



**Catholic  
Charities**  
Dallas

# Volunteer Handbook

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## **WELCOME**

On behalf of our employees, board members, and clients, thank you for your interest in volunteering with us at Catholic Charities Dallas. Your presence provides a positive impact upon the organization and the individuals we serve. Because of you, we are able to change the lives of tens of thousands of individuals each year.

We are proud and thankful to have thousands of volunteers who contribute their time and talents to our organization each year. Each volunteer, whether they serve a single day or once a week – touches the lives of clients that rely on us for comfort and assistance every year.

Volunteering is a two-way street. We hope that you will receive as much from this experience as you give. In this sense, it is vital that those who receive the benefits of your volunteer efforts should not feel indebted to you. The volunteer relationship is an area where the dignities of both volunteer and client are primary. How we give is as important as what we give.

This booklet is your map as you begin your journey of discovery about volunteer services with Catholic Charities Dallas. We hope it will answer any questions you may have about the volunteer process, policies and procedures.

The Volunteer Coordinator is here to support you in your efforts at Catholic Charities Dallas. Please feel free to call the Volunteer Coordinator at 469-801-8134.

Thank you for your passion and commitment to Catholic Charities Dallas, and for helping us be the right call for all in need.

We look forward to having you on our team!

## **MISSION & VALUES**

### ***Mission Statement***

Motivated by the love and teachings of Jesus Christ, Catholic Charities Dallas serves, advocates for, and empowers people in need regardless of race, religion, age, gender, or national origin and calls the community to action.

### ***Value Statement***

**Service:** Giving of ourselves and welcoming all

**Compassion:** Treating all with empathy, care, consideration

**Integrity:** Doing what is just, honest and merciful

**Respect:** Acknowledging the dignity and worth of every person

**Commitment:** Giving attention, energy and passion to all we do

### ***Mission Areas***

*Catholic Charities Dallas provides services through six mission areas:*

- Children, Family & Senior Services (CFSS)
- Immigration and Legal Services (ILS)
- Refugee Services (RS)
- Financial Stability & Career Services (FSC)
- Food & In-Kind Donations
- Disaster Services

## **ABOUT THIS HANDBOOK**

This handbook provides general information you need to know about the policies, practices and responsibilities of Catholic Charities Dallas.

The provisions of this handbook are only general guidelines. Nothing in this handbook establishes a contract or any particular terms, conditions or duration of volunteering between you and Catholic Charities Dallas. Because CCD is a dynamic organization, this handbook is not the full and complete official statement of organizational policies. When appropriate, CCD may deviate from or make exceptions to particular provisions stated here. This handbook and the policies described within are subject to change at the sole discretion of Catholic Charities Dallas as necessary.

All volunteers are expected to read and become familiar with the policies and procedures described in this handbook. Handbooks should be kept close at hand for ready reference and any changes or modifications should be noted and kept with your copy of this handbook. If there are points which are not clear or questions arise, volunteers should first ask their supervisors and then the Volunteer Coordinator for assistance.

## **EQUAL OPPORTUNITY**

It is the policy of Catholic Charities Dallas to provide equal opportunity to all applicants, volunteers and interns regardless of race, color, religion, age, sex, national origin, ancestry, military status, disability, or any other characteristic protected by law.

This policy reaffirms Catholic Charities Dallas' commitment to principles of equality and fair consideration and treatment of individuals.

## **ORIENTATION**

All volunteers are required to attend an orientation either in person or online, complete safe environment training, have a background check completed, and finish a phone interview. Some volunteer assignments require more detailed and program specific training.

## **CRIMINAL BACKGROUND CHECK**

It is the policy of Catholic Charities Dallas to perform a consumer report inquiry on employment applicants and volunteers. This is to ensure that applicants and volunteers who join the organization have a strong potential to be productive and successful, and to further ensure that the organization maintains a safe and productive work environment that is free of any form of violence, harassment or misconduct.

