

Volunteer

Providing Help. Creating Hope.



Catholic Charities Volunteer Handbook



Catholic
Charities
Archdiocese of Dubuque

Table of Contents

Table of Contents

Table of Contents.....	2
Welcome to Catholic Charities of the Archdiocese of Dubuque.....	4
Locations and Contact Information.....	5
Definition of a Volunteer.....	6
Catholic Charities’ Philosophy.....	6
History and Ministry.....	7
Catholic Social Teachings.....	7
Code of Ethics.....	9
You Are Part of Our Team.....	10
What You Can Expect from Catholic Charities.....	11
What Catholic Charities Expects from You.....	12
Policies and Procedures.....	13
ABSENCE, ATTENDANCE, AND TARDINESS.....	13
AGENCY PROPERTY.....	13
APPEARANCE.....	13
BACKGROUND CHECK.....	13
CHILD AND ELDER ABUSE REPORTING REQUIREMENTS.....	13
COMPLETION OF DUTIES.....	13
CONFIDENTIALITY.....	14
CONFLICT OF INTEREST.....	14
DISMISSAL.....	15
DRIVING/TRANSPORTATION POLICY.....	15
EXIT INTERVIEW.....	16
GENERAL CONDUCT.....	16
HARASSMENT.....	16
MINORS AS VOLUNTEERS.....	17
PERSONAL CONDUCT AND SERVICE TO OUR CLIENTS.....	17
PROBLEM RESOLUTION PROCEDURE.....	18

PUBLIC STATEMENTS.....	19
SAFETY.....	19
SMOKING.....	19
SUBSTANCE ABUSE.....	19
USE OF COMPUTERS & SOCIAL MEDIA	19
ORGANIZATIONAL CHART	20
WELCOME TO THE TEAM!.....	21

Welcome to Catholic Charities of the Archdiocese of Dubuque

Dear Volunteer,

Thank you for your volunteer service on behalf of those most in need. You have joined an organization that is working to reduce poverty, strengthen families and empower communities. We hope you will find satisfaction and take pride in your role here.

Hopefully this handbook provides answers to most of the questions you may have about agency policies and procedures plus our mutual responsibilities. If anything is unclear, please discuss the matter with your supervisor and/or program manager. In addition to clarifying responsibilities, we hope this Volunteer Handbook also gives you an indication of Catholic Charities' interest in the welfare of all who volunteer here.

By giving of ourselves to help others, we can share God's unconditional love and truly follow Christ. "In the poor and outcast we see Christ's face; by loving and helping the poor, we love and serve Christ." – Pope Francis

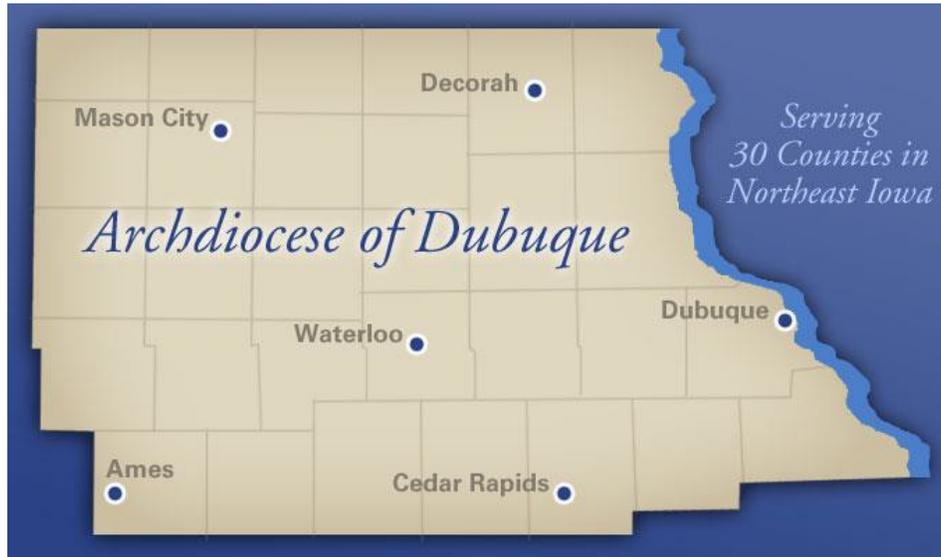
I extend my appreciation and gratitude for your commitment to your community by choosing to volunteer with Catholic Charities and to walk alongside our clients. We, in turn, are committed to doing our part to provide a satisfying volunteer experience.

