Volunteer Handbook

For I was hungry and you gave me food, I was thirsty and you gave me drink, I was a stranger and you welcomed me, I was naked and you clothed me...

Matthew 25:35-36
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Letter from the President and CEO

Dear Friends in Christ,

“For I was hungry and you gave me food, I was thirsty and you gave me drink, a stranger and you welcomed me, naked and you clothed me, ill and you cared for me, in prison and you visited me.” (Matthew 25:35-36)

This call is the mission of Catholic Charities of Northeast Kansas: We exist to love those of our brothers and sisters who are most in need. We do this by providing access to food, clothing, shelter, we visit, we care for, and we welcome all with hospitality and hope.

Catholic Charities celebrates a rich history and tradition of love and charity. Our roots go back over 2,000 years to the Judeo/Christian mandate – love your neighbor. We are proud of our heritage because it is from our faith that our love for others flows.

In this role, we have a unique opportunity for others to see the face of Christ through our service. We have a responsibility to call others of all faiths to join us shoulder-to-shoulder in this service. It will take many hands working together to achieve our common goal of making God’s love tangible within our world.

Thank you for choosing to share your spiritual gifts with us. I pray that you will find your work with Catholic Charities to be self-giving and life-impacting.

Peace & prayer be with you,

Lauren Solidum
President and CEO
About the Volunteer Handbook

The Volunteer Handbook is designed to acquaint volunteers of Catholic Charities of Northeast Kansas with our policies and procedures and how they apply to your ministry and service with us. The policies summarized in this handbook are provided as a general reference and they do not include every circumstance that might arise. Please become familiar with the information in the Volunteer Handbook as it provides answers to many questions about volunteering at Catholic Charities.

You may, from time to time, find it necessary to get specific interpretations to fully answer some questions or to determine exactly how a policy applies to you. When these situations arise, you should first seek guidance from the Director of the program in which you are serving. The Volunteer Department is also available to provide assistance as needed. You may also contact Human Resources for additional assistance.

Catholic Charities reserves the right to change, revise, suspend or eliminate any of the policies and procedures described within. Catholic Charities also reserves the right to apply or not apply the policies and procedures described in the Volunteer Handbook depending on the situation. Updates will be provided if changes are made. Revised policies are intended to supersede previous policies.

Our Statement of Catholic Identity

We are a Roman Catholic Organization. Founded by the Roman Catholic Church to meet the needs of the most vulnerable in our communities, Catholic Charities of Northeast Kansas looks to Sacred Scripture and the traditions and teachings of the Church to guide its mission, to inform its decisions and to inspire its people in their acts of service to others.

We embrace the broadest definition of “who is my neighbor”. Catholic Charities of Northeast Kansas provides services to the most vulnerable, regardless of age, gender, race or ethnicity, disability or creed.

We respect the religious diversity of the people we serve. Our neighbors in need will never be subjected to proselytism in exchange for needed services and programs. We believe that the best witness of the God we serve is the unconditional love that we share with those who come to our doors for help. They can expect to find an environment that is open and welcoming to all while reflecting the traditions of our Catholic faith.

We welcome people of all faiths to join us in service. We value ecumenism and collaboration and we respect the spirituality of each person. Catholic Charities of Northeast Kansas does not expect those that join us in service to share our religious beliefs. We do expect our beliefs to, in turn, be respected and we expect those who join us in our mission to uphold our values and moral tenets in carrying out their work.
We recognize the importance of personal and communal worship. In order to love unconditionally, we believe that those who join us in our ministries must have opportunities to refresh their spirit, to deepen their faith and to celebrate the joy that comes from serving others. To that end, Catholic Charities of Northeast Kansas will strive to create an atmosphere of peace and unity by making available time for prayer, study, worship and fellowship that are open to all.

We are inspired by God’s love and compassion to provide unconditional love and necessary help to people of all faiths by stabilizing and strengthening individuals and families in need across the 21-counties of Northeast Kansas. (Our Mission)

We animate the Gospel of Jesus Christ by putting love into action. (Our Purpose)

We see a world where our neighbors who are challenged by mind, body and spirit, find the open doors of Catholic Charities in their communities and are met with help, hospitality and hope.

Catholic Social Teachings

a) 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. 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 teachings. In our society, human life is under direct attack from abortion and assisted suicide. The value of human life is being threatened by increasing use of the death penalty. We believe that every person is precious, that people are more important than things, and that the measure of every institution is whether it threatens or enhances the life and dignity of the human person.

b) 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. The family is the central social institution 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.

c) 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. Corresponding to these rights are duties and responsibilities to one another, to our families and to the larger society.
d) **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 (Mt 25:31-46) and instructs us to put the needs of the poor and vulnerable first.

e) **The Dignity of Work and the Rights 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 respected; the right to productive work, to decent and fair wages, to organize and join unions, to private property and to economic initiative.

f) **Solidarity** – We are our brothers’ and sisters’ keepers, wherever they live. We are one human family, whatever our national, racial, ethnic, economic, and ideological differences. Learning to practice the virtue of solidarity means learning that “loving our neighbor” has global dimensions in an interdependent world.

g) **Care for God’s Creation** – We show our respect for the Creator by our stewardship of creation. Care for the earth is not just an Earth Day slogan; it is a requirement of our faith. We are called to protect people and the planet, living our faith in relationship with all of God’s creation. This environmental challenge has fundamental moral and ethical dimensions that cannot be ignored.