The consumer report is conducted through a Diocesan approved vendor called Accutrak. Consumer reports are kept confidential and will only be used in ways consistent with the requirements of federal law. Consumer reports are conducted during the initial application process and are updated periodically.

## **VOLUNTEER RESPONSIBILITIES**

Volunteers are expected always to conduct themselves in a positive manner to effectively promote the work of Catholic Charities Dallas.

Volunteer Responsibilities Include:

- Supporting and implementing the mission, goals, and objectives of Catholic Charities of Dallas;
- Providing a sense of support and assistance to the community in the workplace;
- Treating and working cooperatively with all CCD clients, employees, board members, fellow volunteers, interns and visitors in a courteous manner;
- Reporting to volunteering events punctually as scheduled and giving proper advance notice if unable to volunteer or report on time. Signing in everyday to document hours volunteered to organization;
- Perform assigned tasks efficiently, professionally, and in accordance with established quality standards;
- Complying with all CCD rules, policies, and procedures as well as safety, health, and security regulations;
- Maintaining a personal appearance consistent with volunteer duties and professional environment, and to maintain a clean and orderly workplace or area. Generally, business or business casual clothing and clean appearance. Tattoos and body piercings (other than

ears) must be covered when meeting with customers. Do not over-apply or use strong smelling perfumes or colognes.

- Protecting the confidentiality of clients and donors and share information about your work only with those who need to know;
- Avoiding all inappropriate outside contact and fraternization with clients that does not fall within the scope of the volunteer job description/responsibilities;
- Not transporting any client before, during, or after your volunteer assignment. Volunteers are prohibited from transporting clients.

### **CULTURAL SENSITIVITY**

Catholic Charities Dallas serves thousands of clients from all religious faiths, races, ethnicities, cultures, nationalities and socioeconomic backgrounds every year. At CCD, we celebrate these differences and are committed to treating each person with dignity and respect. We ask that all volunteers come to serve with the same open heart and mind.

Not all CCD clients speak English. Some of our refugee clients have fled their country for fear of persecution or death. Here are some tips to help you communicate effectively.

If you come across a client during your volunteer opportunity who doesn't speak much English:

- Use simple words. Many clients are enrolled in English as a Second Language (ESL) classes and may understand a few words;
- Don't be afraid to ask a CCD employee if they can interpret, know someone who can, or when possible use a trained interpreter.
- Smile!

### ***Boundaries***

As you interact with the clients, be aware of boundaries. For your own safety, do not disclose personal information about where you live, or other identifying information to the clients.

We strongly discourage volunteers offering money, gifts, or other material items to our clients. If you feel strongly that you would like to personally help, please speak to the Volunteer Coordinator about the appropriate way to assist the clients.

### ***Photos***

Volunteers are prohibited from taking any personal photos of any CCD clients. It is the sole responsibility of the volunteer to remove him/herself from the area in which photo/video is being taken.

### **PERSONAL PROPERTY**

Catholic Charities Dallas is not responsible for the loss, theft or damage to your personal property while on company premises and while away from the premises on business. We suggest that you take precautionary measures to safeguard any personal valuables that you bring to work. Such items should not be left unattended or in plain view.

## **ANTI-HARASSMENT POLICY**

Harassment of our employees by employees and any non-employees on the basis of an individual's color, gender, gender identity, sexual orientation, race, ethnicity, national origin, color, age, religion, disability or any other legally protected characteristics will not be condoned. Slurs, jokes and insults related to these characteristics are inappropriate and violate Catholic Charities Dallas' equal employment opportunity policy, and may also violate federal, state and local law. This policy prohibiting harassment of others applies not only to employees of Catholic Charities Dallas but also to individuals that help serve the organization, including its volunteers, representatives, colleagues and other persons or groups with whom our employees have contact as representatives of Catholic Charities Dallas.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by an employee or supervisor when (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or (ii) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual. Sexual harassment also includes conduct of a sexual nature that unreasonably interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment or otherwise adversely affects an individual's employment opportunities.