Sincerely,



Tracy Morrison
Executive Director

Locations and Contact Information



Ames Office

St. Thomas Aquinas Parish
2210 Lincoln Way
Ames, IA 50014
Phone: 515.296.2759
Fax: 515.292.3841

Cedar Rapids Office

Sr. Mary Lawrence Community Center
420 6th Street, S.E., Suite 220
Cedar Rapids, IA 52401
Phone: 319.364.7121
Fax: 319.364.7122

Decorah Office

St. Benedict Parish
307 W. Main Street
Decorah, IA 52101
Phone: 563.382.1231
Fax: 563.382.6436

Dubuque Office

Archdiocesan Pastoral Center
1229 Mount Loretta Avenue
Dubuque, IA 52003
Phone: 563.588.0558 or 800.772.2758
Fax: 563.557.3140

Housing Office, Kennedy Park West

2671 Owen Court
Dubuque, IA 52002
Phone: 563.556.5125
Fax: 563.582.7676

Housing Office, Ecumenical Tower

250 W. Sixth Street
Dubuque, IA 52001
Phone: 563.556.8476
Fax: 563.583.5087

Mason City Office

Epiphany Parish
300 5th St. SE
Mason City, IA 50401
Phone: 641.424.9683

Waterloo Office

Kimball Ridge Center
2101 Kimball Avenue, Suite 138
Waterloo, IA 50702
Phone: 319.272.2080
Fax: 319.272.2160

Definition of a Volunteer

“Volunteer” may be generally defined as any individual who gives their time or services to the agency without monetary compensation. The definition encompasses one-time, occasional, and long-term volunteers. It can include pro bono professionals, church groups, senior citizens, college or high school students, full-time professionals, part-time workers, homemakers, etc. We recognize that this definition encompasses a diverse group of individuals, groups, and churches with differing abilities and needs.

For the purposes of this Volunteer Handbook, a “Volunteer” is someone who (1) has made proper application to be a volunteer with Catholic Charities, (2) has been accepted as a volunteer, and (3) has signed a Service Agreement. If you have done each of these three qualifying conditions, the policies in this Volunteer Handbook apply to you. If you have not done each of these three qualifying conditions, then you are not considered a Catholic Charities Volunteer subject to the terms and conditions of this Handbook, even though you may still be an “occasional” or “one-time” volunteer on a limited project basis.

Catholic Charities’ Philosophy

Our Mission

The mission of Catholic Charities of the Archdiocese of Dubuque is to reduce poverty, strengthen families and empower communities in the 30 northeast counties of Iowa.

We Believe

- People can recover, reclaim and transform their lives.
- All people have unique strengths.
- Every person deserves a warm, safe and affordable place to call home.
- Family is the foundational structure of society and must be supported.
- Community provides a key to helping people achieve well-being.
- All people should have access to affordable health care, jobs that pay a livable wage, and economic security to plan for the future.

Our Work

Catholic Charities of the Archdiocese of Dubuque was founded in 1931 as a non-profit, social service organization in the Archdiocese of Dubuque. The organization serves 30 counties in Northeast Iowa and is part of a national social services network through Catholic Charities USA working to reduce poverty, strengthen families and empower communities. We offer a wide variety of programs that strive to provide help and create hope for the individuals in our society who are in the greatest need. We welcome people of all faiths and backgrounds.

History and Ministry

Catholic Charities of the Archdiocese of Dubuque was founded in 1931 with its initial purpose to provide care for orphaned infants and children through the St. Mary's Home orphanage in Dubuque, Iowa. For more than 80 years, Catholic Charities has continuously adapted to evolving community needs by creating unique programs to meet the needs of underserved and marginalized populations in northeast Iowa. Throughout the years, Catholic Charities has provided services to single mothers through maternity homes, refugees resettling in the United States, disabled and elderly adults on fixed income through a partnership with Housing and Urban Development and much more. Today Catholic Charities has six primary office locations across northeast Iowa in Ames, Cedar Rapids, Decorah, Dubuque, Mason City, and Waterloo, offering six different programs sharing common goals of strengthening families, reducing poverty, and empowering communities.