Catholic Identity, Fit, and Mobilization of Laity

At Catholic Charities, we are defined by how we perform our work as much as the content of our work. In other words, our ministry is about dispensing love and creating opportunities for an encounter with Jesus Christ as much as it is about dispensing food, clothing, or shelter. Our strategy centers around three focal points: Catholic Identity, fit, and the mobilization of laity. To establish and maintain a culture that is inspired by God’s love, rooted in faith, and united in service we must think and behave consistently putting help, hope and hospitality first. This includes, but is not limited to, our physical space, the manner in which we answer the telephone, the manner in which we drive agency vehicles, the manner in which we greet those who walk through our doors and those we meet in the community. To establish and maintain a culture that is inspired by love, rooted in faith, and united in service all employees and volunteers should:

- Demonstrate a passion for the mission of Catholic Charities
- Perform by the agency’s values: love, patience, kindness, faithfulness, self-control and joy
• Catholic Charities promotes a diverse workforce. Employees are not required to be Catholic, however, employees of Catholic Charities of Northeast Kansas must understand that they are a visible representative of the Archdiocesan Church and as such will not publicly oppose the teachings of the Catholic Faith nor publicly advocate for any position in conflict with Catholic teaching, or the specific positions of the Archdiocese of Kansas City in Kansas or the United States Conference of Catholic Bishops. This requirement includes any public speech, demonstration, or writing including the use of social media or other digital technologies

• Serve without bias or judgment

• Remember that every interaction with those we serve, volunteers, and coworkers is an opportunity to serve with love and compassion

• Support an environment of grace and gratitude by beginning all meetings with prayer

• Support a culture of story-telling by sharing Hope Stories during meetings, events or other appropriate venues

• Hold one another accountable when behaviors are observed that are inconsistent with our agency values or in conflict with our culture of love, faith, and service

**Code of Ethical Standards**

Catholic Charities of Northeast Kansas is committed to the highest ethical standards throughout the organization and in all of its operations. To fulfill this commitment Catholic Charities has adopted and will comply with the Code of Ethical Standards for the Roman Catholic Archdiocese of Kansas City in Kansas. All policies and procedures pertaining to the Code of Ethical Standards will be observed by all who serve Catholic Charities. This document can be found at [www.archkck.org](http://www.archkck.org), click on the Resource tab at the top of the page and then select Staff Resources. Then select Archdiocesan Policies Link and you will find the Code of Ethical Standards document.

Any volunteer who violates these standards will be subject to action, up to and including dismissal or termination of the volunteer assignment.

**Equal Volunteer Opportunity**

Catholic Charities of Northeast Kansas does not discriminate in volunteer opportunities on the basis of race, color, religion, sex (including pregnancy), national origin, disability, age, genetics, ancestry, veteran status or any other characteristic protected by law. In order to provide equal opportunities to all individuals, volunteer placement is based on qualifications and abilities.

If you have questions or concerns about any type of discrimination at Catholic Charities, you are encouraged to bring these issues to the attention of Human Resources. You may raise concerns and make reports without fear of reprisal.
Volunteer Conduct

The primary purpose of each member of the Catholic Charities of Northeast Kansas family is to animate the Gospel of Jesus Christ by putting love into action. We believe that the best witness of that love is manifested through our actions and we hold our volunteers accountable to certain rules of conduct.

The following examples of misconduct may result in action, which may include termination of the volunteer assignment. While this list is illustrative of inappropriate conduct, it does not include all situations of misconduct that could result in action which may include termination of the volunteer assignment.

- Displaying inappropriate or unprofessional behavior while associated with the Catholic Charities name or logo (e.g., clothing, name tags, vehicles).
- Displaying any behavior that is in conflict with the Catholic Social Teachings.
- Disclosing private or confidential employee, volunteer or our brothers and sisters in need personal information without their direct consent.
- The use of or access of pornographic material.
- Inappropriate blogging that is in contradiction with the Catholic Social Teachings.
- Mistreating or failing to properly respond to our brothers and sisters in need.
- Mistreating colleagues.
- Unsatisfactory performance or conduct.
- Theft or inappropriate removal or possession of property.
- Volunteering under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs inside or outside the offices, while volunteering or while operating Catholic Charities owned property, including vehicles or equipment.
- Multiple absences without notice.
- Multiple instances of tardiness.
- Fighting, bullying or threatening violence on Catholic Charities’ premises.
- Negligence or improper conduct leading to damage of property owned by Catholic Charities or the property owned by others.
- Not following instruction or requests; threatening to not perform tasks; or any other disrespectful conduct.
- Engaging in conduct that is disruptive to Catholic Charities’ operations, including disrupting the work of employees/volunteers.
- Illegal gambling or engaging in games of chance while on Catholic Charities’ property.
- Violation of safety or health rules.
- Sexual or other unlawful harassment, including bullying.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, on Catholic Charities’ premises.
- Violation of Catholic Charities’ volunteer policies and applicable practices of the Archdiocese of Kansas City in Kansas.
- Unauthorized entry onto Catholic Charities’ property without prior approval.
• Displaying, viewing or transmitting sexually explicit images, messages and cartoons.
• Use of inappropriate language, harsh words or disparaging remarks that can be offensive to others.
• Advocating positions that are in conflict with the Catholic Social Teachings (e.g., abortion).

**Personal Data Changes**

All volunteers have a responsibility to promptly notify the Volunteer Department of any changes to personal data. You should notify both your Program Director and the Volunteer Department if any of the following information about you changes:

• Personal mailing address.
• Telephone numbers.
• Individuals to be contacted in the event of an emergency.
• Email address.

**Return of Property**

Volunteers are responsible for all Catholic Charities of Northeast Kansas property, including materials or written information, issued to them or in their possession or control. Volunteers must return all property of Catholic Charities in their possession on or before the last day of the volunteer assignment. Volunteers should return any name tags and any other property issued by Catholic Charities upon completion of the volunteer assignment.

**Confidentiality of Information**

Catholic Charities of Northeast Kansas is committed to assuring the privacy and confidentiality of those we serve and of one another. All volunteers have a responsibility to maintain this commitment. The willful disclosure of information regarding our brothers and sisters in need in violation of confidentiality on the part of any volunteer is considered grounds for termination of the volunteer assignment.

• All agency business (administrative, personnel and departmental) must be treated as confidential by all volunteers.
• All information about those we serve, including whether they are our brothers and sisters of the agency, is considered confidential information:
  1) No brothers and sisters in need of the agency shall be used for public relations without their full understanding and consent in writing.
  2) No brothers and sisters in need shall be subjected to any publicity that betrays their anonymity and/or reveals confidential information about them.
Many departments have confidentiality policies related to certain programs. Consult the Program Director for program-specific policies and procedures.

