



# Volunteer Handbook

*A guide for volunteers serving with Catholic  
Charities of Central and Northern Missouri.*

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## CATHOLIC CHARITIES OF CENTRAL & NORTHERN MISSOURI INTRODUCTION

### **THE PRAYER OF CATHOLIC CHARITIES**

Loving God, source of all life, we thank you for your many blessings and for calling us to love and to serve. Your Son reminds us that whatever we do for the least of our brothers and sisters, we do for you. May Your Spirit guide our mission of serving those in need, improving social conditions for all, and calling others to do the same. We ask this trust in your loving care. Amen.

### **MISSION STATEMENT**

Inspired by the Gospel of the Beatitudes as proclaimed by Jesus Christ, Catholic Charities of Central and Northern Missouri (CCCNMO) is committed to providing care and creating hope for the lives of the vulnerable through compassionate social services that respect the dignity of each person and engage the local community in our mission.

### **OUR CORE VALUES**

- We believe in the message of Jesus that conveys love and hope.
- We affirm the sacredness and dignity of human life.
- We work in partnership with others who share in our mission.
- We pursue excellence and uphold integrity in all we do.
- We offer services to those in need regardless of background, belief or circumstance.

### **OUR HISTORY**

Founded May 17th, 2011 Catholic Charities of Central and Northern Missouri is a 501(c)(3) social service agency that provides a range of programs and services to those in need in our 38 county service area regardless of faith, culture, or situation.

We believe in assisting the most basic and immediate needs of the poor and vulnerable and by giving them the help and resources needed for long-term change. We choose to focus on those areas of greatest need and avoid duplication of services whenever possible. We also belong to the nation's largest private social services network through our affiliation with Catholic Charities USA.

### **CATHOLIC SOCIAL TEACHINGS**

#### **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 for society. This belief is the foundation of all the principles of our social teaching.

#### **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.

### **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 (Matthew 25:31-46) and instructs us to put the needs of the poor and vulnerable first.

### **The Dignity of Work and Right 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 protected—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. 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. We are called to protect people and the planet, living our faith in relationship with all of God's creation.

## CATHOLIC CHARITIES PROGRAMS

### CATHOLIC CHARITIES COMMUNITY SERVICES

#### **Disaster Relief**

Our agency provides short-term and long-term recovery services to individuals and families dealing with the aftermath of natural disasters like tornadoes, floods, and other catastrophes. Catholic Charities responds both immediately and for the long haul, helping those affected get back on their feet.

#### **Housing Counseling**

This program offers education and counseling for those who struggle financially to help them achieve long-term prosperity. Our goals are to promote financial literacy and financial responsibility and increase responsible homeownership. Certified by the United States Department of Housing and Urban Development (HUD), our counselors cover topics such as budgeting, mortgage and banking information, credit scores, and savings strategies.

#### **Immigrant Outreach and Case Management**

Our Hispanic Resource program is our newest program in order to assist with a vulnerable population that is unfortunately often overlooked. With the assistance of a Bilingual Hispanic Resource Coordinator, families that have limited or no proficiency in English can be assisted with finding resources and gaining insight and access to information that they are unable to obtain due to their language barrier.

### CATHOLIC CHARITIES COUNSELING SERVICES

Our agency offers mental health services that fully integrate the mind, body, and spirit using a combination of traditional therapy modalities and Christian-informed approaches. Current services include individual and family counseling, school-based counseling, Hope Emotional Support ChatBot, and Clinica para la Familia and Spanish counseling resources.

### CATHOLIC CHARITIES HEALTH AND NUTRITION SERVICES

CCCNMO's Health and Nutrition Services is composed of several programs that promote a healthy lifestyle. We are proud partners of The Food Bank for Central and Northeast Missouri.

#### **Buddy Packs**

Thousands of children rely on free and reduced-price lunches at school, but what about their nutritional needs on weekends? Buddy Packs provide meals and snacks for elementary students to take home at the end of each school week, meeting that gap. Buddy Packs are pre-packaged bags with a variety of food each week, with items like easy-to-make meals, cereal and peanut butter.

#### **Client Choice Food Pantry**

Client choice pantries allow people seeking food assistance to choose for themselves what products they receive, rather than being presented with a preselected and packaged assortment of food. Following the client choice model is important to CCCNMO, because we care about the individuals and families who come to our pantry and believe that client choice is a way to show that we care enough to serve them in a dignified and personal matter.

#### **Senior Food Boxes**

The Commodity Supplemental Food Program (CSFP or Senior Food Boxes) works to improve the health of low-income persons at least 60 years of age by supplementing their diets with nutrition USDA Food. Through our partnership with The Food Bank for Central and Northeast Missouri and

the United States Department of Agriculture (USDA) distributes Senior Boxes to qualifying residents in Cole and Howard Counties.

### **CATHOLIC CHARITIES FAMILY IMMIGRATION SERVICES**

CCCNMO provides immigration legal services as a way to reunite families and promote self-sufficiency for immigrants through low-fee legal assistance in immigration matters before the United States Citizenship and Immigration Service. Catholic Charities staff are DOJ Accredited Representatives and assist U.S. Citizens, Lawful Permanent Residents and immigrants with services including:

- Adjustment of Status
- Naturalization and Citizenship
- Legal Permanent Residency
- Deferred Action for Childhood Rivals

### **CATHOLIC CHARITIES REFUGEE SERVICES**

Over the years, we have welcomed people from countries in Asia, Africa, Eastern Europe, and Latin America regardless of their color or creed. Our staff ensure culturally competent services to our clients, offering refugees initial housing; provision of furniture, clothing, household goods and food; orientation and initial needs assessments; education placement of children in the appropriate school; introduction to government and community service providers; and extensive case management services. Many families are also provided with a support network of individual volunteers.

### **PARISH SOCIAL MINISTRY**

Parish Social Ministry works with parishes to empower parishioners to live out their baptismal call to serve the needs of those living right in their own communities. Catholic Charities assists in establishing or enhancing current parish ministries and programs to address unmet community needs, gather and train volunteers, and help obtain any additional funding needed to implement these services.

## CATHOLIC CHARITIES VOLUNTEER SERVICES

### **VOLUNTEER ROLES AND REQUIREMENTS**

#### **The Role of Volunteers**

Individuals and groups who donate time to the works of Catholic Charities are valued members of a team that strives to help people in need. This larger Catholic Charities team is comprised of professional (paid) staff members, donors of time, donors of money and material goods, and people who pray for others in need and the successes of our efforts to help. Members of the team often fulfill more than one of these functions.