Catholic Social Teachings

Catholic Charities' mission is deeply rooted in the seven principles of Catholic Social Teaching listed below.¹

Life and Dignity of the Human Person

“Our belief in the sanctity of human life and the inherent dignity of the human person is the foundation of all the principles of our social teaching.” Every person is created in the image of God. Every person is precious. All social laws, practices, and institutions must protect, not undermine, human life and human dignity – from conception through natural death.

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.

¹ These quotations are from the U.S. Conference of Catholic Bishops' statement *Sharing Catholic Social Teaching: Challenges and Directions* (Washington D.C.: United States Catholic Conference, 1998), pp. 4-6. The summary of these themes also draws from statements of the U.S. Catholic Bishops on *A Century of Social Teaching* (1991) and *Political Responsibility: Proclaiming the Gospel of Life, Protecting the Least Among Us, and Pursuing the Common Good* (1995), as well as from other church documents.

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.” The Church upholds both personal responsibility and social rights. The right to life is fundamental and includes a right to food, clothing, shelter, rest, medical care, and essential social services. Every person has the right to raise a family and the duty to support them. Human dignity demands religious and political freedom and the duty to exercise these rights for the common good of all persons.

Option for the Poor and Vulnerable

“Catholic teaching proclaims that a basic moral test is how our most vulnerable members are fairing.” The Church does not pit one social group against another but instead follows the example of our Lord, who identified himself with the poor and vulnerable (cf. Mt 25:31-46). Giving priority concern to the poor and the vulnerable strengthens the health of the whole society. The human life and dignity of the poor are most at risk. The poor have the first claim on our personal and social resources.

The Dignity of Work and the Rights of Workers

“Work is more than a way to make a living; it is a form of continuing participation in God’s creation.” Workers have rights to decent work, just wages, safe working conditions, unionization, disability protection, retirement security, and economic initiative. The economy exists for the human person; the human person does not exist for the economy. Labor has priority over capital.

Solidarity

“We are one human family, whatever our national, racial, ethnic, economic, and ideological differences.” The Church speaks of a “universal” common good that reaches beyond our nation’s borders to the global community. Solidarity recognizes that the fates of the peoples of the earth are linked. Solidarity requires richer nations to aid poorer ones, commands respect for different cultures, demands justice in international relationships, and call on all nations to live in peace with one another.

Care for God’s Creation

“We show our respect for the Creator by our stewardship of creation.” Good stewardship of the earth and all of its creatures (including human beings) is a complex challenge. Humans are part of creation itself, and whatever we do to the earth we ultimately do to ourselves. We must live in harmony with the rest of creation and preserve it for future generations.

Code of Ethics

Catholic Charities adheres to the Catholic Charities USA Code of Ethics and commits itself to compliance with the following statements:

- Volunteers are expected to support the mission, values and ethics of the organization as the foundation for their work with and for the agency and its clients.
- The agency is expected to have an articulated plan for its use of volunteers to complement the work of paid staff.
- The agency is expected to provide the resources needed for volunteers to be effective within the organization.
- Volunteers should be held to the same standards, policies, procedures and accountability as is the paid staff of the agency.
- The agency is expected to develop and utilize a recruitment plan to create a diverse group of volunteers to assist with promotion of the mission and work of the organization.
- Volunteers should be screened, interviewed and placed in roles within the organization which match their skills and abilities with the needs of the agency and its clients. Background and reference checks should be completed on volunteers as appropriate to their type and level of responsibility.
- A position description should be provided to volunteers, which outlines performance expectations upon commencing their volunteer role within the organization.
- Volunteers are expected to agree to participate in training and development opportunities provided by the agency regarding the mission, values and ethics of the organization.
- Volunteers are expected to uphold the agency's mission, values and ethics in their delivery of services to clients and in all program related activities.
- There should be a designated individual(s) within the organization who will have responsibility for the ongoing coordination, training and supervision of volunteers.
- The agency administration is expected to formally recognize volunteers for the work that they perform for the agency and its clients.
- Volunteers are expected not to use their role within the organization to receive preferential treatment when seeking services for themselves, family members or friends.