Clients are not allowed to serve in a volunteer capacity where he/she currently receives services. Clients may be placed in a different volunteer capacity pending availability, interest and skill level. Certain policies will be set in place to avoid any confidentiality breach.

**Professional Appearance**

The impression made on those we serve, visitors and colleagues is important to our image. While there is no rigid dress code policy at Catholic Charities of Northeast Kansas, a neat, well-groomed appearance is in keeping with the professional image we wish to present. Additionally, personal cleanliness standards contribute to performance outcomes and the morale of all colleagues.

The following list is a guideline of what is appropriate and inappropriate during business hours and when you are representing Catholic Charities. While this list provides some examples, it is by no means a complete list. Please use your best judgment when presenting yourself during a volunteer assignment and in the presence of those we serve, donors and others who work with Catholic Charities. If you have questions about what is appropriate for your volunteer environment or if you believe that your religion prevents you from complying with our professional appearance guidelines, you should talk to the Program Director or Human Resources.

**Appropriate**

- Present a clean, professional and neat appearance.
- Dress appropriately to reflect the requirements of your volunteer assignment.

**Inappropriate**

- Poor hygiene, unprofessional and untidy appearance.
- Immodest, revealing or suggestive clothing.
- Exposed piercings (other than earrings).
- Unprofessional hair color/styles or facial hair.
- Strong perfume or cologne.
- Lingering odor of smoke (i.e., secondary smoke effects on children and others).
- Tattoos or body art that is inappropriate for your volunteer environment.

**Volunteer Workspace Appearance**

**What You Should Avoid**
• Bringing an excessive amount of personal items into the workspace which creates a cluttered appearance.
• Bringing in personal items that are expensive or valuable.
• Playing a radio (or other device) without a headset which can be distracting to those around you.
• Displaying photos, cartoons, posters or other memorabilia that may be disruptive or offensive to others, or harmful to morale. This includes the display of sexually explicit images, messages, or cartoons, any expression of political views and other opinions. Other inappropriate display includes, but is not limited to, ethnic slurs, racial comments, off color jokes or anything that may be construed as harassment or showing disrespect for others.

**Volunteers are Responsible for Their Personal Belongings**

Unfortunately, if you bring personal items to the volunteer site, you may risk losing the items or having them damaged. Catholic Charities cannot take responsibility for personal items that may be lost, damaged or stolen. As such, Catholic Charities strongly encourages you not to bring expensive or valuable items to the volunteer site, and if you do, you are responsible for safeguarding those items.

**Workspaces are Not Private to Volunteers**

Additionally, you should have no expectation of privacy with regard to Catholic Charities’ volunteer workspaces. Desks, file cabinets and workspaces are business property that may be searched at any time with reasonable cause. Additionally, all personal property brought onto Catholic Charities’ premises may be inspected for purposes of enforcing our policies. Catholic Charities prohibits the use of personal locks to secure any Catholic Charities’ property such as, but not limited to, desks, file cabinets and workspaces.

**Smoking**

The Kansas Clean Air Act, effective July 1, 2010, is a statewide smoke-free law that seeks to protect people from exposure to secondhand smoke. Catholic Charities of Northeast Kansas will continue to provide a smoke-free workplace. Smoking is not allowed anywhere inside a Catholic Charities building. Please confine smoking to designated areas outside of the buildings and away from employee, our brothers and sisters in need, donor and volunteer entrances. Smoking is not allowed within a ten-foot radius outside of any doorway, open window or air intake leading into the covered facility.

**Drug and Alcohol Use**

Catholic Charities of Northeast Kansas is committed to providing its colleagues with a drug free, healthy and safe workplace. To promote this type of environment, volunteers are required to
report to their volunteer assignment in appropriate mental and physical condition to satisfactorily perform the duties of their volunteer assignment.

While on Catholic Charities’ premises and while conducting volunteer-related activities off Catholic Charities’ premises, no volunteer may use, possess, distribute, sell, purchase or be under the influence of alcohol or drugs. You must get management approval to have alcoholic beverages on Catholic Charities’ premises.

Volunteers who need to take a legal drug, such as a prescription drug, while performing the duties of a volunteer assignment may do so as long as it does not impair their ability to effectively and safely perform the essential functions of their volunteer assignment and it does not endanger other individuals at the volunteer site.

Volunteers who have questions on this policy or issues related to drug or alcohol use in the workplace or at volunteer sites may address their concerns with the Program Director or Human Resources without fear of reprisal.

**Harassment and Abuse**

All of us at Catholic Charities of Northeast Kansas are expected to treat others as we would wish to be treated. Catholic Charities prohibits all forms of harassment, including harassment based on a person’s race, color, religion, sex (including pregnancy), age, national origin, ancestry, veteran status, disability (including mental/physical disability), genetics, or any other characteristic protected by law.

Harassment is defined as verbal or physical conduct that belittles or shows hostility or aversion toward a person (including family members and friends) because of the factors listed above, and that:

- Creates an offensive or hostile work or volunteer environment,
- Interferes with a colleague’s work performance, or
- Affects an individual’s volunteer relationship with Catholic Charities.

Examples of unacceptable conduct include, but are not limited to, the following:

- Epithets, slurs or negative stereotyping,
- Threatening, intimidating or hostile acts,
- Written or graphic materials placed on walls, bulletin boards or circulated on Catholic Charities’ premises that belittle or show hostility toward an individual or group.

**Sexual Harassment Policy**

All volunteers serving at Catholic Charities are responsible for assuring an environment that is free from sexual harassment. Sexual harassment is unlawful and impedes the realization of
Catholic Charities’ mission of serving those in need. Sexual harassment violates the dignity of individuals and will not be tolerated.

Catholic Charities is committed to providing a productive environment free from harassment. Catholic Charities’ volunteers should always treat other volunteers and staff respectfully and with dignity. Sexual harassment by and of Catholic Charities’ colleagues, donors, visitors, or those we serve is contrary to the policy of Catholic Charities and is strictly prohibited.

