



Volunteer Handbook

EFFECTIVE DATE: JANUARY 2014

Table of Contents

Welcome!	1
Volunteer Engagement Philosophy	2
Volunteer Engagement & Catholic Charities' Strategic Plan	2
Benefits of Volunteering	3
A Message from the CEO	4
Definition of a Volunteer	5
a. Employees as Volunteers	5
b. Family Members of Staff as Volunteers	5
c. Clients and Their Relatives as Volunteers	5
d. Minors as Volunteers	5
e. Group Volunteers	6
f. Volunteering vs. Interning vs. Service Learning	6
Classification of Volunteers	7
a. Ongoing Volunteers (Regularly Scheduled)	7
b. Special Event Volunteers (Occasional)	7
c. Direct Service Volunteers	7
d. Volunteer Team Leaders	7
e. Professional Volunteers	7
Recruitment and Selection Procedures	8
a. Volunteer Opportunity Descriptions	8
b. Recruitment	8
c. Applications	8
d. Interviews	8
e. References	8
f. Background/Criminal Records Checks	8
g. Volunteer Agreement Form	8
Aspects of Volunteer Service	9
a. Initial Agency Orientation	9
b. Program Orientation & Training	9
c. Supervision	9
d. Record Maintenance & Volunteer Time Reports	9
e. Corrective Action	9
f. Concerns & Grievances	9
g. Assessment	9
h. Recognition	9

Participation Guidelines	10
a. Drug Free Policy	10
b. Non-Smoking Policy	10
c. Dress Code	10
d. Property Policy	10
e. Driving Policies	10
f. Safety	10
g. Liability & Insurance	11
h. Confidentiality Policy	11
i. Harassment Policy	11
j. Personal Involvement with Clients	11
k. Mandated Reporting	12
Ending Volunteer Service	13
a. Resignation & Leave of Absence	13
b. Termination	13
c. Exit Surveys	13

Welcome!

We are so glad that you have decided to volunteer with Catholic Charities Maine.

This handbook is designed to introduce you to Catholic Charities Maine and to provide a basic overview of the practices and procedures which provide all of us – employees and volunteers – with guidance and direction. Much of the information contained here comes from our agency practices when using volunteers and is informed by the 22 Essential Volunteer Management Practices recommended by The UPS Foundation and The Maine Commission for Community Service.

As volunteerism within the organization grows and changes, there may be a need to modify the practices, procedures, and other information described in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and stay informed about practices and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Coordinator of Volunteer



Services or your supervisor.

Volunteer Engagement Philosophy

Volunteers are one of the greatest resources we have at Catholic Charities Maine. People like you, who give their time, energy, and talents to provide help and inspire hope, are essential to our ability to deliver quality services. We are committed to creating opportunities for the community to be involved in our work, and many of our programs would not be able to carry out their goals if volunteers were not involved. Our program volunteers and Board and Advisory Committee members are priceless.

Volunteer Engagement and Catholic Charities' Strategic Plan

Volunteer engagement is an essential part of the agency's strategic plan.

One of our agency's goals is "to build capacity to integrate, standardize, and optimize the use of volunteers to serve clients."

(From A Strategic Vision 2011-2016, Strategic Direction 2: Excellence and Efficiency in Service Delivery)

By engaging volunteers in direct and indirect service activities, we are able to expand the efforts of our programs and reach more and more people in need.

Our volunteers participate by:

- supporting seniors
- helping new refugee families
- offering special programming at our childcare centers
- sorting through clothing donations
- providing clerical support
- serving as committee members
- assisting with special events
- and aiding with many other programs and projects!



Benefits of Volunteering

As a volunteer at Catholic Charities Maine, you will have the opportunity to provide service in line with many of our agency's principles, including:

- Solidarity with the poor
- The importance of human dignity and fundamental human rights
- The priority of the common good
- The moral value of work

You will have the opportunity to use and enhance your personal and professional skills and perhaps gain valuable experience that will help you in the future.

We strive to provide our volunteers with a positive work environment, necessary training, supervision, evaluation, and recognition. In return, we expect you to honor your commitments to the agency, respect other staff members and volunteers, and perform your assigned duties to the best of your abilities.

A Message from the CEO

Dear New Volunteer,

On behalf of our Board of Directors and our dedicated team of staff and volunteers, I want to formally welcome you to Catholic Charities Maine. You have decided to join an agency that has a rich tradition of serving the poor, vulnerable and marginalized in our communities across the great state of Maine.

Regardless of the program or service you will be volunteering for, it is certain that these hallmarks are at the core of its mission:

1. Commitment to excellence,
2. Dignity for all people and
3. Compassion for those in need.

I trust you hold these same values in high regard and we are honored to welcome you to our dynamic team!