Complete Catholic Charities USA Code of Ethics is available upon request.

You Are Part of Our Team

As a member of Catholic Charities' team, we count on you to contribute your talents and energies to the work of our agency. Catholic Charities will reciprocate this generosity by providing opportunities to grow during your volunteer service.

At Catholic Charities, we believe it is our duty to provide you with as safe a volunteer place as we possibly can. Our policies at Catholic Charities work to ensure a safe, comfortable working environment for our volunteers.

All volunteering at Catholic Charities is "at will," which means that either yourself or Catholic Charities may end the voluntary relationship at any time and for any reason.

"A community needs a soul if it is to become a true home for human beings. You, the people must give it this soul."

Pope John Paul II

What You Can Expect from Catholic Charities

Catholic Charities' volunteers have the right to:

1. Receive a clear, specific role description.
2. Be assigned appropriate, worthwhile assignments according to skill, interests, availability and training.
3. Be trusted with confidential information that will help carry out assignments.
4. Be given appropriate expressions of appreciation and recognition.
5. Receive role appropriate orientation, training, supervision, and feedback for the roles you accept and know why you are being asked to do a particular task.
6. Expect that your time will not be wasted by lack of planning, coordination and cooperation within the agency.
7. Be reimbursed for pre-approved out-of-pocket costs. Only pre-approved volunteer related expenses will be reimbursed. Reimbursement will be approved at the Program Director's discretion.
8. Discuss any problem with Catholic Charities' supervisors, and receive prompt and fair adjustment of any complaints that may arise.
9. Expect that the volunteer experience will be documented as appropriate.
10. Expect that your individual rights will be respected, and that all volunteers will be treated with courtesy and consideration.
11. Have appropriate workspace, including consideration for physical disabilities.
12. Have all these things done in a spirit of friendliness and cooperation so that Catholic Charities will continue to be known as a great place to volunteer!

What Catholic Charities Expects from You

Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly. Secondly, we ask you to cooperate with fellow volunteers and staff, maintaining a good team attitude. How you interact with these people and those whom Catholic Charities serves, and how you accept direction can affect the success of our programs.

We are dedicated to making Catholic Charities an agency where you can approach your supervisor or program manager to discuss any problem or question. We hope you will voice your opinions and contribute your suggestions to improve the quality of Catholic Charities in the most constructive fashion possible.

Catholic Charities establishes these general policies for the volunteer program:

1. Before beginning service, every volunteer will fully complete a **Volunteer Application**.
2. Every volunteer will complete an **Iowa Department of Human Services Authorization for Release of Child and Dependent Adult Abuse Information** background check.
3. Any volunteer working with Catholic Charities clients is required to complete a **CMG - Safe Environment Curriculum and Background Check**.
4. Any volunteer working with Catholic Charities clients is required to complete **CMG - Defensive Driving Training**.
5. Every volunteer will receive and review a **Volunteer Handbook**.
6. Every volunteer will receive and complete **Volunteer Orientation** from the supervisor of the program they are joining.
7. Every volunteer will receive a **Position Description** and agrees to perform the functions and remain within the boundaries of that role.
8. Every volunteer will sign a **Volunteer Service Agreement** indicating their understanding of the conditions of service.
9. Every volunteer is required to report their volunteer hours as requested by their program supervisor.
10. Violation of any of these policies is grounds for invoking the Problem Resolution Procedure by staff or volunteers.

Policies and Procedures

ABSENCE, ATTENDANCE, AND TARDINESS

Volunteers are expected to be dependable and punctual. If you are unable to report for your volunteer assignment or if you will arrive late, please contact your supervisor immediately. Give him or her as much time as possible to arrange for someone else to cover your position until you arrive.

AGENCY PROPERTY

Unless otherwise agreed in writing, any product of volunteer work (i.e. program materials, proposals, software, etc.) becomes the property of Catholic Charities, including any and all intellectual property.

APPEARANCE

Given the varied nature of our work, standards of appearance will vary from program to program. However, all volunteers are expected to keep in mind that clients often form opinions regarding the quality of our organization and services based in part on personal appearance and our personal conduct.