**Definition of Sexual Harassment and Prohibited Behavior**

Sexual harassment includes unwelcome sexual advances, requests for sexual favors and other verbal, written and physical conduct of a sexual nature when:

- Submission to such conduct is made a term or condition of a volunteer’s experience,
- Submission to or rejection of such conduct is the basis for volunteer decisions,
- Such conduct unreasonably interferes with a volunteer's performance or creates an intimidating, hostile or offensive working/volunteer environment.

Sexual harassment may take many forms including, but not limited to, the following behaviors and activities:

- Unwelcome sexually oriented advances or communication (oral, written and/or pictorial),
- Requests or demands for sexual favors,
- Subtle pressure or requests for sexual activity,
- Sexual flirtations,
- Offensive jokes,
- Persistent, unwanted attempts to change a professional relationship to a personal one,
- Unnecessary touching of a person, e.g., patting, pinching, hugging, repeated brushing against another’s body,
- Sexual assault.

Retaliation for sexual harassment complaints is strictly forbidden. Retaliated action that is not permitted includes, but is not limited to, the following:

- Disciplining or changing volunteer assignments of a volunteer who has complained of sexual harassment or retaliation.
- Refusing to cooperate or discuss volunteer-related matters with a volunteer who has complained about or resisted sexual harassment or retaliation.

**Reporting Harassment and Abuse**

Any person who believes he or she has been subjected to harassment or abuse should take the following steps:
Step 1: Immediately inform the person engaging in the harassing or abusive conduct that the conduct is offensive and unwelcome, and that it must stop.

Step 2: Immediately report the conduct to the supervisor to whom the offending party is responsible if the aggrieved person does not wish to communicate with the offending person or if communication with the offending person has been ineffective.

Step 3: Immediately report the conduct to the Program Director and Human Resources and let them know how you have communicated the harassing or abusive conduct.

Step 4: Report the conduct to the next person upward in the chain of command if the aggrieved person alleges harassment or abuse by a person with supervisory authority or if the supervisor fails to take immediate action upon receiving the complaint.

Investigation of Harassment and Abuse Claims

Catholic Charities will investigate each allegation of harassment confidentially and with impartiality. If the allegation is substantiated, action will be taken, which may include termination of the volunteer assignment.

Assurance of Non-Retaliation

Catholic Charities will not tolerate retaliation against any person who files a complaint of harassment or abuse in good faith or who participates in an investigation of harassment. Any volunteer who is discovered to have retaliated against an individual for making a report will be subject to termination. Likewise, a volunteer who in bad faith makes a false or frivolous report will be subject to termination.

Bullying

Catholic Charities of Northeast Kansas is committed to creating an environment that encourages and supports the dignity of others and will not tolerate bullying behavior by a volunteer.

Bullying is mistreatment of a person that is deliberate, hurtful and repeated. A bully is often trying to control or manipulate a person. Bullying can prevent the targeted person from performing their volunteer assignment. Catholic Charities considers the following types of behavior examples of bullying.

**Verbal Bullying** – Slandering, ridiculing or maligning a person or his/her family; persistent name calling which is hurtful, insulting or humiliating, using a person as butt of jokes, abusive and offensive remarks.
Physical Bullying – Pushing, shoving, kicking, poking, tripping, assault, threat of physical assault, or damage to a person’s volunteer area or property are all examples of physical bullying.

Gesture Bullying – Non-verbal threatening gestures, glances which can convey threatening messages or other intimidating non-verbal signals are examples of gesture bullying.

Exclusion Bullying – Socially or physically excluding or disregarding a person in volunteer-related activities.

Volunteers found in violation of this policy will be disciplined, up to and including termination from the volunteer assignment.

Sexual Misconduct

Sexual misconduct is a broad term encompassing any non-consensual behavior of a sexual nature that is committed by force or intimidation, or that is otherwise unwelcome. The term includes sexual assault, sexual exploitation, sexual intimidation, and sexual harassment as described in the Harassment and Abuse policy. Sexual misconduct of any kind is a serious offense and will not be tolerated while you are performing a volunteer assignment with Catholic Charities of Northeast Kansas.

Sexual abuse of children is a heinous act, criminal behavior under federal and state laws, and a social and spiritual evil. Catholic Charities supports the efforts to deal with this social and moral evil and will comply with all laws in reporting it.

- All volunteers and others affiliated with Catholic Charities must comply with applicable laws.
- Catholic Charities’ volunteers are asked to report sexual child abuse, in accordance with applicable laws and the policies and procedures of the Archdiocese of Kansas City in Kansas: Child Protection Policy. See the Volunteer Department to review this document.

The Archdiocese has developed policies and procedures concerning sexual misconduct. Catholic Charities of Northeast Kansas’ Board of Directors has adopted the Archdiocesan policies and procedures regarding sexual misconduct. The Archdiocesan sexual misconduct policies apply to all volunteers serving at Catholic Charities.

Child Protection Policy

Our children are among the most important gifts God has entrusted to us. Catholic Charities of Northeast Kansas strives to secure a healthy environment designed to nurture our young people and to assist them in developing to their fullest potential. Any conduct that interferes with this mission must be confronted, discouraged and eliminated.
Catholic Charities pledges its continued efforts to work with all to promote the safety and dignity of our children and youth. In commitment to this pledge, Catholic Charities has adopted the Archdiocese of Kansas City in Kansas: Child Protection Policy. All policies and procedures pertaining to sexual abuse of a child will be observed by all who serve Catholic Charities. This document can be found at www.archkck.org, click on the Resource tab at the top of the page and then select Staff Resources. Then select Archdiocesan Policies Link and you will find the Child Protection Policy document.

If your volunteer assignment requires that you serve children or will be around children in any capacity, you will be asked to read and adhere to the Volunteer Code of Conduct/Information Sheet & Questionnaire for Persons Working With or Around Children. You will also be asked to participate in VIRTUS training, designed to help you understand your role in helping and protecting children. Please see the Volunteer Department for guidance in this area.

**Solicitation**

The Catholic Charities of Northeast Kansas no-solicitation policy is intended to minimize interruptions and to maintain a productive and safe work/volunteer environment. Anyone not employed by Catholic Charities may not solicit or distribute literature in the workplace or at a volunteer site at any time for any purpose.