#### **Pre-Service Requirements**

Prior to beginning service, the following is required for all volunteers serving for Catholic Charities programs in any capacity:

- Online Volunteer Application (CERVIS)
- Criminal Background Check
- Safe Environment/VIRTUS Compliance

#### **Online Volunteer Application**

Volunteers will complete an online application through the Catholic Charities of Central and Northern Missouri Community Event Registration & Volunteer Information System (CERVIS). Links for Catholic Charities custom volunteer portal can be found on our website at <https://cccnmo.diojeffcity.org/volunteer/>. Each person wishing to volunteer will complete a volunteer application. Volunteers under the age of 14 will need to be added to a parent/guardian's account; volunteers 14 and older are able to create and maintain their own account. The CCCNMO Volunteer Agreements and Liability Waiver is completed as part of the online application and an e-signature is required for all volunteers (an e-signature is required for all volunteers under the age of 18). Please refer to Appendix A for the most updated Volunteer Agreements and Liability Waiver. Additional volunteer forms such as the CCCNMO Driving Policy and CCCNMO Media Authorization for Volunteers/Employees (along with a copy of driver's license and insurance) can be uploaded directly to a volunteer's profile in CERVIS by selecting "Upload File Attachments." Please refer to Appendix B and C for the most updated forms.

After completing the onboarding process, volunteers are welcome to begin signing up for any of the opportunities listed in CERVIS at their convenience. To register for an opportunity, volunteers will log in to their account via our website at <https://cccnmo.diojeffcity.org/volunteer/> or through our online portal directly. Volunteers will select their name from the list of participants on their profile, select the desired opportunity and/or time slot, then select "Register" at the bottom of the page. After successfully registering for an event, volunteers will receive an email confirmation with opportunity details. Volunteers will also receive an email reminder 1-2 days prior to the service opportunity. In addition to necessary details, both emails will contain a cancellation link and a mobile sign-in link.

#### **Criminal Background Check**

Volunteers are subject to a criminal record screening prior to service. If a volunteer serves more than one program only one screening is necessary. All information related to the screening is confidential and stored in a secure place.

Volunteers may still apply, even if they have a criminal record. Catholic Charities will review the content of their criminal history and determine if they meet our standards for work with the agency. Please disclose this information to the Volunteer Services Coordinator, so Catholic Charities can be aware of this history when processing the application. The following are guidelines that the agency follows:

- In general, persons with misdemeanor charges and/or convictions that were committed more than 5 years ago may be considered as a volunteer, based on the volunteer opportunity, the level of supervision available, and the charges and/or convictions shown.
- Misdemeanor charges and/or convictions committed less than 5 years ago may be considered if the crime was not of a sexual nature, or did not include violence, theft, or fraud. All felonies of a violent or sexual nature will disqualify an individual from working as a volunteer.
- Other felony charges that were reduced to misdemeanors may be considered if the crime was not of a sexual nature, or did not include violence, drugs, theft, or fraud.
- DUIs and other related charges and/or convictions involving unsafe or reckless driving will disqualify a volunteer from driving on behalf of Catholic Charities (transporting clients, driving agency vehicles, etc.), but may not disqualify them from volunteering if that is the only thing on their record.
- All background checks will be reviewed by the Volunteer Services Coordinator and/or Executive Director. Final approval of any volunteers with criminal histories will be at the discretion of Catholic Charities.

### **Safe Environment/VIRTUS Compliance**

Catholic Charities of Central and Northern Missouri is considered the Social Services arm of the Diocese of Jefferson City. Requirements for Safe Environment/VIRTUS compliance includes completion of the Protecting God’s Children program.

This education is intended to educate adults in the prevention of sexual abuse of children. VIRTUS training can be completed online or in person at a designated training site. The training takes approximately 2 hours to complete. If a volunteer has recently completed the VIRTUS training with another agency, job, or Parish, they will not need to do the training again. Please let the staff member in charge of your orientation know if this applies to you, so they can verify this information. In addition to the training, volunteers are also required to complete the Diocese of Jefferson City Code of Pastoral Conduct. Volunteers are asked to review this document (particularly the Volunteers Code of Conduct) and sign receipt of this form.

### **Additional Paperwork**

Other paperwork such as the CCCNMO Driving Policy and CCCNMO Media Authorization for Volunteers/Employees will not necessarily prevent someone from volunteering, however these forms should be completed as soon as possible. Paperwork can be uploaded into a volunteer’s CERVIS account or shared directly with the Catholic Charities Volunteer Services Coordinator.

### **Other Requirements**

Depending on the nature of their work, some programs have additional requirements before a volunteer may begin to serve.

## **GENERAL POLICIES**

### **Americans with Disabilities Act Compliance**

If a prospective volunteer has a disability but no other impediments to providing needed services, every effort will be made to place that person in an Agency that needs the volunteer’s help and is accessible to the volunteer. While newer locations for Catholic Charities services are physically accessible in compliance with the Americans Disabilities Act, there are a few locations that cannot be made compliant to the norms for accessibility.

## **Diversity and Equal Opportunity**

Catholic Charities is committed to welcoming as volunteers all persons of good will who want to share in our work. We consider each person's interest in volunteering a complement to our reputation and the quality of our services.

All individuals are entitled to equal employment opportunities without regard to race, color, religion, sex, national origin, citizenship, age, sexual orientation, disability, military or veteran status or any other characteristic protected by law. Individuals who would like to volunteer enjoy the benefits of this same principle.

## **Drug, Alcohol, and Tobacco Use**

CCCNMO wants to provide a drug-free, healthy, and safe workplace. To meet this goal we have established the following expectations and regulations:

- All volunteers must report to work in a mental and physical state that will not affect their job performance
- While on Catholic Charities property or while representing Catholic Charities, volunteers may not use, distribute, sell, or be under the influence of alcohol or illegal drugs or be in possession of illegal drugs.
- If CCCNMO reasonably suspects that a volunteer has engaged in substance abuse, the volunteer may be required to submit to drug or alcohol testing. CCCNMO also reserves the right to require volunteers to submit to random or post-accident drug tests. Violations of this policy including a refusal to be tested or an attempt to disturb a test, may lead to:
  - Disciplinary action
  - Termination of volunteering
  - Could also carry legal consequences; violations of this policy are considered to be serious misconduct
- Under the Drug-Free Workplace Act, an employee/volunteer who performs work for a government contract or grant must notify Catholic Charities of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within 5 days of the conviction.
- Smoking and the use of any tobacco products is prohibited throughout representing CCCNMO. This policy applies to volunteers, clients, and volunteers.

## **Harassment and/or Discrimination**

CCCNMO is committed to maintaining a work environment that is free from unlawful discrimination and unlawful harassment. CCCNMO prohibits any harassment and discrimination against its volunteers by anyone, including any supervisor, manager, co-worker, visitor, volunteer, or consultant.

Harassment involves unwelcome conduct, whether verbal, physical, or visual that targets a person's protected status, such as age, ancestry, citizenship, color, disability, genetic information, national origin, race, religion, sex or veteran military status.

CCCNMO has a no tolerance policy for and harassing conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile or offensive work environment.