We do expect that all volunteers will adhere to the appearance guidelines established for the program to which they are assigned. Questions regarding appropriate attire and grooming for your position should be directed to your supervisor.

BACKGROUND CHECK

Catholic Charities' volunteers may be required to undergo a background check from time to time as a condition of becoming a volunteer or continuing in a volunteer role.

CHILD AND ELDER ABUSE REPORTING REQUIREMENTS

According to the Code of Iowa, any person who believes that a child or dependent adult has suffered abuse may report the suspected abuse to the Department of Human Services. The nature of certain peoples' jobs requires them by law to report suspected abuse. These are mandatory reporters. Your supervisor and the Executive Director should be notified whenever you believe that an event has occurred that may warrant reporting suspected child or dependent care abuse.

COMPLETION OF DUTIES

If you choose to end your volunteer service at Catholic Charities, it is essential that you notify your supervisor as early as possible. Sufficient notice will give us the opportunity to find a replacement and ensure that the clients of Catholic Charities will not suffer as a result.

CONFIDENTIALITY

It is likely that a volunteer's assignment may involve contact with confidential or proprietary information of Catholic Charities or of our clients. Volunteers are expected to protect the interests of Catholic Charities and its clients by not disclosing to outsiders any confidential or proprietary information of Catholic Charities, its affiliates or its clients.

All volunteers sign a Volunteer Service Agreement as a condition of volunteer service. This also acknowledges the volunteer's responsibility with regard to confidentiality of information and direct competition with Catholic Charities. This statement also acknowledges that any intellectual property (for example, work product, program materials, proposals, etc.) that a volunteer develops in the course of his/her service is the property of Catholic Charities.

To further protect the interests of Catholic Charities, you must notify your supervisor whenever you are making a public or promotional presentation as a representative of Catholic Charities.

CONFLICT OF INTEREST

Volunteers are expected to respect the interests of the agency in their relationships.

Volunteers should not enter into a business, personal, or employment relationship that would conflict with the expectations of their position at Catholic Charities or would be detrimental to the people or persons being served by Catholic Charities.

Examples of conflicts of interest may include but are not limited to:

- Buying or selling merchandise of any kind to or from clients;
- Co-signing for client loans;
- Becoming emotionally or socially involved with clients outside of the volunteer's assigned job responsibilities, on or off Catholic Charities' premises;
- Giving rides or transporting clients without prior approval except as part of the volunteer's established duties;
- Divulging client information with anyone, or within range of anyone hearing who does not have a professional need to know the information;
- Engaging in situations or client relationships in which there is any appearance of conflict of interest;
- Personally representing any person connected with Catholic Charities in any way or being named as a beneficiary by any such person;
- Any other behavior that is detrimental to the professionalism of Catholic Charities.

DISMISSAL

Volunteers who do not adhere to the policies and procedures of Catholic Charities are subject to dismissal. If you do not perform your volunteer assignment in a satisfactory manner, you may be given the opportunity to improve. In the case that your performance does not improve, you may be dismissed from your volunteer position.

DRIVING/TRANSPORTATION POLICY

Catholic Charities recognizes that the use of personal vehicles may be necessary to provide services to clients and in day-to-day business activities. If your volunteer role will involve driving, it is required that you first get approval from your volunteer supervisor and have completed the CMG Defensive Driving Curriculum.

Private Passenger Vehicles

1. The driver must be 21 years of age or older.
2. The driver must have a valid, non-probationary driver's license and no physical disability that could in any way impair his/her ability to drive the vehicle safely.
3. The vehicle must have a valid and current registration and valid and current license plates.
4. The vehicle must be insured for the state minimum limits of liability.
5. All vehicle manufacturer recommendations must be followed. Examples: Number of passengers should not exceed number of seat belts. Seat belts must be worn by driver and all passengers. If vehicle has airbags, children under specified vehicle manufacturer age should not occupy front seat.

