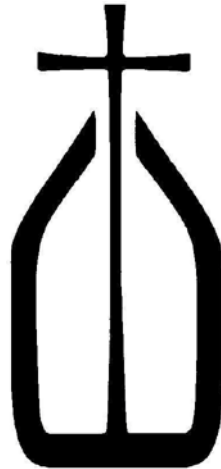


VOLUNTEER HANDBOOK



*Give something, however small, to the one in need. For it is not small to one who has nothing.
Neither is it small to God, if we have given what we could.*

Catholic Charities, Diocese of Venice, Inc.

*In devotion and adherence to the teachings of Jesus and the Catholic Church, we seek to serve
and empower All in need regardless of race, nationality or creed.*



CATHOLIC CHARITIES
Diocese of Venice, Inc.



CREDIBILITY . INTEGRITY . ACHIEVEMENT

Most Reverend Frank J. Dewane, Bishop of Venice in Florida
Volodymyr Smeryk, M.A., J.C.D., J.D., Chancellor
Rev. Monsignor Stephen E. McNamara, V.G.

Kathleen Rey, Chair
Lew Schmidt, Vice Chair
Peter Routsis-Arroyo, LCSW, Chief Executive Officer

April 2011

Dear Volunteer,

Thanks for your interest in volunteering for Catholic Charities, Diocese of Venice, Inc. Each year, over 500 individuals lend their hearts and hands to help those with the most needs. Volunteers are the back bone of the Catholic Charities network, providing critical support to agencies on the forefront of the economic crisis.

We hope you will help us accomplish our mission by joining the ranks of volunteers around the country who are educating, advocating and fundraising on behalf of Catholic Charities.

As a Catholic Charities Volunteer, you will have the opportunity to work in your community for our common goals. This is a big responsibility. Becoming part of this movement is exiting and rewarding, but we know it isn't easy work.

Volunteers must possess leadership skills, take initiative and be creative in their approach to working for our vulnerable population that we serve. Please review the volunteer requirements, guidance documents, and responsibilities carefully, to enable yourself to make the greatest impact. We have an ever-expanding number of volunteers around our network committed to this work.

We're in awe of their accomplishments.

Thank you for all you do, and will do, to help Catholic Charities help the needy children, families and individuals who come to us seeking the help and hope to face another day.

Sincerely,

Peter Routsis-Arroyo, LCSW
Chief Executive Officer

P.O.BOX 2116, VENICE, FLORIDA 34284-2116. (941) 484-9543 OR 488-5581. FAX (941) 484-1121
Visit our website: www.catholiccharitiesdov.org

Celebrating 25 years of Service

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**Receipt and Acknowledgement
Of Catholic Charities Volunteer Handbook**

The Volunteer Handbook is an important document that will help you become acquainted with Catholic Charities and the role of volunteers within our agency. This Handbook should be used as a guide and does not address every possible circumstance that you may encounter in your volunteer role with our agency.

Please read the following statements and sign below to indicate your receipt of the Catholic Charities Volunteer Handbook.

- I understand that the policies, rules and benefits described in the handbook are subject to change at the sole discretion of Catholic Charities at any time.
- I further understand that my volunteering can be ended at will, either by myself or Catholic Charities, regardless of the length of my volunteering.
- I understand that my signature below indicates that I have received this copy of the handbook and I have reviewed/read it and had an opportunity to ask questions of my Catholic Charities supervisor, if necessary, prior to my first volunteer assignment.

Volunteer Signature

Date

Catholic Charities Designated Supervisor

Date

Job Description

POSITION TITLE: Volunteer

DISTRICT: _____

OFFICE/PROGRAM: _____

SUPERVISOR: _____

KEY RESPONSIBILITIES:

1. Respect the confidentiality of both clients and staff
2. Treat clients and staff with respect at all times.
3. Promptly notify supervisor of problems encountered during volunteer service.
4. Perform other duties as requested.
5. _____
6. _____
7. _____
8. _____
9. _____

LOCATION

The volunteer will work at _____ location.

LENGTH OF SERVICE

The volunteer is asked to commit to a period of _____ months.

TIME COMMITMENT

The volunteer is asked to commit to _____ days per week for _____ hours.

SKILLS REQUIRED

The volunteer is expected to work effectively with staff, other volunteers, clients, and the public.

AGE REQUIREMENT

The volunteer must be at least _____ years old.

Or, the volunteer may be of any age as deemed appropriate by the program director.

DRESS CODE

Business Casual

1. Volunteer Specific Information

1.1 Purpose of Volunteers at Catholic Charities

Volunteers are unpaid persons who contribute their time, talents, and commitment to the agency and its programs. Each year over 500 volunteers support our programs and services at our agency enabling us to carry out our mission. Your contribution to the daily operations of the agency allows Catholic Charities to serve more people in need in our local communities. Many volunteer roles include answering phones, assisting with data entry, assisting in our childcare facilities, sorting food in the pantries, and helping immigrants and refugees to become self sufficient. There are numerous other tasks that could be done depending on your interest and skills. You may also wish to volunteer in different roles within programs in our agency.