Sexual harassment deserves special mention. It involves any or more of unwelcome sexual advances (either verbal or physical), requests of sexual favors, and other verbal, physical, or visual conduct based on sex when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment, (2) submission to or rejection of the conduct is used as a basis for making employment decisions, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive

work environment. Sexual harassment may include explicit sexual propositions, sexual innuendo, suggestive comments, sexually oriented “kidding” or “teasing”, “practical jokes” about gender-specific traits, foul or obscene language of questions, display of foul or obscene printed or visual material, and physical conduct such as patting, pinching or brushing against another’s body. It also involves inappropriate conduct toward an individual, which, although not motivated by sexual desire, could not have occurred except for that person’s gender.

If a volunteer believes that he or she has experienced or witnessed harassment or discrimination in the workplace, he/she should:

- Report immediately to the immediate supervisor.
- If the supervisor is unavailable or the volunteer believes it would be inappropriate or uncomfortable to contact that person, the volunteer should immediately notify the Executive Director. If the complaint involved the Executive Director, contact can be made directly to the CCCNMO Board of Directors.
- The person making the complaint will be asked to prepare a written statement describing the inappropriate conduct and identifying the individuals involved.
- Upon receipt of the complaint, the Executive Director of the Board will investigate the complaint as promptly, thoroughly, and discreetly as possible. To the extent possible, CCCNMO will keep complaints and the terms of their resolution confidential. The investigation and the actions taken will be shared only with those who need to know.

### **Work Site Safety**

CCCNMO seeks to provide safe working conditions and encourages safe working practices. We believe that the prevention of job-related illness or injuries, benefits everyone. Volunteers must report any unsafe conditions to their immediate supervisor as soon as possible.

### **Workplace Violence and Weapons Prohibition**

CCCNMO does not tolerate any acts or threats of workplace violence including but not limited to, physical attack, threats, offensive acts or remarks, harassment, intimidation, coercion, menacing or aggressive behavior, or disruptive behavior by any employee, former employee, or any other person against anyone in or about the premises. No act or threat of violence will be tolerated against its volunteers, clients, guests, vendors, or any other visitor on facility premises or against anyone while engaged in matter of business on behalf of CCCNMO. No person should possess any firearm or other weapon or explosive device on CCCNMO property, or in a company vehicle, or in a personal vehicle while working on behalf of CCCNMO.

#### **Reporting Workplace Violence or Weapon Possession**

- Volunteers must report incidents or threats or acts of physical violence to their immediate supervisor. Threats or assaults which require immediate medical or law enforcement action should first be reported to 911.
- When the report is made to the supervisor, the supervisor immediately informs the Executive Director.
- CCCNMO will investigate and take prompt action, up to and including immediate termination, for any employee or volunteer who engages in any of the threatening behaviors or acts of violence previously mentioned. Jokes or offensive comments regarding violent events will be taken seriously and will not be tolerated.

### **MEDIA RELEASE POLICY**

A volunteer who is asked to be photographed or recorded on behalf of Catholic Charities or any Catholic Charities Agency must sign the CCCNMO Media Authorization for Volunteers/Employees which makes said photograph or recording the property of Catholic Charities and the Diocese of

Jefferson City. A volunteer under the age of 18 must have the signature of a parent or guardian. Any photos taken of volunteers can be potentially used for social media/marketing purposed to assist with promoting CCCNMO and the services that we provide, however participants shall not be identified by name without specific consent. Please note that CCCNMO has no control over the use of photographs or videos taken by third party media outlets that may be covering the event in which a volunteer participates.

## **DRIVING POLICY**

### **Fleet Vehicle Procedure**

The Catholic Charities staff member who is overseeing the volunteer opportunity will reserve a CCCNMO fleet vehicle in accordance with the agency procedure. At the start of the volunteer opportunity, the driver should obtain the Fleet Vehicle Binder from Catholic Charities. Each binder will contain:

- The number of the Fleet Vehicle as well as the license plate, year, color, make, model, and vehicle capacity
- The key or fob of the Fleet Vehicle that matches the Fleet Vehicle Number on the binder
- A CCCNMO Fleet Vehicle Log containing the Fleet Vehicle Number and vehicle description, and blanks for the driver's name and contact information, trip details, and a notation field for indicating observation of possible problems with the fleet vehicle during usage.
- Zippered pouch containing a credit card for fuel purposes. The Fleet Vehicle Fuel Card should be used by the Driver if the vehicle needs fuel. A receipt for the fuel purchase must be obtained and placed inside the zippered pouch within the binder, and the Fleet Vehicle Fuel Card returned to the zippered pouch.
- Instructions for fueling, having the vehicle towed, and what to do in event of an accident.

If driving directions are needed, set destination address/es in the on-board navigation system or connect cell phone via Bluetooth or other connection means to the audio system of the vehicle. After starting the fleet vehicle, if dashboard warning lights are on, inform the person responsible for CCCNMO fleet vehicles and ask them whether the vehicle should not be used. Usage of electronic devices such as cell phones, iPads, notebooks, and the like is strictly prohibited, other than for navigation purposes, while driving CCCNMO fleet vehicles.

A fleet vehicle's fuel tank which has a level equal to or less than a half of a tank must be refilled by the Driver prior to Driver completing his/her usage of the fleet vehicle. Usage of a fleet vehicle shall never be completed with a fuel tank level at or less than a half.

When returning the CCCNMO fleet vehicle upon completion of usage, the driver must park the fleet vehicle appropriately, remove and properly dispose of all trash, remove all personal belongings (CCCNM is not responsible for the loss of personal belongings left within fleet vehicles), complete the CCCNMO Fleet Vehicle Log, and return the Fleet Vehicle Binder with all items to Catholic Charities at the end of the service period.

### **Personal Vehicle Procedure**

Safety of our volunteers and clients remains the upmost priority of Catholic Charities. If driving directions are needed, set destination address/es in the on-board navigation system or connect cell phone via Bluetooth or other connection means to the audio system of the vehicle. Usage of electronic devices is discouraged, other than for navigation purposes. If an accident happens, follow normal protocol. Exchange insurance information, take pictures, call police, etc. Report all accidents to the Catholic Charities Director of Support Services at the time of the accident.

## **VOLUNTEER EXPECTATIONS**

### **Confidentiality**

All volunteers who receive, or are in a position to receive, confidential information must keep such information strictly confidential, and may under no circumstances divulge such information outside of Catholic Charities. Sensitive information is defined as, but not limited to:

- Confidential information about volunteers or clients
- Personal problems of any individual
- Health or personnel information
- Financial data
- Donors information
- Business plan and strategies of CCCNMO

### **HIPAA Overview**

HIPAA is the Health Insurance Portability and Accountability Act – passed in 1996. HIPAA is a federal statute that establishes national standards for medical privacy and the security of individual's health information. HIPAA applies to protected health information which is any individually identifiable health information transmitted by, or maintained in, electronic media or any form or medium. All staff and volunteers must be HIPAA compliant.