Leased Vehicles

If a vehicle is leased, rented, or borrowed to transport participants to and from the event, appropriate insurance should be obtained. Coverage can be purchased through the rental company or your local agent. *CATHOLIC CHARITIES ARCHDIOCESE OF DUBUQUE DOES NOT AFFORD COVERAGE FOR RENTED OR LEASED VEHICLES.*

DISTANCE LIMITATIONS (For non-contracted transportation)

1. Daily maximum miles driven should not exceed 500 miles per vehicle.
2. Maximum number of consecutive miles driven should not exceed 250 miles per driver without at least a 30-minute break.

Catholic Charities of the Archdiocese of Dubuque - Unacceptable Drivers

We are establishing minimum standards nationally for defining an unacceptable driver. These standards are based upon the accident/violation history of the driver for the prior three years. The accident/violation history used in applying these standards will include those shown on the driver's MVR, supplemented by the application, our own claims history for the risk, and any information the prior carrier may furnish us. Violations need to be reviewed in conjunction with the driving responsibilities of the person. Consistency should be applied when making decisions. A driver may be **unacceptable** if the driver's accident/violation history in the last five years:

1. Includes one or more of the following serious violations:
 - a. Driving under the influence of alcohol or drugs
 - b. Hit and run
 - c. Failure to report an accident
 - d. Negligent homicide arising out of the use of a motor vehicle
 - e. Operating during a period of suspension or revocation
 - f. Using a motor vehicle for the commission of a felony
 - g. Operating a motor vehicle without owner's authority (grand theft)
 - h. Permitting an unlicensed person to drive
 - i. Reckless driving
 - j. Speed contest

2. Consists of any combination of accidents and moving violations which total **three**.
All accidents must be included in the above determination, both "at fault" and "not at fault" accidents. While the latter may not have been caused by the driver, there is usually no way to make these distinctions from MVR information.

EXIT INTERVIEW

If you decide to end your volunteer position or in the case that you are dismissed, we may ask that you undergo a confidential exit interview. The exit interview will help us gain insights into how we can improve our programs and volunteer positions.

GENERAL CONDUCT

All volunteers of Catholic Charities are expected to have the general qualifications of integrity, honesty, dependability, good judgment, initiative, resourcefulness, courtesy, and the willingness to respect the teachings of the Catholic Church.

In addition to following the guidelines set forth in this Volunteer Handbook, you are expected to also follow any guidelines or funding contract requirements set forth by the funding source(s) that support the program to which you are volunteering your time. Your supervisor will be happy to review any program specific requirements with you.

HARASSMENT (of, or by, Catholic Charities' volunteers, employees or clients)

Catholic Charities is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's gender, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Volunteers should also be aware that they may be held **personally liable** for monetary damages if they are found guilty of harassment.

Below are some examples of conduct which could amount to illegal harassment under some circumstances. However, Catholic Charities prohibits all of these types of conduct regardless of whether they are sufficient to create legal liability. Catholic Charities reserves the right to and fully expects to take whatever steps are necessary to eliminate any of the

following conduct from the environment of its employees, clients and volunteers:

1. Verbal conduct such as epithets, derogatory jokes or comments, slurs, threats or unwanted sexual advances, invitations or comments.
2. Visual conduct such as derogatory and/or racially/sexually-oriented posters, clothing, photography, cartoons, drawings or gestures.
3. Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race or any other protected basis.
4. Threats and demands to submit to sexual requests as a condition of continued volunteering or receipt of Catholic Charities' services, or to avoid some other loss, and offers of benefits or extra services in return for sexual favors.
5. Retaliation for reporting or threatening to report harassment.

If you believe that you have experienced or observed unlawful harassment, we urge you to report the incident immediately and follow the problem-resolution procedure outlined on page 18.

MINORS AS VOLUNTEERS

Volunteers who have not yet reached the age of 18 must have the written consent of a parent or legal guardian prior to volunteering. Catholic Charities will need the Parent/Guardian Consent Form completed prior to the volunteer activity. Minors must complete a Volunteer Application as well as the Service Agreement. Additional requirements may vary by program and should be discussed with the program supervisor prior to volunteering. Oversight of all minors will be provided by an adult supervisor and/or parent/guardian during their volunteer service.

PERSONAL CONDUCT AND SERVICE TO OUR CLIENTS

As service is our mission, quality client service is essential to our ongoing success both as an organization and as individuals. Therefore, providing quality client service should be your first priority at all times.