Catholic Charities recognizes that volunteers may have interests in other events and organizations. However, volunteers may not solicit or distribute literature concerning these interests on Catholic Charities’ premises. In addition, volunteers may not post written solicitations on Catholic Charities’ bulletin boards or through emails.

Any volunteer who has a message that may be of interest to Catholic Charities’ volunteers and staff should submit it to the Volunteer Department for approval.

**Safety**

Catholic Charities of Northeast Kansas is committed to providing employees, volunteers, those we serve and visitors with a safe environment. Every employee and volunteer is responsible for his or her own safety, as well as the safety of others in the workplace.

Volunteers who are injured while performing the duties of a volunteer assignment or notice any unsafe work conditions must immediately notify the Program Director and Human Resources.

Volunteers are encouraged to share workplace safety concerns or ideas with the Program Director or other members of management. Reports may be made confidentially without fear of reprisal.

Volunteers who violate safety standards, cause hazardous or dangerous situations, fail to report or where appropriate, remedy such situations, may be terminated from his/her volunteer assignment.
Safety and Security Guidelines

Catholic Charities of Northeast Kansas is committed to safe and secure environments. In general, if you sense a threatening situation, please take immediate evasive action.

Working Alone

- Ideally, no one should be alone in any Catholic Charities’ facility at any time.
- Volunteer assignments will be scheduled during regular hours while others are present, whenever possible.
- Upon arriving and leaving, please carefully observe the surroundings and report any unusual activity.
- Please park in well-lit areas visible to other traffic.
- If you are first to arrive at a volunteer assignment, please remain in your locked car until accompanied by another person. Safety is enhanced by entering and leaving facilities with others.
- Please verify operating hours with the facility supervisor.

Personal Safety

- Volunteers should not give cash to our brothers and sisters in need at any time
- Volunteers should be aware of the jewelry as well as other expensive items they have in the workplace
- Volunteers should never provide a ride to our brothers and sisters in need without approval from a supervisor

Personal Safety- Weapons

Catholic Charities volunteers are prohibited from carrying weapons at any time while in any building owned or leased by the agency, in any agency vehicle, or while conducting business on behalf of the agency. Weapons and prohibited items include but are not limited to firearms, ammunition, knives, explosives, martial arts implements, swords, stun guns, Tasers, or any other weapon covered by local, state, or federal laws. Concealed or open firearms, regardless of if an employee has a permit are prohibited while in performance of their job and should never be carried within an owned or leased agency building or vehicle. For the purpose of personal safety, legal, chemical-dispensing devices such as pepper spray or common folding knives, multi-tools within a blade length of four inches or less that are sold commercially for the personal protection are not deemed weapons. If carried, these items must remain concealed at all times. Volunteers who violate the personal safety- weapons policy will be subject to disciplinary action up to and including termination.

Volunteering Off-site

Both within agency facilities, but especially when off-site, please use your best judgment to evaluate the safety of the surroundings. If conditions suggest an unsafe environment:
• Terminate the visit.
• Proceed to more secure surroundings.
• Notify affected parties.
• If involved in an automobile accident, call police immediately and remain in your locked car if security permits.

If you feel it is necessary for your personal protection and safety:

• You may carry a cell phone, pepper spray or an alarm device. Please bear in mind the prohibition or possession of any type of weapon, such as a gun or knife, on agency premises or on agency business.
• Maintain a written record and assure that someone knows of your whereabouts, travel route and return time.
• Communicate the completion of your off-site visit.

Exceptions to this guideline may be necessary and should be approved by management.

Security Inspections

Catholic Charities of Northeast Kansas is committed to providing an environment that is free of illegal drugs, alcohol, firearms, explosives or other improper materials, and prohibits the possession, transfer, sale or use of illegal materials on its premises.

To ensure these items are not on Catholic Charities’ premises, Catholic Charities retains the right to search its property at any time with reasonable cause. This includes desks, lockers and other storage devices Catholic Charities provides for the convenience of its volunteers. Since these items remain the sole property of Catholic Charities, any agent or representative of Catholic Charities can inspect them, as well as any articles found within them, at any time, either with or without prior notice.

Catholic Charities likewise wishes to minimize or prevent opportunities for theft or unauthorized possession of the property of employees, volunteers, visitors and those we serve. To facilitate enforcement of this policy, with reasonable cause Catholic Charities or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings.

Catholic Charities requires the cooperation of all volunteers in administering this policy.

Surveillance cameras may be in place on Catholic Charities’ premises including, but not limited to, overlooking the parking lots of one or more Catholic Charities’ locations. These cameras are put in place as a security measure and for the protection of our employees, volunteers, those we serve, donors and others who work with Catholic Charities.
Office Closures

Holidays

The following holidays are observed by Catholic Charities of Northeast Kansas:

- New Year’s Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- Good Friday (Friday before Easter)
- Easter Monday (Monday after Easter)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- Day after Thanksgiving
- Christmas (December 24-31)

Offices will close at 3:00 pm the business day prior to the following holidays:

- Memorial Day
- Independence Day
- Labor Day

If a holiday falls on a weekend, it will be observed as follows:

<table>
<thead>
<tr>
<th>If a Holiday Falls On . . .</th>
<th>The Holiday Will Be Observed On . . .</th>
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</thead>
<tbody>
<tr>
<td>Saturday</td>
<td>Preceding Friday</td>
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<tr>
<td>Sunday</td>
<td>Following Monday</td>
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Emergency Closures

In the event of an extreme emergency, Catholic Charities may officially close for business. Examples of emergencies include:

- Severe weather
- Natural disaster
- Power failure
- Fire

If Catholic Charities officially closes for business due to an emergency, you will be notified by the Volunteer Department or your Program Director.
Weather Closing Procedures

Weather and road conditions will also be monitored via local news reports and state department of transportation reports, as appropriate.