Catholic Charities values the volunteers who commit their time to assisting the agency in the service delivery to those in need throughout the Diocese of Venice. 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. Our goal 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. 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.

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

1.2 Why Volunteer

People volunteer for reasons that are as individual as each person. Many volunteer because they want to make a difference in their community. You may view volunteer involvement as a civic duty or a way to put your faith into action. You may identify an issue or concern you are passionate about, and work to address that issue or concern. Volunteering can also enhance your resume, meet government or school requirements, enable one to learn new skills, or gain work experience. Volunteering can serve as a way to interact with other people, to gain personal perspective and insight, to feel useful and needed, or to have fun. Whatever your reason for volunteering, Catholic Charities will work with you to identify a role that allows you to contribute to the agency in a meaningful way and that meets your needs and goals.

1.3 Paid Staff and Volunteer Relations

Paid staff 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 staff 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.

Catholic Charities values your insight and experience, and encourages your suggestions and feedback about improving the effectiveness and efficiency of agency operations and service delivery. Your ideas and feedback should be directed to your supervisor or the office director.

1.4 Commitment to Volunteer Involvement

Catholic Charities is committed to providing a quality volunteer experience to persons choosing to invest their time and skills to the agency. The Rights and Responsibilities of Volunteers, of the Agency, and of Clients reflect the values and beliefs held by the agency in its interactions with volunteers and clients.

1.5 Rights and Responsibilities of Volunteers

As a volunteer you have the right to:

- work in a healthy and safe environment.
- receive a clear description of duties and agreed hours of contribution.
- receive orientation to the organization and your individual volunteer role.
- have your confidential and personal information protected in accordance with agency policy.
- receive appropriate training and support to carry out your role.
- share any concerns and deal with conflicts or difficulties in an appropriate manner with your supervisor.
- receive regular feedback from a designated Catholic Charities employee.

As a volunteer you have the responsibility to:

- be reliable.
- respect confidentiality.
- be courteous and friendly to clients, staff and other volunteers.
- carry out the responsibilities of your volunteer role as listed in the job description.
- adhere to the mission of the agency during your volunteer time.

- treat clients, staff, other volunteers, and the public fairly and without discrimination.
- be accountable for your actions.
- be committed to the organization.
- undertake training as required by the organization.
- ask for support when you need it.
- offer feedback.
- let your supervisor know as early as possible if you are unable to report as scheduled.
- give advanced notice before you leave the organization when possible.

1.6 Rights and Responsibilities of the Agency

The agency has the right to:

- establish a volunteer application and screening process.
- make decisions about appropriate placement of volunteers.
- set the guidelines for volunteer responsibilities.
- expect volunteers to perform the given duties to the best of their ability, and to be prompt and reliable.
- expect volunteers to be respectful and courteous toward all clients, staff, and other volunteers.
- expect volunteers to adhere to the mission of the agency during their volunteer time.
- review volunteer performance according to organizational policies and procedures.
- release a volunteer who is not appropriate for volunteer work.

The agency has a responsibility to:

- provide orientation and necessary training.
- provide safe, healthy working conditions.
- treat you with respect.
- assign a supervisor and provide ongoing support and supervision.
- provide a clear description of duties.
- include volunteers in relevant decision making processes.
- set clear lines of communication about complaints and conflict resolution.

- provide emergency procedure guidelines.
- safeguard your personal and confidential information.

1.7 Rights and Responsibilities of Catholic Charities Clients

Clients have the right to:

- timely appropriate services
- be treated with dignity and respect
- make choices regarding services (including refusing or discontinuing)
- participate in his/her service plan
- confidentiality regarding his/her personal information.
- make a complaint without fear of reprisal.
- be free of abuse, disrespectful and/or restrictive interventions
- access his/her records

Clients have the responsibility to:

- participate in the development of his/her service plan
- to cooperate in the delivery of services
- to treat his/her service provider with respect
- to follow applicable rules and regulations
- to keep appointments or provide notice if cancelling
- to pay for services in accordance with his/her agreement

2. PERSONNEL POLICIES

2.1 Application and Screening

The application and screening process for volunteers is established by Diocesan and agency policies. This process is essential to maintain the integrity of the organization, and ensure the safety of clients, staff, and volunteers. The screening process provides an opportunity for discussion of your interests and abilities as well as the needs of the agency in order to identify a particular role that will meet your needs and provide you with a degree of satisfaction.

Catholic Charities works with vulnerable populations. In order to protect those individuals, the agency follows Diocesan child protection policies that require an electronic fingerprint check through local, state, and FBI as well as completion of the Diocesan *Safe Environment Training*. The fingerprinting and Safe Environment Training must be completed before any work with vulnerable populations is permitted. This applies to all volunteers who will be in contact with children and vulnerable adults.

All volunteers must provide contact information to include address, phone number, and emergency contact information.

2.2 Cultural Diversity

Catholic Charities serves a diverse population of clients throughout the Southwest of Florida. Services are provided without regard to age, race, ethnicity, gender, 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 the Catholic Charities. As an agency, Catholic Charities embraces cultural diversity, and expects staff and volunteers to respect and accept the cultural differences of everyone we work with and serve.