Volunteers are expected to conduct themselves in a professional manner at all times. While "professional manner" is a generally understood concept, it may mean something different to each person. The following guidelines are designed to further explain how Catholic Charities understands acting in a professional manner.

1. Display a positive attitude which conveys that you are there to support and help the client.
2. Maintain an appropriate balance between friendship and a pleasant, professional client relationship.

3. Do not discuss the internal operations of Catholic Charities with clients. Volunteers will represent themselves and Catholic Charities to clients in a positive manner.
4. Respect the privacy of other Catholic Charities' clients and do not discuss Catholic Charities' clients with other clients.
5. Avoid discussing client matters in the presence of someone who has no reason to be part of the discussion.
6. If you encounter a difference of opinion or conflict with another Catholic Charities volunteer or employee, do not discuss such matters with a client, or where you might be overheard.
7. Agency information that could be considered confidential should not be discussed with clients.
8. Be conscientious of arriving promptly. In the event that you are going to be unavoidably late, contact your supervisor immediately.
9. Upon your arrival, always announce your presence to your contact(s) at the site.
10. If you encounter a significant difference of opinion with a client, immediately advise your supervisor of the problem and seek his/her assistance with resolution of the problem.

PROBLEM RESOLUTION PROCEDURE

During the course of providing direct services to clients, disagreements or misunderstandings may arise regarding a number of issues ranging from one's interpretation of client needs to program approaches, etc. In these cases, every reasonable and orderly effort should be expended by both staff and volunteers to follow the outlined problem resolution steps.

Catholic Charities has established the following problem resolution procedure for its volunteers:

1. Consult the **Volunteer Role Description** and Training Materials.
2. Fully and openly discuss the problem with your **Program Supervisor**.
3. If a satisfactory response is not forthcoming, discuss the problem with the **Program Supervisor's Director**.
4. If a satisfactory resolution is still not forthcoming, request that the **Executive Director** facilitate a meeting, comprised of all parties involved. A final decision will be made at that time.

PUBLIC STATEMENTS

When publicly expressing personal views on community problems or issues, or on political matters, volunteers must do so as an individual, clearly indicating that s/he is in no way speaking on behalf of Catholic Charities and/or the Catholic Church.

SAFETY

Safety is everybody's business and is the responsibility of every volunteer. Good safety habits benefit everyone. Think before acting. For example, remember to close file drawers; pick up dropped items; if something must be lifted, be sure it isn't too heavy; ask for help when lifting heavy or large items. Please report any unsafe conditions to your supervisor.

Volunteers are responsible for their personal property. Ask your supervisor where you can store your things. Any items that are lost or found should be reported immediately. Catholic Charities is not responsible for the loss of or damage to personal items.

SMOKING

Catholic Charities maintains a smoke-free environment. Volunteers wishing to smoke may do so only in designated areas and as allowed by Iowa law. Questions regarding appropriate places to smoke should be directed to your supervisor.

SUBSTANCE ABUSE

Volunteers are strictly prohibited from being under the influence of alcohol during volunteer hours or while performing any volunteer related activities.

Illegal drugs or controlled substances are not permitted on the premises of any Catholic Charities facility or at any function sponsored by Catholic Charities during volunteer hours or an agency sponsored activity. Volunteers may not be under the influence of and may not sell, buy, possess, or use illegal drugs or controlled substances on the premises of any Catholic Charities facility or at any functions sponsored by Catholic Charities.