Sincerely,



Stephen Letourneau
Chief Executive Officer



Definition of a Volunteer

You are considered a volunteer if you, without compensation or expectation of compensation beyond reimbursement for volunteer related expenses, perform a service at the direction of and on behalf of the agency.* This includes participating in program activities or serving on the Board of Directors or a program's Advisory Committee. As a volunteer, you will be accepted officially and enrolled by the agency prior to performance of your tasks.

Catholic Charities welcomes adults, youth, families, and groups to volunteer within our agency's programs and does not discriminate against any volunteer because of race, color, age, gender, sexual orientation, national origin, or disability.

**We sometimes partner with other organizations which provide small stipends to their members (i.e. Foster Grandparents, Senior Companions, etc.). When they are serving within our programs, we consider these people to be volunteers.*

Employees as Volunteers

If you are already an employee of Catholic Charities Maine, you may volunteer within any Catholic Charities program offering volunteer opportunities. Under no circumstances are employees expected to volunteer their time nor are they ever expected or allowed to volunteer for duties they normally are paid to do.

Catholic Charities employees are not required to fill out the formal volunteer application or have background and reference checks completed, as these elements were already completed as part of the hiring process. CCM employees should interview with program staff and will report to the

program's designated volunteer supervisor. They are expected to follow the same service guidelines in place for all of our volunteers.

Family Members of Staff as Volunteers

Family members of staff may volunteer with the agency. When family members are enrolled as volunteers, they will not be placed under the direct supervision of family members who are employees.

Clients and Their Relatives as Volunteers

If you are a client of Catholic Charities Maine, you may be accepted as a volunteer where such service does not conflict with provision of services to you or to others. For example, a SEARCH client may receive visitation from a SEARCH volunteer while also serving as a telephone reassurance volunteer for another SEARCH client.

Relatives of clients may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

Minors as Volunteers

Volunteers under the age of 18 who wish to participate in an ongoing volunteer opportunity must have written permission of a parent or guardian before they may begin service. The volunteer tasks assigned to a minor shall be performed in a non-hazardous environment and shall comply with all appropriate requirements of child labor laws.



Local Girl Scouts volunteer as models in
“Walking in the Light: A Charity Fashion Show
& MLK Day of Service Event” (January 16, 2012)

Definition of a Volunteer *(continued)*

Group Volunteers

Many of Catholic Charities’ programs accept one-time volunteer service from groups, including high school and college service groups, church groups, and employees on corporate service days. In these instances, the Special Event Volunteer Contact Sheet is used in lieu of the formal agency application, and no interview is required. Youth may participate in one-time group volunteering activities with the permission and supervision of their leaders. Group leaders assume responsibility for obtaining any necessary parent/guardian permission.

Volunteering vs. Interning vs. Service Learning

As opposed to most volunteer opportunities, internships are primarily educational experiences with an emphasis on learning academic or career-related skills. In accordance with COA standards, “interns will be directly supervised by licensed or otherwise accountable professionals.” Interns may receive academic credit for their experiences if they arrange this with their school ahead of time.

Service Learning occurs when a class or group works with a community partner, such as Catholic Charities, on a plan to implement solutions for a student-identified community need.

Classification of Volunteers

According to the Council on Accreditation of Services for Families and Children, there are several ways to classify volunteers.

Ongoing Volunteers (Regularly Scheduled)

When a volunteer accepts a position with a regular schedule, s/he will be considered an ongoing volunteer after serving consistently for six months (or another pre-determined length of assignment, i.e., summer vacation).

Board and Advisory Committee members are also considered ongoing volunteers when they accept terms of service.

Special Event Volunteers (Occasional)

People who serve as volunteers only once or occasionally in an event situation are considered special event or occasional volunteers. Examples of this include when someone paints a wall, helps out at a golf tournament, or spends an afternoon redesigning window displays at the Thrift Store.

Direct Service Volunteers

Direct service volunteers provide service directly to clients. There are additional screening requirements for these volunteers.

Volunteer Team Leaders

Volunteer team leaders supervise other volunteers. For example, the volunteer who coordinates the American Friend Program at Refugee & Immigration Services is considered a volunteer team leader.

Professional Volunteers

Professional volunteers are those who provide a volunteer service using their license, registration, or certification as required by the profession. These credentials must be current if they are providing that professional skill as a volunteer.

Recruitment and Selection Procedures

Volunteer Opportunity Descriptions

As a volunteer, you will be given an opportunity description outlining the specific responsibilities of your role. It is your responsibility to read about your position, gain an understanding of the requirements, and seek any necessary clarification from your supervisor. Signing the Volunteer Agreement Form demonstrates that you are aware of the duties your position entails and agree to perform them to the best of your abilities.