Comments or conduct that might be perceived as sexually offensive are to be strictly avoided. Examples of conduct that might constitute sexual harassment include, but are not limited to, repeated offensive or unwelcome sexual flirtations, advances, or propositions; continual or repeated verbal abuse of a sexual nature or graphic verbal comments about an individual's body; sexually degrading words used to describe an individual; or the display in the workplace of sexually suggestive objects or pictures.

Certain types of conduct which might be intended as inoffensive social exchanges can be perceived as offensive and may be used as a basis for harassment claims when they involve the protected characteristics listed above. While such conduct is not necessarily a violation of the law, it may violate our policies and lead to disciplinary action up to and including termination of employment. The alleged harasser's opinion and intent related to the offensiveness of the harassing behavior provides no defense, under the law or under our policies.

## **COMPLAINT PROCEDURE**

Catholic Charities Dallas' complaint procedure provides for an immediate and thorough investigation of any harassment claim, appropriate disciplinary action against one found to have engaged in prohibited harassment, and appropriate remedies to any victim of harassment.

Employees who believe they have been harassed on the job or who are aware of the harassment of others in violation of this policy, must provide a written or verbal complaint to their own or any other Supervisor, Program Manager, Director, Director Human Resources, Chief Operations Officer or to the President/CEO as soon as possible.

All incidents of harassment that are reported will be investigated, regardless of their seriousness. Catholic Charities Dallas or its designated representative will immediately undertake an effective and thorough investigation of the harassment allegations. The

confidentiality of all complaints will be maintained to the extent possible while allowing Catholic Charities Dallas to conduct a full and fair investigation and effect a proper remedy. After the investigation is completed, a determination regarding the complaint will be made and communicated to the employee(s) who complained and the accused harasser(s).

If Catholic Charities Dallas determines that a violation of this policy has occurred, it will take effective remedial action commensurate with the circumstances. Appropriate action will also be taken to deter any future harassment.

### **DRUG FREE WORKPLACE POLICY**

Drugs and Alcohol. CCD has a viable interest in maintaining safe, healthy and productive working conditions for its employees. Being at work under the influence of certain controlled drugs, illegal drugs and/or alcohol can pose serious safety risks to the user, co-workers, and others. This Drugs and Alcohol policy is meant to maximize workplace safety and efficiency, while respecting off-duty, legal conduct that has no adverse impact on job performance. With these basic concerns, the Company establishes the following guidelines:

- Violations: Possession, sale, purchase, transfer, manufacture, distribution, use of or being under the influence of certain controlled substances, illegal drugs (including inhalants) or alcohol while on Company premises or performing Company business. Possession of drug-related paraphernalia is also prohibited.

Refusing to be tested, attempting to adulterate or adulterating a test, or testing positive for certain controlled substances, illegal drugs (including inhalants) or alcohol.

Failing to notify Human Resources if you are charged with driving a motorized vehicle under the influence or while intoxicated, while on Company business or on Company premises.

Failing to notify Human Resources if you are convicted under a criminal drug statute for a violation that occurred while on Company business or on Company premises.

Failing to notify Human Resources if you are charged and/or convicted with driving a motorized vehicle under the influence or while intoxicated, if you rent, lease or operate a motorized vehicle in the course and scope of your employment with CCD.

*Exception for Legal Drugs* — Use of prescribed and over-the-counter medications that have been legally obtained and are being used in the prescribed or directed manner do not violate this policy. If, however, the use of these substances adversely affects your ability to do your job safely or otherwise negatively impacts job performance, you must advise your supervisor before starting work. If the medication is having a negative effect on your ability to work, you may be required to take a leave of absence. If you bring prescribed medicine to work, you must bring it in the container provided by your pharmacy or physician, and bring only the amount you reasonably anticipate you will need to consume while on duty.

*Exception for Unopened Containers of Alcohol* — Possession of a sealed container of alcoholic beverage, while on Company premises or while performing Company business, does not violate this policy so long as the container remains unopened.

