



Volunteer Handbook and Forms

www.ccasfnm.org

505-724-4634

Catholic Charities Volunteer Vetting Process

Thank you for your interest in joining Catholic Charities' team of volunteers! Please read the following information carefully and sign and return the forms at the end. You can also find this document online at www.ccasnm.org/volunteer.

To ensure the protection of our clients, staff, and volunteers, Catholic Charities requires all prospective volunteers to be screened and vetted according to the following process:

- Read and understand this Volunteer Handbook
- Fill out forms enclosed in this packet
- Complete the online VIRTUS® abuse awareness training at <https://www.virtusonline.org/virtus>
- Provide a copy of your driver's license or government-issued photo ID
- Schedule an interview and orientation session at your convenience
- Volunteers whose duties include driving (e.g., for our Senior Transportation Program) will also be asked to submit a copy of your auto insurance card and view a driving safety training video

Your completed application will include the following items:

1. Form: Volunteer Application (with references)
2. Form: Consent and Release for Background Check
3. Form: Volunteer Handbook Receipt
4. Form: Auto Insurance Declaration (for driver volunteers only)
5. Form: Photo/Publicity/Interview Release
6. Form: Volunteer Statement of Understanding and Confidentiality Release
7. Copy: Driver's license or government-issued photo ID
8. Certificate: Completion of VIRTUS® training
9. Certificate: Completion of road safety video training at <http://www.catholicmutual.org/> (for driver volunteers only)
10. Copy: Proof of vehicle insurance (for driver volunteers only)
11. Copy of Covid Vaccination card

INTRODUCTION

1.1 WELCOME TO CATHOLIC CHARITIES!

At Catholic Charities, volunteers are our most valuable resource. We serve New Mexico's low-income parents, refugees, immigrants, senior citizens, and families experiencing homelessness—and we couldn't do it without your time, spirit, and generosity! We are

committed to ensuring that your volunteer experience is a positive one and we hope that you'll find working with us to be challenging, rewarding, and fun!

Catholic Charities' Vision: Honor Human Dignity

Our Mission Statement: To put faith in action to improve the lives of those in need.

1.2 CENTERS OF EXCELLENCE

There are six Centers of Excellence within Catholic Charities. Each Center focuses on different services and has its own volunteer needs. Catholic Charities is headquartered in Albuquerque, but has limited operations in Santa Fe as well. Volunteer opportunities in Santa Fe are noted below. Volunteer needs may change over time; the most up-to-date information can be found on our website, ccasfm.org.

CENTER FOR EDUCATIONAL OPPORTUNITY (Albuquerque)

The Family Education program offers classes for adult learners. Classes include English as a Second Language (ESL), high school equivalency (GED/HiSET), ESL computer, and ESL citizenship.

Education volunteer needs:

- *Basic literacy tutor*
- *High School Equivalency Program (GED/HiSET exam) tutor*
- *Computer skills tutor*
- *Citizenship tutor for ESL participants*
- *Conversation partner for ESL participants*

CHILDREN'S LEARNING CENTER (Albuquerque)

The Children's Learning Center offers safe and loving full-day childcare for children beginning with six-week-old infants through five years old. The Center also offers part time childcare for parents who are attending adult education classes.

Children's Learning Center volunteer needs:

- *Child care assistants (requires additional vetting through CYFD)*

CENTER FOR SELF-SUFFICIENCY AND HOUSING ASSISTANCE (Albuquerque)

This Center assists people and families experiencing homelessness to secure and sustain permanent housing. Case managers provide clients with the skills and resources needed to gain stable housing: transitional lodging, counseling, education and job training, and supportive parenting resources. A court advocacy program also helps prevent homelessness.

Housing volunteer needs:

- *Graduate interns*

**CENTER FOR IMMIGRATION AND CITIZENSHIP LEGAL ASSISTANCE
(Albuquerque and Santa Fe)**

This Center has operations in Albuquerque and Santa Fe. It focuses on helping families at risk of being separated by immigration law. Catholic Charities provides legal assistance and promotes education and citizenship. Many of our clients choose to become U.S. citizens in order to participate in the political process and have a voice in the issues facing their communities.

Immigration and Citizenship volunteer needs:

- *VAWA Immigration Project assistant*
- *General office assistant (Albuquerque and Santa Fe)*
- *Immigration document translator (Albuquerque and Santa Fe)*
- *Graduate interns and fellows*

CENTER FOR REFUGEE SUPPORT (Albuquerque)

The U.S. Department of Justice screens and authorizes persons designated by the United Nations as political refugees to come to the United States. These refugees are fleeing military conflict, political or religious persecution, and may arrive separated from their families with only the clothes on their backs. The Center for Refugee Support provides a wide range of services to help newcomers adjust to their life in Albuquerque.