Implementation of administrative, technical, and physical safeguards to ensure privacy is the major component of remaining compliant of HIPAA requirements examples of these safeguards are:

- Close doors or draw privacy curtains/screens
- Use of white noise machines
- Conduct discussions so that others cannot overhear
- Don't leave records where others can see them or access them (emails or documents containing client information count)
- Don't identify an individual as a client in public
- Don't identify an individual as a client without an authorized release
- Don't share personal health information in public or to family or friends
- When required, disclose only the minimum necessary amount of information.
- "Need to Know" basis – to accomplish the purpose for which use or disclosure is sought.

Enforcement of HIPAA Standards – applies to oral, paper and electronic information including:

- Emails
- Faxes
- Social Media
- Conversations

### **Security Standards – General Guidelines**

- Log off when your session is complete
- Invoke your screen saver for periods of inactivity
- Position computer screens away from public view
- Report any breaches of security to your Privacy/Security officer or supervisor
- Don't leave your computer application open while unattended
- Don't post your password or share your password
- Don't open an email from an unfamiliar source
- Don't leave faxes or other documents lying around

Violations of HIPAA may result in civil penalties, Criminal penalties, Disciplinary action, and staff/volunteers could be held personally liable.

### **Recording Volunteer Hours**

CCCNMO is funded by grants and private donations. One grant requirement is that we show community support by way of reportable contributions. This includes both cash and in-kind donations, as well as contributions of time. Another grant requirement is that we record the services that were provided to our clients. To fulfill these grant requirements, it is necessary for all volunteers to maintain a detailed record of contributions and hours served. This will be done by utilizing the CCCNMO Community Event Registration & Volunteer Information System (CERVIS), which is an online volunteer database and management program. Details on creating and managing an account, registering for volunteer opportunities, and logging hours are included in this Volunteer Handbook. Because CCCNMO adopted this online system in January 2022, volunteers will be required to complete a Volunteer Services Record (due every two weeks to the Catholic Charities Volunteer Services Coordinator) until staff and volunteers have received the training and support needed to use CERVIS correctly and consistently for recording volunteer hours. The timeline for this transition will depend on individual program, department, and volunteer needs.

### **Dress Code**

While serving, CCCNMO volunteers and staff members are considered representatives of CCCNMO. A volunteer's manner of dress should be appropriate for the work being done and the location of the volunteer effort. A volunteer's professional staff supervisor should be consulted if there are doubts or questions about appropriate dress.

### **Equipment Use**

Volunteers may make limited personal use of the CCCNMO's information technology systems or electronic communications systems only after obtaining permission in advance, from their direct supervisors. Volunteers who make personal use of the CCCNMO's equipment or systems do so at their own risk and with the understanding that CCCNMO may monitor the use of such equipment at any time. Volunteers should expect to have no privacy in the use of any of the systems or equipment. Improper use of CCCNMO's electronic or communication systems will not be tolerated, and the volunteer will be held liable and may be subject to disciplinary action up to and including termination of volunteers' service.

### **Technology and Electronics**

- All agency information contained in CCCNMO systems is to be used for its authorized purpose only. Unauthorized access, copying, or dissemination of CCCNMO information is prohibited. Unauthorized persons are prohibited from accessing this information.
- Any use of technology or communications systems outside of the intended approved purpose a volunteer is specifically given is prohibited.
- All use of access codes, passwords, setup changes, hardware attachments or installments, data or software downloads must be authorized by the Executive Director.

Volunteers should immediately notify their immediate supervisor or any member of management upon learning of any violation of this policy.

### **Social Media Guidelines**

We understand social media to be defined as: communicating or posting information to social sharing sites including your own website, or someone else's (this includes web logs (blogs), journals or diaries, personal websites, social networking sites, forums and chatrooms). Our guidelines apply to those listed above, whether or not they are associated or affiliated with CCCNMO, as well as any other form of electronic communication.

Ultimately you are solely responsible for what you post online. Before creating online content, consider the rewards and risks that are involved.

Be respectful, honest, and accurate when posting information or news, regarding your work with CCCNMO. Please note that all expectations of character, should be evident in all online communications as well as in person work behalf of CCCNMO.

Refrain from using social media while on work time or on equipment we provide, unless it is work-related or authorized by your supervisor or the Executive Director. Do not use CCCNMO email addresses to register for social networks, blog, or other online tools utilized for personal use.

### **Media Contacts**

Volunteers should not speak to the media on CCCNMO's behalf without authorization from the Catholic Charities Director of Communications or Catholic Charities Executive Director. All media inquiries should be directed to the Executive Director.

### **Cell Phone Usage**

Catholic Charities may provide cellular telephones to some volunteers as business tools. Cell phones are primarily intended for business-related calls; occasional, brief personal use is permitted within reasonable limits. CCCNMO reserves the right to monitor use of its cell phones, including inspecting, retrieving, downloading current or stored material, and evaluating the use of personal use.

We prohibit volunteers from using cell phones to conduct business while they are driving. If you use a cell phone for business, always remember to use normal business etiquette by keeping your conversations private and non-disruptive to others.

### **Solicitation of Goods and Services**

While on CCCNMO property or working on their behalf, volunteers may not sell products of any kind or distribute literature of any kind to Catholic Charities staff, other volunteers, clients, or guests. Those who voluntarily offer to provide professional services or services that might be paid for under normal circumstances may not advertise or solicit to gain paid business.

### **Youth Volunteers (Ages 14-17)**

Finding ways to incorporate the services of children and teens is strongly encouraged in the Church and the community, and volunteering serves as an important part of becoming and being a person of faith who is compassionate and does good works.

Due to the nature of their work, not all CCCNMO programs may be able to use the help of youth volunteers in direct service. However, all agencies have opportunities for youth volunteers to help in some way. Individual volunteers under the age of 14 must be accompanied by a parent or guardian or an appointed adult leader.

Volunteers between the ages of 14 and 17 may under appropriate circumstances, be able to serve without bringing their own adult supervision. The circumstances are defined by each opportunity. Catholic Charities happily encourages the volunteer service of children of all ages and works to ensure a positive experience for all.

### **Professionalism**

When engaging with clients, other volunteers, or staff members we ask that you speak professionally and avoid asking about unnecessary or unrelated personal topics that are not needed to complete your task.

### **Supervision and Discipline**

As with professional positions at Catholic Charities Agencies, all volunteer positions are considered

“at will,” meaning a volunteer may resign for any or no reason and a volunteer may be terminated for any or no reason.

### **Corrective Action**

Corrective action related to a volunteer staff person’s work and behavior at work are the responsibility of the volunteer’s supervisor.

### **Grievance Procedure**

If a volunteer feels that he or she has been treated unjustly, he or she has the option to present a grievance in writing to the immediate supervisor. This should be presented immediately following the incident that resulted in the grievance. All subsequent proceedings should be in writing, with a copy submitted to the Executive Director for placement in volunteer’s personnel file.