- Definitions:

Company Business. Any time an employee spends in the course and scope of his or her duties for the Company, occurring on or off Company premises, including time spent on the

premises of a third party, traveling on Company business, attending work-related programs, and any other Company-related activity.

Company Premises. All Company-owned, leased or controlled buildings and office suites, including surrounding areas such as sidewalks, walkways, driveways and parking lots. Company vehicles and equipment, whether owned, leased or rented by or on behalf of the Company, or an employee while on Company business, are covered by this policy at all times.

Controlled Substances/Illegal Drugs. Any drug or controlled substance (as defined by federal law) which is illegal to sell, possess or consume without a prescription, or a prescribed or over-the-counter medication which is legally obtained but not being used by its intended user or in the prescribed manner.

Possession. Within the physical possession or control of the employee, including the employee's personal effects or vehicle.

Test, Tested or Testing. The use of scientifically recognized methods by federally certified laboratories to detect the presence of certain controlled substances, illegal drugs (including inhalants) and/or alcohol in the body of an employee.

Under the Influence. Employee has a controlled substance, illegal drug (including inhalants) or alcohol in his or her body in an amount that is detectable through testing.

- Methods of Testing:

Pre-employment. Applicants who receive a conditional offer of employment will be tested for drugs.

Post-Accident. Employees who are involved in an accident that involves injury to a person and/or damage to property while on Company premises or while on Company business will be tested for alcohol and/or drugs.

Reasonable suspicion. Employees who are reasonably suspected of being under the influence of drugs or alcohol may be tested. Reasonable suspicion is based upon the observations of a Company or third party manager, supervisor or employee when the observed employee demonstrates a reduced ability to perform work in a safe and productive manner, the odor of drugs or alcohol is detected, or drug paraphernalia is found in the workplace.

Random. Employees may be subject to random testing for drugs and/or alcohol as required by the Company and/or applicable law.

Follow-Up. Employees who return to work following substance abuse rehabilitation will be subject to unannounced drug and alcohol testing.

- Consequences of Policy Violation:

Any violation of this policy by an employee may result in corrective action, up to and including discharge from employment. The Company will protest the payment of unemployment and/or workers' compensation benefits to any employee discharged for violation of this policy.

There is no violation of this policy if an employee comes forward and seeks assistance with a substance abuse problem before being subject to reasonable suspicion testing or

disciplinary action for unsatisfactory performance, absenteeism or other misconduct. The Company encourages employees to use available benefits (e.g., medical insurance, EAP) and leaves of absence to seek appropriate treatment. Reinstatement to employment following the leave will be contingent upon adherence to the recommendations of the treating physician, counselor, or both, and any terms contained in a last-chance agreement.

- Searches:

The Company may search any area on Company premises, at any time, for the presence of drugs, alcohol and/or drug paraphernalia. Employees agree, as a condition of continued employment, to consent to searches of areas and items on Company premises including but not limited to (1) their personal belongings, including but not limited to purses, backpacks, gym bags, briefcases and luggage; (2) their work areas, including but not limited to desks, cabinets, lockers, and storage areas; and (3) all vehicles and equipment. An employee who refuses to consent to a search will be subject to corrective action, up to and including discharge from employment.

- Treatment Programs:

The Company recognizes the benefit of early identification and intervention when dealing with substance abuse and encourages employees to use available benefits and leaves of absence to seek appropriate treatment. Treatment for substance abuse is provided through the Company's medical insurance program and employee assistance program ("EAP").

### **CONFIDENTIALITY**

Confidential information is not to be discussed with or released to anyone outside the organization and should be discussed within the organization only on a "need to know" basis. Confidential information includes client information, committee records and the financial and operational affairs of Catholic Charities Dallas. Employees have a responsibility to avoid unnecessary disclosure of non-confidential internal information about Catholic Charities Dallas. This responsibility is not intended to impede normal business communications and relationships but is intended to alert employees to their obligation to safeguard confidential information.

### **WEAPONS**

No person may possess a weapon in any facility owned, leased, or operated by Catholic Charities Dallas or in connection with any activity or function sponsored by Catholic Charities Dallas, except as provided by this policy.