Refugee Support volunteer needs:

- *“Learning Partners” providing ESL support and tutoring for youth*
- *Guest speakers to share career insights*
- *Mentors to provide guidance to families in navigating American systems*
- *Organizers to support “Breaking Bread” intercultural community events*
- *Job training and career support assistants for adults*

CENTER FOR COMMUNITY INVOLVEMENT (Albuquerque and Santa Fe)

The Center for Community Involvement is dedicated to engaging the community in the activities of Catholic Charities. This Center collaborates with other organizations of all denominations in the faith community, along with municipal organizations, schools, and individuals in the community at large. It comprises four departments: Volunteer Tracking, Senior Transportation Services, the In-Kind Donation Center, and the Mobile Food Pantry.

- **Volunteer Tracking**

This office is responsible for agency-wide recruiting, training, and screening of volunteers and maintaining a centralized registry of agency volunteers.

Volunteer Tracking volunteer needs:

- *Data entry clerks*

- **Senior Transportation Services (STS) in Albuquerque**
- **Partners for Seniors (PFS) in Santa Fe**

These programs enables seniors to maintain their independence by providing free rides to medical appointments, grocery shopping, and business offices. This program is staffed entirely by volunteers and has a wide reach in enriching and improving seniors' lives. Seniors simply call our office to request a ride from a volunteer driver. Office volunteers schedule the ride requests and perform general office duties including computer data entry.

Senior Transportation Services volunteer needs:

- *Drivers*
- *Office ride schedulers/assistants*

- **In-Kind Donation Center**

This Center collects donations of furniture, housewares, and hygiene items and uses them to set up new apartments for families who are clients of Catholic Charities.

In-Kind Donation Center volunteer needs:

- *Warehouse staff to sort and organize donations*
- *Office staff to schedule donation pickups and respond to donor calls*
- *Back-to-School projects*
- *Holiday events*

- **Mobile Food Pantry**

The Mobile Food Pantry is a monthly event that distributes food to clients of Catholic Charities and members of the community.

Mobile Food Pantry volunteer needs:

- *Staff to organize and prepare food for distribution*

SPECIAL CASE/CASUAL VOLUNTEERS

In certain special cases, volunteers may be exempted from the application and vetting process when an agreement is in place between Catholic Charities and the volunteers' originating organization. Examples include student community service projects, corporate volunteer programs, and Sacrament of Confirmation community service projects. Groups of young people under 18 years of age must be accompanied at all times by a vetted adult from Catholic Charities or the group's organization, school, or program.

1.3 CATHOLIC CHARITIES USA CODE OF ETHICS

Preamble

In order to remain faithful to their mission, all organizational members of Catholic Charities USA are guided by this code of ethics. Their purpose is to assure that each member organization is a moral agent and that it carries out its normal responsibility as a corporate entity. These principles are concerned with the application of rightness, goodness and obligation to the decisions which determine policy, procedure and practice as well as internal and external relationships, within; the context of an agency's responsibility for carrying out the social mission of the church. The source of these principles is found within the Scriptures, Papal Encyclicals, Synodal and other documents that accompanied or followed Vatican II, Canon Law, the statements of the National Conference of the Catholic Bishops of the USA that are relevant to the social mission, charisms of Religious Communities serving in the Church's social mission and the Policy Statements of Catholic Charities USA.

Code

As a member of Catholic Charities USA, Catholic Charities agrees that:

1. All policies, programs and practices shall support the sanctity and dignity of human life from the moment of its initiation until death, the value and integrity of the person, the sacredness of the union of man and woman in marriage, the value of people's social relationships to one another and to community, and the central role of the family in human life and in society.
2. It will reach out to help those who are suffering and shall adopt, in the allocation of limited resources, a preference for serving the neediest and most vulnerable members of the community.
3. It will acknowledge and support the right of all people to set and pursue their own life goals, within the limits of the common good, whereby they can freely enter into participation with others in order to fulfill their common human potential and contribute to the building of a human community.
4. It will identify itself to the pluralistic community as a mechanism by which the Church community seeks to fulfill its obligation for achieving the social mission of Charity and Justice, and it will seek full support and participation of the Church as the people of God through representation on policy-making Boards of Directors and advisory committees, through cooperation as appropriate to the mission of the Agency.
5. It will collaborate with other individuals, groups, and social agencies on issues, policies and programs, which are compatible with a Christian value system, in the interest of achieving the fullest measure of charity and justice.
6. In all its policies, procedures and practices it will be faithful to Biblical values, the social teaching of the Church and the code of Canon Law.
7. It will function faithfully within the mission and the structure of the diocese with proper respect for the role of Diocesan Bishop.