If the grievance is not reconciled with the immediate supervisor the following sequence for notification/involvement should be followed: (1) Office Director (2) Executive Director (3) CCCNMO Board of Directors

### **Volunteer Satisfaction**

At CCCNMO, volunteers are an important part of the team, and they are encouraged to utilize their abilities and creativity to support our mission. CCCNMO recognizes and values the work of volunteers and strives to collect feedback through surveys and/or supervision of regular volunteers. In order to ensure a satisfying experience for all volunteers, honest feedback is appreciated.

### **COVID-19 Procedures**

Please refer to the Appendix D for the most updated COVID-19 memo.

### **Volunteer Rights**

As a volunteer staff member of Catholic Charities, you have the right to:

- Meet professional staff members and other volunteers and be welcomed from the beginning of service.
- Expect appropriate tasks and be informed on how the task contributes to the organization’s work.
- Receive appropriate training, supervision, ongoing direction, and consultation in order to succeed in assigned tasks.
- Receive clear instructions and answers to questions.
- Be personally heard in the event of suggestions, concern or grievance.
- Decline a particular task.
- Be kept informed of the organization’s activities and changed therein.
- Receive recognition and feedback for your contribution to the work, informally and formally.
- Be included in celebrations, observances and training opportunities pertinent to your work.
- Request a record of hours served and references from appropriate professional staff members.
- Review, add, or correct information contained in your personal record.

### **Volunteer Responsibilities**

As a volunteer staff member of Catholic Charities, you have the responsibility to:

- Promote the work of Catholic Charities and share the Catholic Charities mission with others in the community.

- Be a positive role model for those you serve and serve with.
- Notify your professional staff supervisor as soon as possible of a schedule change and arrive for and leave your agreed assignment on time.
- Follow all policies and procedures outlined by professional staff and notify them when a situation arises, or crisis develops according to policy and handbook.
- Protect the confidentiality of clients and donors and share information only as necessary.
- Complete assignments you agreed to assume.
- Avoid giving and/or receiving gifts, loaning money, or providing services outside the agency to clients without prior approval from the professional staff supervisor.
- Share information on community opportunities and activities that benefit Catholic Charities agencies and clients.
- Be the eyes and ears of Catholic Charities and continue to spread our mission and values within the community.
- Respect all person's lifestyles, backgrounds, and cultural differences equally when representing CCCNMO.

## **THANK YOU**

All of us here at CCCNMO do not take it lightly that you have chosen to generously donate your time and talent to our services. The work that you do for our clients is invaluable, and you are making such a difference in the lives of those around you. We can't express how grateful we are to have you on our team!

## CCCNMO COMMUNITY EVENT REGISTRATION & VOLUNTEER INFORMATION SYSTEM (CERVIS)

### CREATING/ACCESSING A CERVIS ACCOUNT

- To create an account in our online volunteer portal (CERVIS), team members can visit the volunteer page of the CCCNMO website at <https://cccnmo.diojeffcity.org/volunteer/> or visit the CCCNMO CERVIS portal directly at [https://cccnmo.cervistech.com/acts/console.php?console\\_id=0268&console\\_type=event&ht=1](https://cccnmo.cervistech.com/acts/console.php?console_id=0268&console_type=event&ht=1).
- Account creation will require a phone number and an email address. After arriving at the sign-in page, team members will be prompted to type their email address and first name, then select “Next.”

### CCCNMO CERVIS Sign in

 To proceed with the CERVIS Volunteer registration process, we need to determine whether or not you have a Volunteer profile in our system. To create a new Volunteer profile or to login to your existing profile, please enter your E-mail address and first name below. If you do not have an E-mail address, press the "Back to Event Listing" button below, select the event you wish to register for and then contact the event organizer.

E-mail Address
First Name
Next

- If the email address and first name are not already associated with an account, team members will be prompted to create a volunteer profile by completing an application form.

### Create Volunteer Profile

 Based on the information provided, our records indicate that you do not have a volunteer profile in the CERVIS system. Please enter your information below to create a new profile or [CLICK HERE](#) to check for a profile under different E-mail address.

Thank you for creating your CCCNMO Volunteer Profile! We appreciate your patience as we verify your information. All adult volunteers (over 18 and no longer a high school student) must be Safe Environment/VIRTUS compliant. If you have not already completed this process with the Diocese of Jefferson City, please visit [VIRTUS Online](#). As part of this process, adult volunteers will be asked to consent to a criminal background check. A dedicated member of the CCCNMO team will be in touch soon to assist with the onboarding process. We look forward to serving with you!

\* Indicates a required field

- If the email address and first name are already associated with an account, team members will be prompted to sign-in with a password. If the password is unknown, then select “Don’t Know Password/Reset Password.” This will initiate a temporary password to be emailed to the address on file. Volunteers who are still unable to access their account can

contact the CCCNMO Volunteer Services Coordinator directly at [csmith-vandergriff@cccnmo.org](mailto:csmith-vandergriff@cccnmo.org) to request assistance.

## CCCNMO CERVIS Sign in

[Contact Us](#)

**i** Based on the information provided, our records indicate that you already have a Volunteer profile in the CERVIS system. Please sign in below. If you don't know your CERVIS password or if you have not previously established a password for your CERVIS profile, please click the "Don't Know Password / Reset Password" link to proceed.

E-mail Address

Password

Remember my profile

 Sign in with E-mail

[Don't Know Password / Reset Password](#) **i**

- Team members can access their CERVIS accounts by visiting the CCCNMO website or by visiting the CCCNMO CERVIS portal directly. It is recommended that volunteers save the link to their favorites or bookmark the link in their preferred browser for quick accessibility.

## VOLUNTEER PORTAL HOME

- After creating/accessing their CERVIS account, team members will be directed to the Volunteer Portal Home. This page contains links directing team members to a variety of volunteer options.
- The Volunteer Dashboard is located at the top of the page and displays the total number of hours served to date, the total number of activities registered for to date, and the total amount of time served with CCCNMO

 7 Hours

 3 Activities

 365 3 Months

 Volunteer Portal Menu 

## Volunteer Portal Home

- Volunteers can return to the Volunteer Portal Home from any of the links listed below by selecting the Home icon at the top of the page or by selecting the Portal Home button.



< Portal Home

- Under the Volunteer Dashboard information is Event Registration Management. These links are used to register for an opportunity/event, view or cancel an upcoming opportunity/event, and/or record or update a volunteer impact.

## Event Registration Management (one-time or short-term opportunities)

-  [Register for an Upcoming Event](#)
-  [View or Cancel Registration for an Upcoming Event](#)
-  [Record or Update Volunteer Impact](#)

- Register/Apply for an Upcoming Event – This link allows volunteers to select the name of the person they wish to register and select the event they wish to register for.