- Kansas Department of Transportation: www.ksdot.org
- Missouri Department of Transportation: www.modot.mo.gov

The following individuals are responsible for watching the local news, monitoring the weather and reporting this information to the Director of Human Resources. The Director of Human Resources will monitor the Greater Kansas City (Johnson and Wyandotte counties) and will work with the President/CEO to determine a final resolution. The decision to observe a late start or officially close will be made by 7:30am and communicated to the IT department and staff and the **Weather Hotline 913-621-5255 x 1241.** If Catholic Charities decides to close for the day(s), the weather hotline will be updated and the Volunteer Department will communicate these closures to you via email.

- Family Support Center Manager - Leavenworth
- Family Support Center Manager – Topeka
- Family Support Center Manager – Atchison
- Family Support Center Manager- Lawrence

If you have any uncertainty about the procedure for your program or department, you should contact your supervisor directly for guidance. Those working in program areas that do not close (e.g., Healthcare) or close at a different time of day (e.g., TurnStyles) instructions from your supervisor will supersede this policy and procedure.

Disaster Closures

In the event of a disaster or prolonged emergency situation that may prohibit access to and the use of any Catholic Charities’ location, an alternate or temporary location will be identified where employees and volunteers should report for work and further instruction. This information will be made available on the Catholic Charities Weather Line for each of our locations as soon as the information is available:

- Weather Line: 913-621-5255 x 1241

In the event both Catholic Charities’ telephone and computer systems are simultaneously jeopardized and no longer available for use, the organization’s role and command structure will be identified in relation to those of regional or county emergency response agencies. Volunteers should refer to local resources for civil preparedness and emergency response.

- Regional: FEMA Region VII (Iowa, Kansas, Missouri, Nebraska) at www.fema.gov
• Kansas: KDHE Disaster Recovery Information at www.kdheks.gov
• Missouri: Missouri Department of Public Safety State Emergency Management Agency
  (SEMA) at www.sema.dps.mo.gov
• Local: Prepare Metro KC at www.preparemetrokc.org

Media Relations

If you receive a media inquiry while volunteering at Catholic Charities of Northeast Kansas, you should refer it to the Development office (see contact information below).

It is not acceptable for volunteers to contact the media on behalf of Catholic Charities. You should contact the Development office if you believe there is cause for contacting the media (see contact information below).

Media Relations Contact Information

Carol Cowdrey, Director of Marketing
Email: ccowdrey@catholiccharitiesks.org
Tel: 913.433.2016

Blogging and Social Media

Catholic Charities of Northeast Kansas has established standards regarding activities associated with blogging and social media, including posting information, pictures, videos or any material on the Internet and creating or maintaining blogs. All blogs and social media representing Catholic Charities must be approved through the Development office (see contact information above).

Catholic Charities prohibits volunteers from using company equipment while on company premises or during volunteer hours to post material that negatively reflects on Catholic Charities or our staff. We also prohibit volunteers from using company equipment or personal/home computers to post material that may negatively impact Catholic Charities’ reputation in the community or which could be considered confidential, proprietary or intellectual property. These restrictions also apply to use of Catholic Charities’ logo and other graphics. (See Use of the Computer, Email, Internet and Other Technologies policy for specific guidelines.)

You should understand that your participation in a blog or other form of online publishing or communication (e.g., LinkedIn, MySpace, Facebook, Twitter, etc.) outside of your volunteer assignment can affect Catholic Charities, other volunteers, those we serve, employees and partners. Blogs and postings by a volunteer may be read, copied, re-disseminated by others and never go away. We do many wonderful and beneficial things for the community, Catholic Charities therefore asks that you use good judgment if making comments, either directly or
implied, associated with or linked to Catholic Charities. When you have doubts about what is appropriate, please seek guidance from the Development office.

Interacting with others on the Internet has become a way of life and Catholic Charities does not want to interfere with this interaction. Social networking can be a very advantageous tool for us. However, all confidential and proprietary information about Catholic Charities must be kept confidential and private. You must not publish information you are not authorized to share. Due to the casual nature of many sites, it is easy to give away key information without realizing it; remember private messages aren’t always secure. Each site has its own fallibilities. As such, it’s best that volunteers never share any confidential and proprietary information using blogging or social media – either publicly or privately. Volunteers in violation of this policy may be terminated from their volunteer assignment.

**Use of Catholic Charities’ Property**

With prior approval, volunteers may use Catholic Charities of Northeast Kansas’ personal property, such as equipment and vehicles, to conduct Catholic Charities’ business.

**Vehicle Usage**

When using Catholic Charities’ vehicles, volunteers are expected to:

- Be 21 years of age or older.
- Have a valid, non-probationary driver’s license for the type of vehicle he/she will be operating, and no physical disability that would impair his/her ability to drive the vehicle safely.
- Have a MVR check completed for any volunteer who drives on a regular basis.
- Watch Defensive Driving video found on Catholic Mutual Group website.
- Ensure passengers adhere to the state safety belt laws and regulations.
- Refrain from using cell phone or other electronic devices.
- Be solely responsible for traffic violations for which you have control over (e.g., speeding, parking, careless and imprudent driving, etc.).

No volunteer will be allowed to operate vehicles owned by Catholic Charities who has any of the following citations or convictions in the past three years:

- Operating a vehicle during a period of license suspension, revocation, or forfeiture.
- Driving under the influence of alcohol or drugs.
- Hit and run accident.
- Failure to report an accident.
- Negligent homicide arising out of the use of a motor vehicle.
- Using a motor vehicle for the commission of a felony.
- Operating a motor vehicle without the owner’s authority.
- Permitting an unlicensed person to drive.
- Reckless driving.
- A combined total of three or more accidents and/or moving violations.

If a volunteer must use a privately owned vehicle while performing volunteer responsibilities for Catholic Charities, the following guidelines apply in addition to those listed previously:

- All privately owned vehicles must be insured.
- The private automobile insurance company of the vehicle owner will be the primary insurance carrier.
- The minimum liability limit for privately owned vehicles is $100,000/$300,000.
- Vehicle registration and license plates should be valid and current.
- The vehicle should be in safe operating condition.