8. It will assure conformity with relevant civil law in its governance, and at the same time it will hold itself free to speak peacefully to change oppressive civil laws.
9. It will seek to realize in action the virtues of charity and justice in all relationships with staff, volunteers, the people served, and the larger community.
10. It will recognize confidentiality as a living principle within the agency, and establish policies and procedures to assure protection of the privacy of the relationship established with its clients and other relevant bodies.
11. It will hold itself fully, consistently and publicly accountable for its program and fiscal operations, and seek objective certification that it meets those standards of quality in its performance that have been established for the field of social service, through accreditation and licensing as appropriate.
12. It will support and advocate for those freedoms and structures in society that contribute to pluralism in social welfare and cooperation between public and voluntary sectors.
13. It will subscribe to and advocate for the principle of subsidiarity, with its concern to leave the highest degree of freedom to the individual that is consonant with common good, to recognize the family as the primary institution for meeting human needs of its members, and for active vigorous mediating groups and voluntary organizations in society with particular reference to the parish as a caring community.
14. In conformity with Catholic Social Teaching, it will support the legitimate, necessary and important responsibility of government for programs essential for the general welfare.

This agency further agrees that it will expect all Board members, committee, and service volunteers, administrative, professional and support staff to accept and conform to these organizational codes.

VOLUNTEER PROCEDURES AND POLICIES

2.1 RECRUITMENT

Catholic Charities recognizes that our volunteers are our most valuable asset. We are able to provide quality services to more clients because of the commitment volunteers make to our programs. Volunteer recruitment is an effort that occurs across the community: faith organizations, religious orders, schools and universities, governmental organizations, businesses, and the media. All staff and volunteers should promote volunteering in their interactions within the community. Volunteers may also recruit by doing presentations, staffing booths, and sharing their experiences with friends and family.

2.2 SCREENING

All volunteers must go through a screening process before placement. The screening may be more rigorous depending on the volunteer's desired role within Catholic Charities.

Basic Screening (required minimum standard)

- Completed volunteer application
- Personal interview

- Three character references (not to include family members)
- Copies of government-issued photo ID
- Criminal record check
- Online VIRTUS® abuse awareness training

Supplemental Screening (for volunteers working with vulnerable populations)

- Confirmation of licensure and certification
- Confirmation of training and education
- Background check

Screening for Youth Volunteers (age 14-17)

Children under the age of 14 may participate in service projects at their parishes or schools, but Catholic Charities only offers offsite volunteer work to youth age 14-17 (high school age). Youth volunteers work under the direction and supervision of a Catholic Charities staff member or vetted adult volunteer. Forms and paperwork for youth volunteers will be provided on request:

- Student volunteer application
- Signed parent/guardian permission form

2.3 ORIENTATION AND TRAINING

The Volunteer Service Coordinator will hold an agency orientation to introduce each new volunteer to Catholic Charities and review the information in this handbook. The Director or Coordinator of the Center in which the volunteer will be working will then assume responsibility for training the volunteer and orienting him or her to the processes of the Center.

2.4 EMERGENCY CONTACT

Each volunteer must provide an emergency contact who will be notified if the volunteer becomes ill or injured while working. It is the volunteer's responsibility to update his/her emergency contact information if it changes.

2.5 VOLUNTEER CONFLICT/GRIEVANCE PROCEDURE

If conflict arises between volunteers, staff, and/or program participants, the volunteer should first attempt to resolve the issue through a one-on-one friendly dialogue. If this fails, the grievance may be escalated to the volunteer's supervisor and/or up the agency chain of command. Catholic Charities will make every effort to find a solution to the conflict that is in the best interest of all involved. All parties involved are encouraged to document the conflict.

When issues arise with a volunteer's conduct or job performance, the volunteer's immediate supervisor will address it in a one-on-one meeting and document the outcome of the meeting with the Volunteer Service Coordinator or Chief Program Officer. If the issue is not resolved, it may be escalated to the Volunteer Service Coordinator, Program Director, and/or Executive

Director. If the issue is not resolved after escalation, volunteers may receive a written warning or be terminated.

2.6 TERMINATION

Immediate termination may occur when a volunteer violates any part of the signed Statement of Understanding (see Section 3 of this document). Other reasons for dismissal include but are not limited to: inappropriate conduct, use or possession of drugs or alcohol, possession of a weapon or firearm, frequent absenteeism, or failure to follow through on a volunteer assignment. The Volunteer Service Coordinator, the Program Director, and the Chief Program Officer are responsible for the decision to terminate a volunteer. The Program Director will document the reason(s) for termination.