**Step 1: Select a Volunteer Below**

Please select a volunteer: ▼

-  [Show Opportunity Calendar](#)
-  [Use Private Registration Code](#)
-  [Search Opportunities by Interest, Location, Date or Keyword](#)



**Step 2: Select an Available Opportunity Below**

<b>Columbia - Refugee Services Front Desk/Office Assistance</b> <input type="radio"/> Mar 30 - Apr 29, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri	42 Needed
<b>Columbia - Refugee Services Housing &amp; Donations Assistance</b> <input type="radio"/> Mar 30 - Apr 29, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri	46 Needed
<b>JC - Senior Food Boxes</b> <input type="radio"/> Mar 31 - May 25, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri	57 Needed
<input checked="" type="radio"/> <b>JC - Food Pantry Assistance</b> Apr 2 - May 4, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri	62 Needed

- Volunteers will then select the time slot they wish to register for and select “Register” at the bottom of the page.

**Select an Available Slot Below**

Date/Time & Details	Volunteers Needed
<input type="checkbox"/> Sat, Apr 2, 2022 - 9:45 AM to 1:15 PM	3
<input type="checkbox"/> Mon, Apr 4, 2022 - 3:45 PM to 7:15 PM	3
<input type="checkbox"/> Wed, Apr 6, 2022 - 3:45 PM to 7:15 AM	4
<input type="checkbox"/> Fri, Apr 8, 2022 - 9:45 AM to 1:15 AM	3
<input type="checkbox"/> Sat, Apr 9, 2022 - 9:45 AM to 1:15 PM	4
<input type="checkbox"/> Mon, Apr 11, 2022 - 3:45 PM to 7:15 PM	4
<input type="checkbox"/> Wed, Apr 13, 2022 - 3:45 PM to 7:15 PM	4

- After successfully registering for an event, volunteers will receive an email confirmation with opportunity details. Volunteers will also receive an email reminder 1-2 days prior to the service opportunity. In addition to necessary details, both emails will contain a cancellation link and a mobile sign-in link. Registrations can also be cancelled from the CERVIS Volunteer Portal Home Page by selecting “View or Cancel Registration for an Upcoming Opportunity.”

Thank you for volunteering to serve with Catholic Charities of Central and Northern Missouri (CCCNMO). You have successfully registered for the event listed below. If you have any questions about this event please contact the event organizer using the contact information provided at the bottom of this message. You can also contact the CCCNMO Volunteer Services Coordinator by email at [csmith-vandergriff@cccnmo.org](mailto:csmith-vandergriff@cccnmo.org).

**Event Name:** Food Pantry Client Assistance - Feb. 2022

**Event Date/Time:** Mon, Feb 21, 2022 - 3:30 PM to 7:30 PM

**Add to Calendar:** [Google Calendar](#) / [iCal](#) / [Outlook](#)

**Cancellation:** If you are no longer able to participate in this slot, please click here to cancel your registration: [Cancel Registration](#)

**Mobile Sign-in:** You can use your mobile device to sign-in when you arrive and sign-out when you leave by clicking here: [Mobile Sign-in](#)

- At the scheduled start time of the event, volunteers will access the confirmation or reminder email and select Mobile Sign-In. This will open a new window and allow volunteers to “Sign-In.” After completing their shift, volunteers will select “Sign-Out.” Signing in and out of events will allow CERVIS to accurately record volunteer hours. to record hours. If a volunteer does not sign in or sign out, CERVIS will automatically assign the anticipated number of hours for the event. If adjustments need to be made volunteer hours, please contact the event organizer or the CCCNMO Volunteer Services Coordinator.
  - If the event takes place at a Catholic Charities site, the event organizer may allow volunteers to sign-in through a Sign-In Console/Kiosk. Instructions and assistance will be provided at the time of sign-in.
- View or Cancel Registration for an Upcoming Opportunity – This link allows volunteers to view all upcoming events they are registered for. To cancel a registration, select the box next to the desired opportunity and select “Cancel selected registration(s).”

- Record or Update Volunteer Impact – This link allows volunteers to record specific trackable impacts associated with their service. These impacts will vary by program, organizer, and opportunity. One common impact that will need to be recorded is mileage driven.

Impact Logging Opportunities

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Registration Information

**Test Client Transportation - Case #00000**  
**PSS - PC22 (AN#000000000)**  
 Fri, Feb 11, 2022 - 3:00 PM to 6:30 PM  
 Catholic Charities of Central & Northern Missouri / Catholic Charities Refugee Services  
 Samantha M.



- If the opportunity prompts a volunteer to log Client Attendance, enter 0 for the value. No additional documentation is required. This value will only be entered by CCCNMO team members.
- When logging Boxes Delivered, no additional documentation is required.
- When logging Miles Driven, use the Notes section to provide a brief description of the transportation services provided (Example - Transported Mom and 6 children from residence to Battle Health Clinic, then back to residence).
- When logging Language Link Usage, use the Notes section to provide record of the Language Link Operator ID#, language selected, and the time the phone call was placed (Example - ID#0000, Pashto, 8:06am)
- Before leaving the Log Activity Impact screen, select Log Impact to save changes. Volunteers are able to enter or update Impacts at any time by following these steps.

Log Activity Impact
✕

**Volunteer Name:** Chelle Smith-Vandergriff  
**Event Name:** Test Client Transportation - Case #00000

**Miles Driven** 15.00  
 Enter the total number of miles driven. Use the Notes field to provide a brief description of the transportation services provided (who or what was transported, where, etc.).

**Notes: (Optional)**

**Language Link Usage** 1.00  
 Enter 0 if no interpreter was used. If interpretation services were used, enter the number of interpreters used. Use the Notes field to document the Language Link Operator ID#, language used, and time the call was placed.

**Notes: (Optional)**

Log Impact

Cancel

- Under Event Registration Management, is Service Project Management. These links are used by community sponsor groups to record additional unscheduled hours or administrative activities for their specific cases. At this time, CCCNMO staff members must enroll volunteers in applicable service projects. After being enrolled in a service project, community sponsor groups and volunteers can record or update service project activity and view service project registration.
  - Submit a Service Project Application – At this time, CCCNMO staff members must enroll volunteers in applicable service projects.
  - Record or Update Service Project Activity – This link allows volunteers to record hours for a service project (an ongoing volunteer opportunity without scheduled shifts or time commitments).
    - Volunteers will be prompted to select the name of volunteer (or group) who provided the service and the specific service project (volunteers may be enrolled in several), enter the service date, and enter the total number of hours attributed to the service project on that service date. In the Notes field, enter a brief description of the service completed. If the assignment involves direct client services, include the following additional information:
      - Case/Client Number
      - Client Name (first/last names of all clients involved)

Step 1: Select a Volunteer Below 

Chelle Smith-Vandergriff 

Step 2: Select a Service Project Below 

No Available Service Projects

Step 3: Enter your Activity Details Below

Service Date:\*   

Service Hours:\* 

Notes (1000 character max): 

- Under Service Project Management, is Profile Management. These links are used to add additional family members to the volunteer’s profile (if a child is under the age of 14, a separate account will not need to be created), view or update profile information, and/or view their volunteer checklist.