**Maintenance of Personal Property**

When using Catholic Charities’ personal property, volunteers are expected to:

- Use care.
- Follow all operating instructions, safety standards and guidelines.
- Return personal property to the appropriate person at the agreed-upon time.

To ensure that Catholic Charities’ personal property remains in good working condition, please notify the Program Director if any equipment, machines, tools or vehicles appear to be damaged, defective or in need of repair. If you have questions about your responsibility for maintenance and care of equipment or vehicles used during your volunteer assignment, please contact the Program Director.

Improper use of Catholic Charities’ personal property can result in action, which may include termination of the volunteer assignment. Improper use includes:

- Being careless, negligent, destructive or unsafe when operating Catholic Charities’ equipment or vehicles.
- Excessive or avoidable traffic and parking violations when driving a Catholic Charities’ vehicle.
- Using a cell phone or any electronic device while operating equipment or vehicles.

**Accident Reporting**

If an accident occurs, you should take the following action:

- Obtain medical assistance, if needed, at the scene as soon as possible.
- Contact local police, sheriff or highway patrol authorities, as required.
- Exchange driver, vehicle and insurance information.
- Report the accident/moving violation to the Program Director.
• Complete a Vehicle Accident Report. (See the Volunteer Department for this form.)

Use of Telephones

To ensure effective telephone communications, volunteers should always greet callers in a friendly and professional manner. Please use the following greeting: “Good morning, Catholic Charities, this is Susan Anthony, may I help you?”

In addition, please follow these telephone guidelines:

• Address the caller by name.
• Confirm the information you received from the caller.
• Hang up only after the caller has done so.

Personal Calls

Volunteers should practice discretion when making personal calls while volunteering. Volunteers are not allowed to make personal long distance calls over the organization’s phone lines. If charges result from a personal call, you will be required to reimburse Catholic Charities of Northeast Kansas for the charges.

Cell Phone Use While Driving

Your safety is our utmost concern; therefore, cell phones and other electronic devices are not permitted to be used while operating a motor vehicle.

Volunteers who are charged with traffic violations resulting from the use of their cell phone while driving will be solely responsible for all liabilities that result from such actions.

Violation of this policy will result in action, which may include termination of the volunteer assignment.

Use of the Computer, Email, Internet and Other Technologies

Computers, computer files, the email system, internet access and software furnished to volunteers are Catholic Charities of Northeast Kansas’ property and are to be used primarily for Catholic Charities’ business.

Volunteers are prohibited from:

• Using Catholic Charities’ computers, the email system and the internet in ways that are disruptive, offensive to others or harmful to morale. This includes the display or transmission of sexually explicit images, messages and cartoons. Other misuse includes,
but is not limited to, ethnic slurs, racial comments, off color jokes, or anything that may be construed as harassment or showing disrespect for others.

- Using Catholic Charities’ computers to explore inappropriate websites during volunteer hours. Websites may include, but are not limited to, sites such as dating sites, games, shopping, social networking and video streaming from any site.
- Using or disseminating passwords, encrypting files, accessing and reviewing files, or retrieving any stored communication without authorization from Catholic Charities.
- Damaging systems, removing files or programs or improperly using information contained in any software, technical application or system.

In order to maximize resources available for those we serve, you should practice discretion when using computers, email and the Internet for non-business matters while volunteering. Because of difficulties accounting for individual use and charges, personal use is discouraged and if charges result from personal use, you may be required to reimburse Catholic Charities.

To ensure compliance with this policy, Catholic Charities may monitor computer, email and internet usage. Therefore, email messages and other use of Catholic Charities’ computers is not confidential, and you should have no expectation of privacy when using Catholic Charities’ computer system.

**Software Applications**

Catholic Charities purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, Catholic Charities does not have the right to reproduce such software for use on more than one computer.

Volunteers may only use software on local area networks or on multiple machines according to the software license agreement. Catholic Charities prohibits the illegal duplication of software and its related documentation.

Volunteers should notify the Program Director of any violations of this policy. Volunteers who violate this policy will be subject to action, which may include termination of the volunteer assignment.

**Camera/Video**

Volunteers should not use their own personal cameras (digital, mobile device or otherwise) or video equipment to record business documentation or materials, employees, volunteers, or those we serve when conducting Catholic Charities of Northeast Kansas’ business.

With prior approval, volunteers may use Catholic Charities’ camera and/or video equipment to conduct Catholic Charities’ business. When using Catholic Charities’ cameras or video equipment, volunteers are expected to:
- Handle equipment with care.
- Follow all operating instructions.
- Be respectful of all individuals’ privacy (e.g., employees, volunteers, those we serve, and partners).
- Obtain signed consent statements before photos are taken.
- Return the equipment to the appropriate person at the agreed-upon time.

To ensure that Catholic Charities’ camera/video equipment remains in good working condition, please notify the Program Director if any equipment appears to be damaged, defective or in need of repair. If you have questions about your responsibility for care of equipment used during the volunteer assignment, please contact the Program Director.

Improper use of Catholic Charities’ property can result in action, which may include termination of the volunteer assignment. Improper use includes:

- Being careless, negligent or destructive when using Catholic Charities’ camera/video equipment.
- Leaving camera/video equipment unattended in vehicles or other public areas.
- Allowing friends or family members to use equipment when it is in your possession.
- Using equipment to record unauthorized materials or documentation.
- Capturing still or video photography of others without their consent.

If Catholic Charities’ camera/video equipment is damaged due to inappropriate use while in your care, you will be responsible for all costs necessary to repair that equipment.

All photos become the property of Catholic Charities and should be retained with the appropriate consent statements.

**Safety Plan**

Catholic Charities wants to provide its employees, volunteers, our brothers and sisters in need and visitors with the safest possible work environment. The following safety plan applies to all Catholic Charities sites.