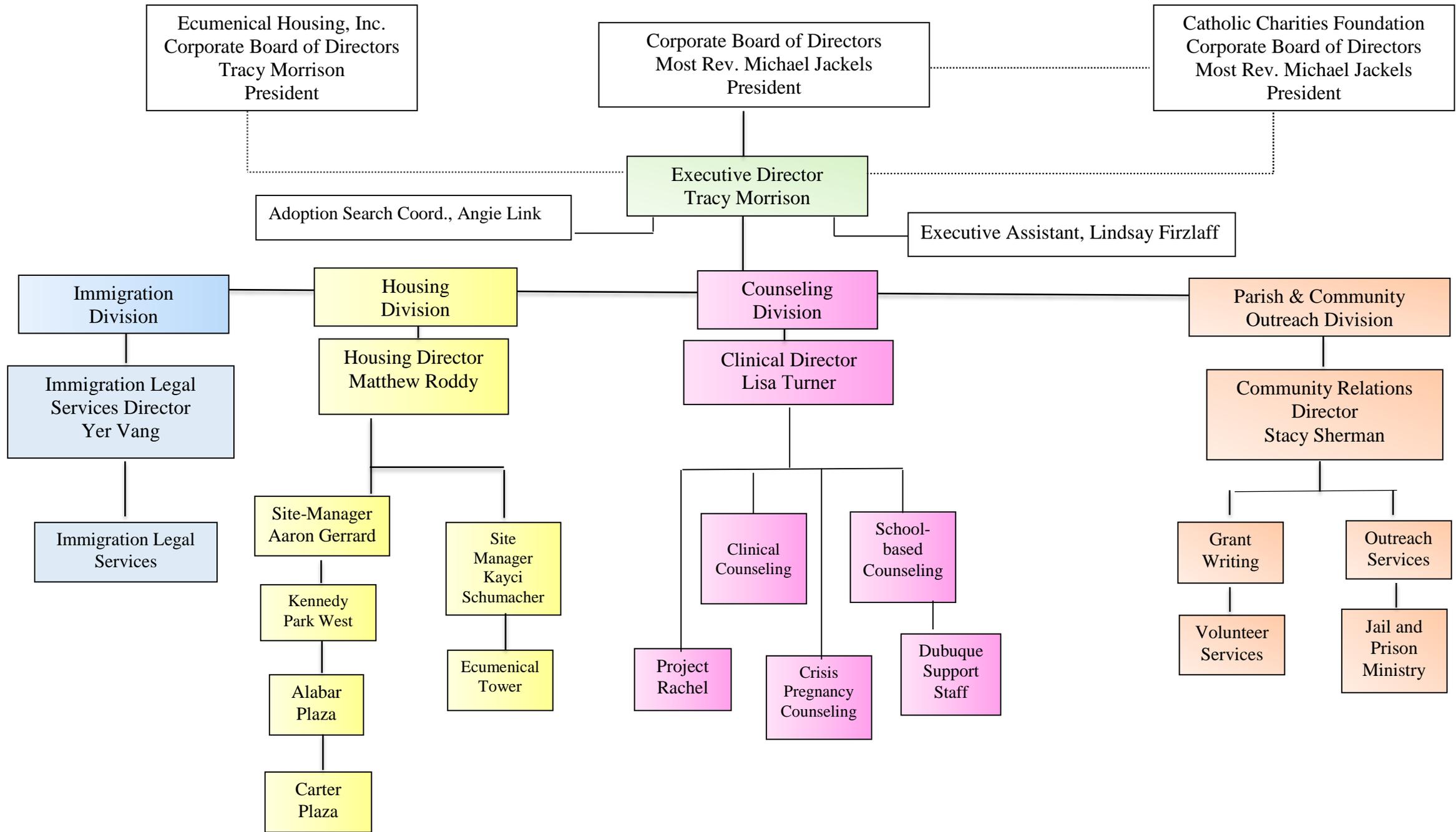
Additionally, should a volunteer attend an outside function representing Catholic Charities where illegal drugs or controlled substances are present, s/he should leave immediately and report the incident to his/her supervisor. Failure to do so may result in termination of volunteer service.

USE OF COMPUTERS & SOCIAL MEDIA

All Catholic Charities volunteers must adhere to the Archdiocesan Acceptable Use Policy of the Internet and Archdiocesan E-mail that staff also use. This policy can be found on the Archdiocesan website: www.DbqArch.org.

Since Catholic Charities serves vulnerable populations, volunteers are asked to please respect clients' privacy and confidentiality by not posting any pictures, names, or specific stories to any social media site. If there are questions about what is and is not appropriate to share, contact the Program Supervisor.

**CATHOLIC CHARITIES of the ARCHDIOCESE OF DUBUQUE
ORGANIZATIONAL CHART**



WELCOME TO THE TEAM!

*Thank you for choosing to volunteer with Catholic Charities and
for supporting our mission to respond to persons in need.*