



# Volunteer Handbook

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

UPDATED MARCH 2023

## **INTRODUCTION**

Thank you for joining the Catholic Charities (CCCNMO) volunteer network. Every year hundreds of volunteers assist us with making our programs a reality. We deeply appreciate our volunteers and the incredible commitment of time and talent devoted to serving with our agency. The work that you do for our clients is invaluable, and the impact you have when you encounter those around you with dignity makes such a difference. We can't express how grateful we are to have you on our team!

Catholic Charities is the social services outreach arm of the Diocese of Jefferson City. We respond to the needs of people in 38 counties regardless of faith, culture, or situation. This includes services in mental health, food security, health and nutrition education, Hispanic community services, disaster preparation and response, family reunification through immigration legal services, and resettlement of refugees. Our mission and core values are rooted in Catholic Social Teaching. These social teachings offer a way of thinking, being, and seeing the world, and provides a vision for a just society in which the dignity of all people is recognized and those who are vulnerable are cared for.

Knowledge of our agency's mission and programs will enhance your ability to serve alongside Catholic Charities (CCCNMO) in providing care and creating hope. This information can be found on our website at <https://cccnmo.diojeffcity.org/> and includes information such as:

- [Agency Overview](#) such as Mission Statement, Core Values, and History
- [Executive and Program Leadership](#)
- [Programs and Services](#)
- [Featured News and Events](#)

### **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.

## **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, all volunteers must be compliant with both agency and Diocesan requirements. The Executive Director and senior leadership team maintain administrative oversight over this compliancy. The following is required for all volunteers serving for Catholic Charities programs in any capacity:

At minimum the following is required for volunteers serving on behalf of CCCNMO programs in any capacity:

- [Online Volunteer Application through CERVIS](#)
- Safe Environment compliance (specified to the service duration/type), as outlined by the Diocese of Jefferson City

#### **Online Volunteer Application**

Volunteers who serve more than once per calendar year and who meet the minimum age requirements will complete an online application through the CCCNMO Event Registration & Volunteer Information System (CERVIS). The CERVIS portal can be accessed online at [cccnmo.diojeffcity.org/volunteer](http://cccnmo.diojeffcity.org/volunteer). The CCCNMO Volunteer Terms and Conditions (Appendix A) is completed as part of this online application and an e-signature is required for all volunteers (parent/guardian consent required for minor volunteers). Additional documentation (i.e. a copy of driver's license and insurance) does not prevent someone from volunteering; however, this documentation is a requirement of some volunteer roles. This additional documentation is uploaded and retained in CERVIS. After completing all pre-service requirements, volunteers use CERVIS to register for opportunities and record participation.

#### **VIRTUS Protecting God's Children Session**

Adult volunteers (those over the age of 18 and who have graduated high school) who serve more than once per calendar year are required to acknowledge the [Code of Pastoral Conduct](#) document (particularly the Volunteers Code of Conduct) and complete a Protecting God's Children session.

Sessions are completed in person or online and take 1-2 hours to complete. If a volunteer has previously completed this training, they will not need to do the training again. This program provides education on detecting possible abuse, both in circumstances and events, which might indicate grooming behavior as well as signs of abuse displayed by minors themselves. All

employees, priests, deacons, religious brothers and sisters, seminarians and deacon candidates must keep current on their continuing training video modules and other additional renewals as requested. Alternative Safe Environment educational materials are available for those who are survivors of sexual abuse. For inquiries, please contact the director of the Office of Child and Youth Protection in the Diocese of Jefferson City at 573-635-9127.

### **Criminal Background Check**

Adult volunteers (those over the age of 18 and who have graduated high school) are subject to a criminal record screening (Appendix B) through the Diocese of Jefferson City. Information related to the screening is confidential and stored in a secure place.

Volunteers may still apply even if they have a criminal record. The content of a volunteer's criminal history will be reviewed to determine if they meet our standards for work with CCCNMO. Please disclose this information prior to completing the background check for the agency's awareness at the time of processing. Guidelines for criminal background checks are:

- 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 CCCNMO (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 Executive Director. Final approval of any volunteers with criminal histories will be at the discretion of CCCNMO.

### **Other Requirements**

Depending on the nature of their work, some programs have additional requirements that must be completed before a volunteer begins to serve. These requirements will be communicated to a volunteer by agency and program leadership.