2.7 CONFIDENTIALITY

Catholic Charities works with vulnerable populations; the privacy and confidentiality of our clients is of utmost importance. Confidential information is given to volunteers on a need-to-know basis only and may not be divulged to anyone unless authorized by the supervising program staff.

2.8 PUBLIC/MEDIA RELATIONS

If volunteers are representing Catholic Charities at a public event, any activities outside of the volunteer job description must be approved by supervising program staff. Volunteers may not at any time represent Catholic Charities to the media unless the Director of Development has arranged it. Any media misrepresentation by a volunteer is grounds for immediate termination. If a volunteer is approached by a reporter, journalist, blogger, or other member of the media, the volunteer must refrain from commenting and refer the journalist to the program supervisor or the Director of Development.

2.9 PROFESSIONAL ATTIRE AND CODE OF CONDUCT

Volunteers and employees of Catholic Charities are expected to dress appropriately for the services that they are providing. In an office setting, this generally means business casual attire. In the field, at events, or at the In-Kind Donation Center, this generally means clean and presentable work attire. Volunteers should take care that their personal appearance does not distract others.

Volunteers are expected to conduct themselves in accordance with Catholic Charities' commitment to providing high-quality services and dignified, professional interactions with

clients and colleagues. Each volunteer must be sensitive to the importance of courtesy in all working relationships.

2.10 VOLUNTEER SAFETY

Safety is a high priority at Catholic Charities. It takes diligence and teamwork to achieve and maintain a safe working environment. Please immediately report any unsafe conditions or violations of our safety guidelines to your supervisor:

- Catholic Charities is a drug- and alcohol-free workplace. Use, sale, or possession of alcohol or drugs while volunteering for Catholic Charities is grounds for immediate termination.
- Catholic Charities is a smoke-free workplace. Smoking is prohibited in all of our facilities and while transporting or working with clients.
- Catholic Charities is not responsible for any loss or theft of personal items. Volunteers are encouraged to leave their valuables at home whenever possible, and to secure them properly while working.
- Firearms, weapons, and explosives are prohibited.
- Confidential client information that could affect a volunteer's safety will be given on a need-to-know basis. This may include exposure to infectious diseases, hazardous conditions in client homes, and potentially risky in-person interactions.
- Catholic Charities volunteers should not give money to any client(s) they are working with.
- The relationship between a client and a volunteer should stay within the boundaries of the volunteer's job description.
- Volunteers less than 18 years of age must always be accompanied or in the presence of their Program Supervisor.
- Parents are encouraged to accompany their child(ren) to the agency orientation.

2.11 COVID-19 POLICY

Catholic Charities is committed to preventing the spread of COVID-19 and protecting the health of volunteers and staff. All volunteers and staff members must comply with the following safety precautions:

- Self-administer a COVID-19 symptom and quarantine questionnaire before beginning work each day. Senior Transportation Services volunteers must complete the questionnaire before accepting each assignment.
 - If a volunteer answers "yes" to any question, s/he may not work that day. The Program Coordinator may ask the volunteer to obtain a negative COVID-19 test before returning to work or refrain from volunteering for at least 14 days.

- Wear a face covering (mask) and practice physical distancing at all times.
- Wash hands upon arrival. While working, volunteers must practice hand hygiene by washing frequently and using hand sanitizer or gloves.
- Volunteers must regularly clean and sanitize their work area (including vehicle, if applicable).
- If a volunteer tests positive for COVID-19, s/he must immediately notify the New Mexico Department of Health at 855-600-3453 and his/her volunteer supervisor.

2.12 NON-DISCRIMINATION POLICY

Catholic Charities is committed to a policy of equal opportunity with respect to all volunteers and employees. This policy prohibits discrimination on all legally recognized bases, including but not limited to: race, creed, color, gender, sexual orientation, marital status, age, disability, religion, national origin, or veteran status. This policy will be observed in the recruitment and on-the-job treatment of individuals

2.13 VOLUNTEER LIABILITY COVERAGE

All vetted volunteers of Catholic Charities are afforded liability coverage under the Archdiocese of Santa Fe while acting within the scope of their assigned duties as drivers.

All vetted volunteers who transport clients must provide a copy of their driver's license and proof of vehicle insurance. Volunteers are responsible for providing updated copies when the documents expire. In the event of an accident while acting within the scope of their assigned duties, additional liability coverage may be provided by the Archdiocese of Santa Fe.