client served by Catholic Charities of Santa Clara County has the right to privacy and confidentiality. However, if you are aware of a client issue that requires immediate help, please inform your volunteer coordinator.

Confidential Information: As you work with the staff, confidential information may be shared with you. You must not share this information with anyone who does not have a professional right or a need to know these details. Such information is not to be shared with your family, friends, or acquaintances. No one is permitted to remove or make copies of any Catholic Charities of Santa Clara County records, reports or documents without prior approval. Release of confidential information to unauthorized persons can result in dismissal from your service, and could involve you in legal proceedings.

Compliance Plan and HIPPA

As a government contractor, Catholic Charities of Santa Clara County is required to have in place a compliance plan designed to ensure that we comply with the contract obligations we take on with the government, and that we bill properly for all such services.

If your work at Catholic Charities of Santa Clara County involves direct or indirect billing for services, you will be trained in proper recordkeeping and reporting procedures.

Under the Confidentiality/Privacy Heading:

Personal Health Information (PHI) and HIPPA: The Health Insurance Portability and Protection Act has many provisions that apply to Catholic Charities of Santa Clara County that are intended to protect the privacy of our clients and staff. If you collect or handle PHI in the course of your assignment, you will receive additional training about HIPPA procedures. Here is some basic information that all employees must understand about HIPPA:

Your duties under HIPPA: Every employee and volunteer is responsible for the safekeeping of client information. All client information is confidential. Personal Health Information (PHI) is held to an even higher standard.

Procedures are in place to ensure its security and proper management. You are responsible to be aware of the procedures, to follow them, and to report any violations you may observe.

What is PHI? Personal Health Information, PHI, is any health related information that is connected to an identifier - a name or social security number, for instance. Information that is gathered and kept in an unidentifiable way for reporting or research is not PHI.

Confidentiality Notice: All clients should receive a confidentiality notice when they begin receiving services. This information tells the client about their basic confidentiality rights. A more detailed process of notification is required when PHI may be involved. You will receive training on this process should your job include handling PHI in any way.

It is part of every volunteer’s assignment to report any violations or attempted violations of the compliance plan he/she observes. Reports should be made to your supervisor and/or the agency’s Compliance Officer, our Chief Financial Officer (CFO). The CFO can be reached at 408-325-5110, or the Human Resource Director at 408-325-5272. All reports will be investigated promptly and no retaliation will be tolerated for making such a report in good faith, whether or not a violation is found to have occurred.

Compliance

In addition, any volunteer who attempts to influence an audit improperly, including the falsification of information subject to audit is forbidden.

Court Mandated Reporting

Catholic Charities of Santa Clara County is a court-mandated reporter for youth, dependent adults, and older adults.

Dependent Adults and Older Adults: Any volunteer who, within the scope of his/her volunteer assignment, has observed, suspects, or has knowledge of an incident that reasonably appears to be physical abuse (including sexual abuse), abandonment, isolation, financial abuse, or neglect (including self-neglect), or is told by an elder or dependent adult that he or she has experienced behavior constituting physical abuse abandonment, isolation, financial abuse, or neglect (including self-neglect), or is told by an elder or dependent adult that he or she has experienced behavior constituting physical abuse, abandonment, isolation, financial abuse, or neglect, shall report the known or suspected instance of abuse by telephone immediately or as soon practically possible, and by written report (SOC 341) sent within two workings days to the appropriate agency.

Failure to report an instance of abuse is a misdemeanor punishable by not more than six months in the county jail or by a fine of not more than $1000, or both imprisonment and fine. Any mandated reporter who willfully fails to report abuse of an elder or dependent adult, where the abuse