### **Single Occasion Volunteers**

Select volunteers may be eligible to complete the CCCNMO Single Occasion Volunteer Terms & Conditions form instead of an online application in CERVIS. This form includes a Liability Waiver and Media Authorization (parent/guardian consent is required for minor volunteers). To attain Safe Environment compliance, adult volunteers may be eligible to complete the [Single Occasion Volunteer Form](#) through the Diocese of Jefferson City if the volunteer duties do not involve

direct and/or unsupervised contact with minors and the volunteer serves no more than one time per calendar year. The Diocesan Single Occasion Volunteer Form includes:

- Acknowledgement of Volunteer Code of Conduct
- Consent to a background screening through the National Sex Offender Registry

This category of volunteer must be accompanied at all times by someone who has completed all Safe Environment/VIRTUS requirements.

## **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 of 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 or 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 or 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.

## **VOLUNTEER EXPECTATIONS AND GUIDELINES**

### **Media Authorization**

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 and Procedure**

Anyone driving on behalf of Catholic Charities must be 18 years or older and in compliance with the CCCNMO Driving Policy (which includes submitting driver's license and proof of car insurance).

### 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 instructions, vehicle, and keys from Catholic Charities.

Volunteers will be provided:

- The key or fob of reserved vehicle
- Instructions for logging mileage and/or what to do in the event of 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.

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 (CCCNMO is not responsible for the loss of personal belongings left within fleet vehicles), log necessary trip information, and return all agency items (keys, etc.) to Catholic Charities at the end of the service period.

### Personal Vehicle Procedure

Safety of our volunteers and clients remains the utmost 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 Catholic Charities at the time of the accident.



## **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**

To satisfy agency and program reporting requirements and to measure community involvement, volunteer hours and additional impacts will be recorded through 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 can be found on the Volunteer Resources page of the Catholic Charities website. Since launching this online system in January 2022, our agency continues to provide volunteers the training and support necessary to utilize this system. Questions regarding the CERVIS platform or recording volunteer hours will be addressed by Catholic Charities staff.

### **Dress Code**

While serving, 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 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 agency's Sr. Director of Communications or 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 programs 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 certain 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 in participation with department, program and agency leadership.

### **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 or executive leadership 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) Program and/or executive leadership (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 B for the most updated COVID-19 memo.

## **VOLUNTEER RIGHTS AND RESPONSIBILITIES**

### **Volunteer Rights**

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

- Meet 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 changes 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 staff members.
- Review, add, or correct information contained in your personal record.

### **Volunteer Responsibilities**

As a member of the volunteer network 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 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 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 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.

## APPENDIX A: VOLUNTEER TERMS AND CONDITIONS

### **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. 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.

**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:

1. I possess a valid, non-probationary driver's license and have provided a copy of my license to CCCNMO.
2. I am aware of no physical disability that may impair my ability to drive safely.
3. I agree to abide by and comply with all applicable laws and ordinances, including speed limits, when driving a CCCNMO vehicle.
4. I will comply with all CCCNMO policies and acknowledge that these policies have been furnished to me.
5. Every person I am transporting in the CCCNMO vehicle will wear a seat belt.
6. I will comply with all Safe Environment policies of the Diocese of Jefferson City, if I am transporting minors or vulnerable adults.
7. I understand that I must be at least 18 years of age to drive a CCCNMO vehicle.
8. 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.
9. 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.
10. 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:

1. I possess a valid, non-probationary driver's license and have provided a copy of my license to CCCNMO.
2. My personal vehicle used for volunteer services has a valid registration and meets state safety requirements.
3. 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.
4. I am aware of no physical disability that may impair my ability to drive safely.
5. I agree to abide by and comply with all applicable laws and ordinances, including speed limits, when driving a CCCNMO vehicle.
6. I will comply with all CCCNMO policies and acknowledge that these policies have been furnished to me.
7. Every person I am transporting in the CCCNMO vehicle will wear a seat belt.
8. I will comply with all Safe Environment policies of the Diocese of Jefferson City, if I am transporting minors or vulnerable adults.
9. I understand that I must be at least 18 years of age to volunteer to transport clients/goods of CCCNMO.
10. I understand that my personal insurance will be primary in the event of an accident or

claim associated with my transportation volunteer service.

11. I may be eligible for mileage reimbursement, according to CCCNMO policy.

**Media Authorization for Volunteers and 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 B: 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.