Any employee who is discovered to be in possession of a weapon in violation of this Policy or applicable law may be subject to disciplinary action up to and including termination, and will be asked to remove the weapon from the facility or activity and return only when they have removed the weapon.

Any non-employee who is discovered to be in possession of a weapon in violation of this Policy or applicable law will be asked to leave the facility or activity and return only when they have removed the weapon from the facility. Any Catholic Charities Dallas volunteer who is discovered to have violated this Policy may be subject to further action, up to and including permanent exclusion from volunteer service within Catholic Charities Dallas and the Diocese of Dallas.

State law requires organizations who wish to prohibit guns on-site to post specific signs at each place where persons enter facility property on foot or by car and at the entrance to each facility building containing the language below verbatim. Catholic Charities Dallas has also posted the required signs at the entrance to large outdoor areas in which users frequently gather. Each sign contains all of the text listed below, is clearly visible, appear in contrasting colors (e.g., red text on a white background), and uses block letters at least one inch high:



### Exceptions

This Policy is subject to the following exceptions:

1. This Policy does not preclude the possession of a weapon by an on- or off-duty municipal, state, or federal law enforcement officer.
2. This Policy does not preclude the possession of a weapon by an on-duty licensed security guard assigned to protect the security of persons and property pursuant to a written agreement and in compliance with Diocesan policies.
3. This Policy does not preclude the possession of a weapon secured in a locked compartment of a locked vehicle which is parked in or traveling through a facility parking area, provided that possession of the weapon otherwise complies with all applicable law. A weapon stored pursuant to this Policy should generally not be visible to or discoverable by a person other than the owner of the vehicle.

### Definitions

**"Employee"** means any full or part-time employee or contractor of Catholic Charities Dallas.

"Facility" includes, but is not limited to:

- building, associated parking facility, or similar facility that is owned, leased, or operated by Catholic Charities Dallas;
- social welfare facility, or associated parking facility that is owned, leased, or operated by Catholic Charities Dallas;
- any school, sports facility, administrative facility, associated parking facility, or similar building or facility that is owned, leased, or operated by Catholic Charities Dallas;
- any bus or other vehicle owned, leased, or operated by Catholic Charities Dallas;

**“Non-employee”** means any person who is not an employee as defined above, and specifically includes visitors, guests, vendors, volunteers, and other persons who enter a facility owned, leased, or operated by Catholic Charities Dallas.

**“Weapon”** means:

- any pistol, revolver or other handgun;
- any shotgun, rifle, or other long gun; and
- any offensive or defensive knife or cutting instrument with a blade that is greater than five inches in length.

## **DISEASE CONTROL AND PREVENTION**

Catholic Charities Dallas minimizes risk of client and employee exposure to airborne and blood borne pathogens through the development and implementation of procedures that comply with related standards of the Texas Department of State Health Services, the Dallas County Health and Human Services, and the Center for Disease Control. All health-related records are maintained in the human resources department in a locked file room. Human resources is responsible for tracking and maintaining all records related to disease control and prevention.

### ***TB Test***

All direct service personnel will be required to supply the following prior to employment:

1. Provide a medical record from a physician, clinic or hospital indicating that you have been tested for Tuberculosis within six months prior to beginning employment OR;
2. Provide documentation of a negative chest x-ray within six months prior to beginning employment OR;
3. Provide a medical record indicating successful treatment for TB disease.

### ***Other Vaccinations***

Where indicated in the job description, required by program or directed by the Texas Department of State Health Services, the Dallas County Health and Human Services, or the Center for Disease Control, other vaccinations may be required. If an employee has a medical objection to a required vaccination, a letter from their physician to support this request is required. If an employee objects for reason of conscience, including a religious belief, a letter including the employees’ name, directorate and date of birth; a list of required vaccines for which exemption may be requested; a statement acknowledging that the employee has read the fact sheet The Benefits and Risks of Vaccinations. The employee will then have to sign the form in front of a notary public.