## Profile Management

-  [Add Additional Volunteer to my Profile](#)
  -  [View or Update Volunteer Profile Information](#)
  -  [View Volunteer Checklist](#)
- 

- Add Additional Volunteer to my Profile – This link allows volunteers to create a new volunteer profile associated with their account. While families can have multiple accounts linked (done automatically by a shared phone number or email address), volunteers can also choose to maintain separate accounts. Volunteers under 14 will not be able to set up an account, but rather will be required to serve with a parent/guardian.
  - View or Update Volunteer Profile Information – This link allows volunteers to modify profile information and/or add a profile picture to personalize their account.
  - View Volunteer Checklist – This link displays all completed, assigned, overdue, or expired checklist items for the volunteer, such as required trainings and documents.
- Under Profile Management, is Report Management. This link is used to view or print volunteer activity history. This will not be required by CCCNMO but may be helpful in the event that volunteers need to verify service hours to fulfill a work or school requirement.

## Report Management

-  [View or Print Volunteer Activity History](#)

- This link allows volunteers to view their service hours for any desired period of time. Volunteers will select the desired time frame and then select Filter to display service opportunities and hours served.
- Under Report Management, is Account Management. These links are used to change the account password or upload file attachments.

## Account Management

-  [Change Password](#)
-  [Upload File Attachments](#)

- Change Password – This link allows volunteers to reset the password on their account. Volunteers will not be required to periodically reset their CERVIS password, but this can be done at any time. Passwords must contain between 10 and 30 characters and must contain at least 1 uppercase character, 1 lowercase character, and 1 number.
  - Upload File Attachments – This link allows volunteers to upload files from their device directly into CERVIS. Accepted file types include .doc, .docx, .txt, .xls, .xlsx, .csv, .msg, .rtf, .jpg, .png and .pdf files. Files must be less than 4 MB in size.
    - Select Choose Files to access files saved on their device. After selecting the desired file, select Upload New File Attachment.

**Choose File** No File Selected

You can upload .doc, .docx, .txt, .xls, .xlsx, .csv, .msg, .rtf, .jpg, .png and .pdf files only and the files must be less than 4 MB in size.

**Upload New File Attachment**

## APPENDIX

### **APPENDIX A – VOLUNTEER AGREEMENTS AND LIABILITY WAIVER**

#### **Volunteer Acknowledgement**

In accordance with the volunteer and intern agreements at Catholic Charities of Central and Northern Missouri (CCCNMO) I consent to provide and submit the information necessary for the completion of a criminal background check via Sterling Volunteers. I understand that a criminal background check that reveals a concerning history, in the discretion of CCCNMO, will impact my ability to serve with CCCNMO. I consent to having my background check performed on a continuous basis during the time I am considered to be a volunteer of CCCNMO.

I agree to familiarize myself with the Volunteer Handbook for Catholic Charities of Central and Northern Missouri and will adhere to the policies and practices outlined in the handbook. I also acknowledge and agree that the Handbook, policies, and practices are not to be constructed as an employment contract between me and any agencies affiliated with CCCNMO. Any service as a volunteer is greatly appreciated but also subject to being discontinued or terminated at the discretion of either party. I understand that CCCNMO reserves the right to suspend or terminate my service at any time. I acknowledge that CCCNMO has reserved the right to change, withdraw, and add to the policies and practices as it deems necessary, as set forth in the handbook. I understand that before I begin my service assignment with CCCNMO I may be asked to complete a general agency orientation and/or program specific training that reflects the responsibilities of my service assignment.

I agree to support CCCNMO's culture of compliance with applicable privacy laws and to advocate for and protect patient privacy. I agree to not access or disclose any confidential information I learn or am exposed to as part of my volunteer duties. I will seek minimum amount of confidential information necessary to carry out my volunteer duties. I agree to not post client information on social media and agree not to share protected patient information by email, phone, or text. I understand that photos of clients, their families, or of staff are not permitted, without their expressed written permission on approved CCCNMO forms. I understand that my obligation to maintain confidentiality of information obtained from CCCNMO extends beyond the length of my volunteer service to CCCNMO. I agree to maintain confidentiality of such information as long as it is known to me. I understand that I may not remove any hardcopy and/or electronic files of information from the premises. I understand that verbal disclosures may also be viewed as a privacy violation, and subject to fines or termination. Moreover, I acknowledge and understand that any breach of confidentiality, client or otherwise, resulting from my written or verbal release of health information or records provides grounds for disciplinary action, which may include my immediate termination as a volunteer with CCCNMO.

I agree to respect differences in cultural practices and educate myself about cultural differences when necessary. In keeping with the mission of CCCNMO, I agree to offer service to those in need regardless of background, belief, or circumstance.

I agree to comply with CCCNMO's requirement to track volunteer hours (determined by grant funding and private donations).

#### **Conflict of Interest Statement for Key Volunteers**

Any duality of interest or possible conflict of interest on the part of any member of the Board of Directors should be disclosed to the other members of the Board of Directors and made a matter of record in the minutes of the meeting. Any Director having a duality of interest or possible conflict of interest on any matter shall not vote or use personal influence on the matter shall not be counted in determining the quorum for the meeting and shall not be present in the room when the Board of Directors votes on the matter. The minutes of the meeting should accurately reflect that a

complete disclosure was made, the abstention from voting, the non-presence in the room when the vote was taken, and the quorum situation.

The foregoing requirements shall not be construed as preventing the Director from briefly stating his or her position in the matter, or from answering pertinent questions that may be directed toward that person by other Board members concerning the matter. Any matter of question or interpretation that arises relating to this policy should be referred to the Bishop for decision and/or referral to the Board of Directors for decision, where appropriate.

### **Whistleblower Policy**

This Whistleblower Policy (1) encourages staff and volunteers to come forward with credible information on illegal practices or serious violations of adopted policies of the Organization; (2) specifies that the Organization will protect the person from retaliation; and (3) identifies where such information can be reported. A whistleblower as defined by this policy is an employee or volunteer of Catholic Charities of Central and Northern Missouri who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties specified in this Policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities. Examples of illegal or dishonest activities are violations of federal, state, or local laws; billing for pledges not made or for services not delivered; and other fraudulent financial reporting. If an employee or volunteer has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee or volunteer must contact the Executive Director. Should the issue involve the Executive Director, the employee or volunteer must contact the President of the Board of Directors asking for a review of said activities by the officers of the Board. Sound judgment must be exercised to avoid baseless allegations. An employee or volunteer who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Whistleblower protections are provided in two important areas -- confidentiality and against retaliation. To the greatest extent possible, confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. Catholic Charities of Central and Northern Missouri will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the Executive Director immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated. All reports of illegal and dishonest activities will be promptly submitted to the Executive Director who is responsible for investigating and coordinating corrective action. Employees with any questions regarding this policy should contact the Executive Director.