2.3 Job Descriptions

Volunteers will receive a description of duties and expectations for the job they will be filling.

2.4 Performance Appraisals

Volunteers will be given an opportunity to meet with their supervisor and review the volunteer job description and their performance. We value your input and are always trying to improve our performance and service delivery.

2.5 Harassment

Catholic Charities intends 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 of any sort-verbal, physical, visual-will not be tolerated.

Harassment can take many forms. It may be but is not limited to: words, signs, jokes, pranks, intimidation, physical contact or violence.

Catholic Charities will not tolerate any unwelcome sexual advances, 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.

2.6 Communication

As a volunteer, you play a vital role in the Catholic Charities. We value your ideas, thoughts and feelings. We encourage you to share your ideas, concerns and thoughts with your supervisor, or staff members.

From time to time the opportunity may arise for you to share information about Catholic Charities in the community. In this case, we ask that you let your supervisor know so that we may provide you with the most up-to-date and accurate information available.

If you are approached by the media without notice as you are serving in the community or at any of our locations, 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.

3. Ethics and Confidentiality

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

As an agency we have an obligation to our clients to maintain their confidentiality and respect their privacy. Each client served by Catholic Charities has the right to confidentiality. One of the main components of this respect is the protection of our client's personal information. As a volunteer you may 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 a legal requirement to do so. If you are aware of a client issue for concern please inform your designated Catholic Charities supervisor.

We want to provide the same level of courtesy and respect to you as we do our clients. Your private information will be protected and maintained by the agency.

4. Computer Software

Catholic Charities 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 state that “it is illegal to make or distribute copies of copyrighted material without authorization” (Section 106). The only exception is the users’ right to make a back up 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. Volunteers are not to take copies of any agency software away from the agency for their personal use. Volunteers, also, may not load personal software on agency computers. Unauthorized duplication of software is a federal crime.

5. Risk Management

5.1 Safe Environment Training

The goal of safe environment training is to provide education for all volunteers who have regular contact with children and vulnerable adults.

5.2 Personal Safety

Because our services are 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 each time you volunteer.
- 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) in a safe location. designated by your Catholic Charities supervisor 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 ever 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.

5.3 Emergency Procedures

Catholic Charities has specific Health, Safety and Emergency Guidelines. Your designated Catholic Charities supervisor will go over those procedures with you during your orientation. However, in all cases you should follow the lead of agency staff.

In case of **fire**, **call 911** then exit the building immediately and proceed to the agreed upon evacuation area. In the process of exiting the building, speak with anyone else in the building about exiting. Emergency exit floor plans are posted on each floor of each agency building.

In a **medical** emergency, **call 911** and summon the assistance of agency staff.

In the event of a **tornado or severe weather**, follow the lead of agency staff and take cover in areas such as stairwells, conference rooms, washrooms and under heavy furniture. Remain in a safe area until an ALL CLEAR is given and further instructions are received.

In the event of a **telephone bomb threat**, follow the lead of agency staff and exit the building as directed. A copy of the emergency procedures when receiving such a call will be provided to any volunteer answering the phone, and the supervisor will discuss the procedures with volunteers who are providing reception duties.

5.4 Blood Borne Pathogens

Staff and volunteers of the agency come into contact with the general public on a daily basis. It is essential that everyone follow universal precautions to prevent exposure to infectious diseases. Universal precautions are the practices that protect against exposure to blood and other potentially infectious materials (OPIM). It is recommended that **all** body fluids and substances should be treated as infectious.

Volunteers should always request the assistance of agency staff in situations that require the administration of care or to clean up spills of bodily fluids. Isolate a spill area to prevent contamination until the spill is cleaned up.

Volunteers should use precautions and safe practices each time they prepare to provide care for a person or clean up a spill.

Frequent and thorough hand washing is an effective way to help keep you from getting sick. You are encouraged to wash your hands as frequently as you feel is needed while performing your volunteer duties. All offices also have antiseptic hand cleansers available throughout the buildings, which you are encouraged to use.

All offices have disposable gloves available, which should be used when providing care to an ill or injured person or cleaning up a spill. Remove disposable gloves without contacting the soiled part of the gloves. Dispose of gloves and all other protective clothing or contaminated materials in labeled sealed containers.

5.5 Basic First Aid

All offices have first aid kits available. Your supervisor 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**.

6. Specific Volunteer Training

From time to time Catholic Charities programs may conduct necessary training to enhance your volunteer work within your role.

7. Other

7.1 Hours of Operation:

Offices of Catholic Charities are open Monday through Friday from 9 a.m. to 5 p.m. Some programs may vary their operating hours.

7.2 Office Closure for Holidays

New Year's Day
Dr. Martin Luther King Jr. Day
Presidents' Day
Good Friday
Memorial Day
Independence Day
Labor Day
Columbus Day
Thanksgiving Day (also closed the Friday after Thanksgiving)
Christmas (closed Christmas Eve and the day after Christmas)
Day before New Year's Day

Conclusion

Welcome! We are honored that you have chosen to share your time and skills with Catholic Charities, Diocese of Venice. 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 the Catholic Charities.