**Fire Safety**

In the event of a fire or other emergency that necessitates a full building evacuation, it is important that all employees, volunteers and visitors exit the building in a quick and orderly fashion. You should exit the building through the closest exit. In such a situation, it is imperative that everyone meet in a designated area to ensure that everyone is accounted for. Everyone must wait in this designated area until everyone is accounted for and further instructions have been given.
**Fire Drill Guidelines**

The following are the steps that need to be followed when performing a Fire drill:

- Notify all staff and volunteers a minimum of 24hrs. in advance of the scheduled drill
- Make sure that all staff and volunteers have been made aware of the established meeting location prior to drill
- Sound an audible alarm in the building to start the drill. If able, make an announcement instructing everyone to exit the building. If your building is equipped with a fire alarm, please do not pull the fire alarm during the drill.
- As the leader; Do your best to grab a floor plan off of the wall to give to first responders.
- Instruct all staff to close doors on their way out of the building. This will help contain fire damage and slow the spread of the fire.
- Offer assistance to those in need to get out of the building
- Once at the established meeting place. Take a head count to make sure everyone is accounted for.
- Once out of the building, do not re-enter the building
- Instruct everyone to remain together at the meeting place
- Do your best as the leader to make everyone as comfortable as possible. Report any injuries or missing people to the first responders as they arrive.
- During the drill, take this time to instruct staff on necessary improvements and/or changes to the drill to fit your office setting.

This drill must be conducted by the acting site leader on the 1st Wednesday of April & October. Please collect signatures from all in attendance of the drill. Submit a copy of the list along with a drill date to your supervisor for the agency records. *In the event of a real fire emergency, please make sure to pull the fire alarm on the way out of the building. Also once, out of the building please make sure to call 911.*

**Storm Safety**

In the event of a violent storm or tornado warning in the area, all employees, volunteers and visitors are to quickly and safely move to the designated tornado shelter for your building. Everyone should remain in the designated storm safety shelter until the all clear has been given.

**Storm Safety Drill Guidelines**

The following are the steps that need to be followed when performing Tornado/Severe weather drills:

- Notify all staff and volunteers a minimum of 24hrs. in advance of the scheduled drill, (Do not hold the drill on days where severe weather is in the area. This could cause unnecessary confusion)
- Make sure that all staff has been made aware of the Shelter location prior to drill
- Sound an audible alarm in the building to start the drill. If able, make an announcement instructing everyone to move to the shelter.
• Offer assistance to those in need to get to the shelter
• Once in the shelter take a head count to make sure everyone is accounted for
• Close the door to the shelter
• Instruct everyone who is able to sit on the floor with legs crossed and heads down
• If shelter is equipped with an emergency response kit. Open the kit, distribute flashlights, and turn on the emergency weather radio. Tune the radio to a local radio station and wait for further weather information.
• During the drill, take this time to instruct staff on necessary improvements and/or changes to the drill to fit your office setting.
• The acting site leader must conduct this drill on the 1st Wednesday in February & August.

Personal Safety
Catholic Charities is aware that its employees, volunteers and those we serve can be in a risky situation from another person. Each site is responsible for developing a safety plan to deal with unexpected situations, and the plans will vary by location, as appropriate.

Locations that require employees to arrive before or leave after regular business hours will establish guidelines to provide for the safety of employees, volunteers and our brothers and sisters in need during those times.

In addition, each site will:
• Review their alarm systems with employees, as appropriate
• Identify responders in the event the alarm is triggered at their location
• Assign alarm codes and building keys on a “need to have” basis

Active Threat: Run, Hide, Fight

Active threats can be any direct activity that appears intended to cause injury or death to those around. Catholic Charities trains on the model of Run~Hide~Fight “Alice” is the code word we used when alerting personnel to the active threat. This is to be announced over the paging system whenever possible.

1. When presented with an active threat. Evaluate the threat and determine which step makes to most sense for the situation you are in.
   a. If the decision is made to Run.
      i. Run to a safe and secure location. In addition, follow these simple steps to assist in safety.
      ii. Hiding
         1. Secure the door behind you.
         2. Turn off the lights
         3. Barricade the entry ways
         4. Silence your cell phone
         5. Stay quiet
         6. Move out of sight of the door
7. Call for help (911)
8. Alert Staff/ Volunteers as soon as possible of the threat. If able, use the paging system on the phone to announce “Alice”

Ruby Drill

Important information regarding the Ruby Drill:

- Notify the staff and volunteers that the drill will be happening that day
  - Hang a small sign that says “Ruby Drill Today” at the volunteer check in
- The drill should be scenario based and take place at the front desk
  - The site manager can design the scenario
- The drill must be practiced monthly on different days of the week
- The drill needs to happen twice on the day chosen for each month. Morning and afternoon to capture more volunteers into the training
- Site Manager is responsible for developing and maintaining the staff responders for the drill
  - Staff member chosen must be trauma informed trained in de-escalation
- “Ruby can you come here” means= someone come to help
  - This should be a direct phone call between the front desk and the staff responder
  - Do Not page this out over the phones
- “Call Ruby” means = Call 911/Police

The following are the steps that need to be followed when preforming the “Ruby Drill”.

- Drill Begins
- Person approaches front desk staff and begins scenario
- Front desk worker calls the 1st staff responder to assist
- Front desk worker calls 2nd staff responder if 1st staff responder is not available
- Staff responder should attempt to direct guest out of the lobby but into another open setting (i.e. hallway, conference room)
- If further help is needed call, 911 - request the Crisis Intervention Team
- Do your best to keep the person calm while waiting for the help to arrive
- If possible, take the person outside while waiting for help to arrive

Medical Emergency Guidelines

1. Identify the Emergency
2. Notify Emergency Personnel immediately
3. Secure the situation
   a. Moveunnecessary people away from the emergency
   b. Direct others to assist with traffic flow
4. Call for medically trained staff if available
5. Offer support and leadership to the injured as trained
a. Do not attempt any medical treatment unless trained or directed by emergency personnel
6. Once Emergency personnel arrive assist by crowd control
7. Gather as much information as possible
8. Notify your supervisor as soon as possible of the situation

Environmental Safety

All sites are required to establish a process to identify and address maintenance concerns.

First Aid

Each site has a first aid kit with protective gloves.

Please contact the Volunteer Department with any additional questions or concerns.

CCNEKVolunteers@catholiccharitiesks.org
913.433.2081