Recruitment

Catholic Charities Maine uses a variety of different methods to recruit volunteers. You may find us reaching out to potential volunteers via our agency website, through other internet volunteering sites and social media platforms, in print publications, and by word of mouth. We also encourage you to let your friends and family know about our volunteering opportunities.

Applications

As a volunteer, you will be required to complete the Agency Volunteer Application. Specific programs may also require supplemental forms.

If you are participating as a volunteer in a one time event, you will need to fill out the Special Event Volunteer Contact Sheet, providing us with your contact information and emergency contact information.

Interviews

Most ongoing volunteer positions require an interview with the Catholic Charities staff member who will be supervising you. Interviews help volunteers clarify the responsibilities of the opportunity and help supervisors decide if the prospective volunteer is a good fit.

If you are participating as a volunteer in a one time event, then an interview before the event may not be necessary.

References

Catholic Charities requires ongoing volunteers to provide three non-family references on their application. These references will be checked by Human Resources staff prior to accepting the individual as a volunteer.

Background/Criminal Records Checks

In accordance with COA standards, volunteers for ongoing positions are required to undergo a background/criminal records check and sex offender registry check prior to beginning service.

Driving records checks are required for volunteers who drive for their program or transport clients.

A State of Maine DHHS Child Protective Services Central Case Records Search is required on volunteers who will be working directly with children. Childcare volunteers also need to provide immunization records to their supervisor.

Catholic Charities covers the cost of all background and criminal records checks for volunteers.

Volunteer Agreement Form

To document that you have read, understood, and agreed to follow the Catholic Charities Maine volunteer practices and procedures and feel comfortable with the responsibilities of your specific volunteer position, we require you to sign a Volunteer Agreement Form when beginning service.

Aspects of Volunteer Service

Initial Agency Orientation

All ongoing volunteers will be required to complete an orientation to Catholic Charities Maine. Topics covered during orientation will vary depending on whether the volunteer is serving in a direct service or non-direct service capacity.

Program Orientation & Training

As a new volunteer, your program will provide you with its own orientation and the necessary training required for your specific volunteer position.

Supervision

As a volunteer, you will have a clearly identified supervisor who will directly oversee your role within the program. This supervisor will be available to you for consultation and assistance. One-time volunteers will also be informed of their supervisor in case questions or problems arise.

The Coordinator of Volunteer Services is also a point of contact throughout the application and orientation process and to support agency volunteers throughout their service.

Record Maintenance & Volunteer Time Reports

Keeping track of the time given by our volunteers is very important to us. Each program is required to record hours for each individual volunteer and report them to the Coordinator of Volunteer Services on a monthly basis. Some volunteer positions are more independent and require volunteers to keep track of their own hours which they must then report back to their supervisor.

Corrective Action

In appropriate situations, corrective action may be taken following an incident or evaluation. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

Concerns & Grievances

Decisions involving corrective action of a volunteer will be reviewed for appropriateness by the Program Director, Human Resources Director and/or the Coordinator of Volunteer Services. If corrective action is taken, the volunteer shall be informed of the procedures for expressing his/her concern or grievance. A volunteer has the opportunity to provide a written request to air his/her concerns to the Human Resources Director or the Coordinator of Volunteer Services.

Assessment

If you are a volunteer with ongoing responsibilities, your supervisor will set up an assessment conversation with you after you have completed 75 hours or 6 months of service. This is an opportunity for your supervisor to reflect on your service and provide you with constructive feedback. You will also have the opportunity to share your thoughts on your experience as a volunteer. Volunteer Assessments are required annually in accordance with Council on Accreditation standards. Occasional or "casual" volunteers will receive assessments only upon request of the volunteer.

Recognition

As a volunteer, you are an essential part of our program operations. Therefore, we believe it is very important to recognize the time and effort that you put into your service. Recognition opportunities will occur at the agency level, as well as the program level.

Participation Guidelines

Certain practices are in place to ensure positive and safe volunteering experiences at Catholic Charities Maine.

Drug Free Policy

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is not allowed in Catholic Charities Maine program sites. Additionally, volunteers may not be impaired by any substance while serving. Such action may result in your immediate dismissal from the volunteer position.

Non-Smoking Policy

Smoking by our employees, volunteers, clients, or vendors in any interior offices or spaces of any building occupied by Catholic Charities Maine is not allowed. There is also no smoking permitted within 20 feet of any entryway, vent, or doorway to interior buildings.

Dress Code

As a volunteer, you are responsible for presenting a positive image to clients and to the community as a representative of Catholic Charities Maine. You should dress appropriately for the conditions and performance of your duties.