### **Statement of Confidentiality**

Catholic Charities of Central and Northern Missouri (CCCNMO) routinely handles highly confidential information and financial data. Additionally, other confidential information about CCCNMO's business practices or any other sensitive matter may be made or become known to a volunteer. CCCNMO requires that all personal information gained about clients through service with our organization be treated confidentially. A breach of confidentiality is a serious violation of trust and ethical responsibility. Information should be shared only with staff of CCCNMO. If a client confides potentially harmful information (such as illegal activities, abuse, or suicide), you need to remind the client that you can and do share information with CCCNMO staff as necessary. My signature indicates that I have read and agree to keep in strict confidence information concerning Catholic Charities of Central and Northern Missouri and clients of CCCNMO that I may have access to during my tenure. I agree not to disclose such information to anyone not having a business need to know this information. Furthermore, I agree to be discreet regarding matters being handled by CCCNMO.

## **Liability Waiver**

I acknowledge that my participation in the Program is voluntary and at my own risk. I affirm that I am physically fit and able to offer volunteer services at any Catholic Charities of Central and Northern Missouri (CCCNMO) facility. I understand that as a volunteer, I am not covered by CCCNMO under any type of workers compensation program should I be injured by my participation in the Program. I certify that I will not create or contribute to an unsafe condition nor use any tool or engage in any task in which I do not have experience or training. I agree to abide by all applicable federal, state, and local laws, as well as the rules and directions of the Program Manager at the facility or the program where I am assigned a volunteer role. I further agree on behalf of myself, my heirs, assigns, executors, and personal representatives, to release Catholic Charities of Central and Northern Missouri, the Diocese of Jefferson City, and their officers, directors, agents, employees, volunteers, or other representatives, from and against any and all claims, including but not limited to injuries, liabilities, losses or damages, arising from or in any way connected with participation in the Program.

## **APPENDIX B – CCCNMO DRIVING POLICY**

Compliance with the CCCNMO Driving Policy is required for all adult (18 years or older) volunteers. Adults seeking to participate in any volunteer activity involving transportation of clients and/or transportation of goods, by agency or personal vehicle, will comply with the CCCNMO Driving Policy Agreement for Agency Vehicles and/or the CCCNMO Driving Policy Agreement for Personal Vehicles and will provide the required documentation. Those who do not wish to transport clients or goods, or who will remain a remote volunteer throughout the duration of their volunteer period, will decline the CCCNMO Driving Policy. Even if a volunteer agrees to comply with the CCCNMO Driving Policy, driving privileges are subject to being revoked at any time for any reason, in the sole discretion of CCCNMO.

### **CCCNMO Driving Policy Agreement for Agency Vehicles:**

As a volunteer with CCCNMO who will be driving a CCCNMO vehicle, I agree to the following:

- I possess a valid, non-probationary driver's license and have provided a copy of my license to CCCNMO.
- I am aware of no physical disability that may impair my ability to drive safely.
- I agree to abide by and comply with all applicable laws and ordinances, including speed limits, when driving a CCCNMO vehicle.
- I will comply with all CCCNMO policies and acknowledge that these policies have been furnished to me.
- Every person I am transporting in the CCCNMO vehicle will wear a seat belt.
- I will comply with all Safe Environment policies of the Diocese of Jefferson City, if I am transporting minors or vulnerable adults.
- I understand that I must be at least 18 years of age to drive a CCCNMO vehicle.
- Before operating a CCCNMO vehicle, I will check to make sure no dashboard lights are on that indicate the car needs to be serviced. If such lights are on, I will notify CCCNMO staff and will not drive the vehicle.
- I will notify the CCCNMO office manager if any service lights are on upon my return of the vehicle or if the vehicle is low on gas.
- I understand that the CCCNMO vehicle is insured through CCCNMO.

### **CCCNMO Driving Policy Agreement for Personal Vehicles:**

As a volunteer with CCCNMO driving my personal vehicle for volunteer duties, I agree to the following:

- I possess a valid, non-probationary driver’s license and have provided a copy of my license to CCCNMO.
- My personal vehicle used for volunteer services has a valid registration and meets state safety requirements.
- My personal vehicle is insured for minimum limits of \$200,000 per person, \$500,000 per occurrence and I have provided a copy of my insurance information to CCCNMO.
- I am aware of no physical disability that may impair my ability to drive safely.
- I agree to abide by and comply with all applicable laws and ordinances, including speed limits, when driving a CCCNMO vehicle.
- I will comply with all CCCNMO policies and acknowledge that these policies have been furnished to me.
- Every person I am transporting in the CCCNMO vehicle will wear a seat belt.
- I will comply with all Safe Environment policies of the Diocese of Jefferson City, if I am transporting minors or vulnerable adults.
- I understand that I must be at least 18 years of age to volunteer to transport clients/goods of CCCNMO.
- I understand that my personal insurance will be primary in the event of an accident or claim associated with my transportation volunteer service.
- I may be eligible for mileage reimbursement, according to CCCNMO policy.

#### **APPENDIX C – CCCNMO MEDIA AUTHORIZATION FOR VOLUNTEERS/EMPLOYEES**

Participants are advised that photographs or videos of participants may be used in publications, websites or other materials produced from time-to-time by Catholic Charities of Central and Northern Missouri (CCCNMO) and the Diocese of Jefferson City. Participants shall not be identified by name, however, without specific consent. Please note that CCCNMO has no control over the use of photographs or videos taken by third party media outlets that may be covering the event in which you participate.

I hereby expressly assign to CCCNMO, and to all its agents all the rights, title and interest in, and to all photos/videos/recordings made by CCCNMO or the Diocese of Jefferson City of me, in perpetuity. I hereby authorize the reproduction, sale, lease, copyright, exhibition, broadcast and/or any distribution of said photos/videos/recordings without limitation for any purpose whatsoever; and I further waive all rights to any compensation for my appearance or participation in the photos/videos/recordings.

#### **APPENDIX D – CCCNMO COVID-19 PROCEDURES**

The following COVID-19 protocols are being implemented at all CCCNMO locations:

- The wearing of facemasks and social distancing, while not mandated, are strongly encouraged for all individuals working, volunteering, visiting, or receiving services from CCCNMO, including those fully vaccinated and up-to-date on vaccinations.
- No staff, volunteer, client, or visitor is to be screened about their vaccination history in order to enter Catholic Charities offices. However, it is acceptable for staff or volunteers to ask clients, volunteers, or staff about their vaccination history, in order to determine their own precautions (masks, social distance).
- Signage will be posted encouraging, but not mandating, wearing masks and social distancing while in Catholic Charities offices.
- Masks will continue to be made available to all staff, clients, volunteers, or visitors to CCCNMO offices.

Catholic  Charities  
of Central and Northern Missouri  
*Providing Care...Creating Hope*