Property Policy

As a volunteer at Catholic Charities Maine, you will respect the property of Catholic Charities and the personal property of other volunteers and staff.

Driving Policies

If you will be transporting clients as a volunteer driver, a Maine State Department of Motor Vehicles check and a criminal background check must be completed prior to your start. Catholic Charities Maine reserves the right to accept or deny you as a volunteer driver based on the findings of these checks.

You must be 21 or over to be a volunteer driver and follow all state and federal traffic laws. All passengers must wear seat belts. For safety and confidentiality reasons, when volunteers are transporting clients, no additional passengers are allowed in the vehicle unless they have been authorized by the program. Also, you are not permitted to use your cellular phone while the motor vehicle engine is running. If you have had a previous OUI conviction, three years must pass before you may be considered for a volunteer driving opportunity with Catholic Charities.

Volunteers are covered for automobile liability on an excess basis only, through the agency liability insurance, and then only if certain requirements are met. You must be providing service within the scope of your volunteer service description and have your own automobile liability and physical damage insurance. We encourage you to consult with your own insurance agents regarding the extension of your personal insurance to include community volunteer work.

Safety

Catholic Charities Maine is committed to creating and maintaining a safe and positive environment for staff and volunteers as well as persons and families served. Each program will provide volunteers with information on facility safety plans and safety protocols related to the assigned volunteer position.

Participation Guidelines *(continued)*

Each program will also coordinate annual training for volunteers if they might reasonably be expected to have exposure to blood borne pathogens while providing their volunteer service. Catholic Charities shall make available the hepatitis B vaccine and vaccination series to volunteers who have occupational exposure, and post-exposure evaluation and follow-up to volunteers who have had an exposure incident.

Any injury to the volunteer while fulfilling the duties of their position description must be reported to the supervisor immediately. A worker's compensation claim may need to be filed.

Liability and Insurance

In May of 1997, Congress approved legislation that shields volunteers for nonprofit organizations from liability lawsuits. HR911 limits the occasions when volunteers, as well as directors, officers, and trustees, may be sued in connection with their actions on behalf of a nonprofit. While the legislation removes a volunteer (but not the nonprofit) from liability if an individual commits negligent acts or omissions while acting within the scope of his or her responsibility, it does not protect the person if such acts were caused by willful or criminal misconduct or gross negligence.

Confidentiality Policy

Catholic Charities Maine recognizes confidentiality as a living principle based on the sanctity and dignity of the human person. Therefore, the agency will respect the privacy of personal information of those it serves or employs. You are responsible for maintaining confidentiality of all information to which you are exposed while serving as a volunteer, whether this information involves staff members, volunteers, clients, or

other people or involves overall program or agency business. Failure to maintain confidentiality may result in termination or other corrective action.

Harassment Policy

Catholic Charities is committed to a work environment that is professional and harassment-free for all employees and volunteers. Harassment includes, without limitations, verbal, physical, visual, and innuendo. It also includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact and other verbal or physical conduct, or visual forms of harassment of sexual nature when submission to such conduct is either explicitly or implicitly made a term or condition of employment or is used as the basis for unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment for employees and volunteers.

Volunteers should report any issues to their supervisor.

Personal Involvement with Clients

If your volunteer position involves working directly with clients, it is important to maintain boundaries with them and to keep your relationship professional, not personal.

Participation Guidelines *(continued)*

Mandatory Reporting

While volunteering for Catholic Charities Maine you have the legal obligation to report:

- Any known or suspected child abuse, neglect or any other behavior placing the health and welfare of children in jeopardy. 22 M.R.S.A. §§ 4011-A and 4012
- Any known or suspected adult abuse, neglect or exploitation. 22 M.R.S.A. § 3477.

Per Agency policy, volunteers are trained in reporting requirements and associated procedures. It is recommended that volunteers immediately consult with a supervisor when presented with a situation that may warrant a child or adult protective report.



Ending Volunteer Service

Resignation & Leave of Absence

Your volunteer position may conclude at the end of a particular project, event, or set time period, but you are also free to end your volunteer service with Catholic Charities at any time. Because volunteers are so important to the programs and agency, however, we request that you provide advance notice of your departure and a reason for your decision.

Termination

You may be terminated from your position as a volunteer for a variety of reasons. Some of these include: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients or coworkers, failure to abide by agency policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

Exit Surveys

When you leave your position, you will be given an opportunity to fill out an exit survey detailing why you are ending your service. The exit survey is also a great place to give us any further comments about your experience and to provide any potential ideas for improvements.

Once again, we truly appreciate your willingness to volunteer with Catholic Charities Maine! For questions or more information about this handbook, please contact the Coordinator of Volunteer Services at (207) 523-1156.