



## Volunteer Handbook

*Please read this handbook as it is full of useful and necessary information.*

*Sign and return forms*

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**Yes! I want to make a further difference...as a  
volunteer**

## Center for Community Involvement Volunteer Vetting Process

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Thank you for your interest in joining Catholic Charities Volunteer Team. Our volunteer opportunities are diverse and rewarding, and the successes we have seen with the help of volunteers tell us how very important you are to our programs. You may want to share your skills, talents, time, wisdom and heart by tutoring adults one on one, mentoring families in their new homeland or providing transportation for individuals. We also have opportunities for volunteers to provide office support, assist with grant writing, fund raising or participate in special events. We will find a place for your heart and your skills.

### **PLEASE READ THE FOLLOWING INFORMATION CAREFULLY.**

We are committed to providing compassionate and caring services to those we serve. Our screening process helps assure them that we are sending assistance they can trust and rely upon. Therefore, we request your patience and cooperation in the vetting process, which is as follows:

- Begin by visiting our website or Facebook page to learn about our Centers of Excellence [www.ccasfmm.org](http://www.ccasfmm.org) | [follow CCASFNM on Facebook](#)
- All information and forms are accessible and can be downloaded from the website.  
**Please read the Volunteer Handbook, complete necessary forms and view Abuse Awareness Training known as (VIRTUS) per the Archdiocese of Santa Fe.**
- (VIRTUS) is offered online at: <https://www.virtusonline.org/virtus/> **(copy link and paste)**
- Print the certificate when complete.
- A volunteer Orientation will be scheduled at volunteer's convenience.

### **Your file will contain the following item:**

1. Form- The Volunteer Application
2. Form- Overview of Handbook Receipt
3. Form- Statement of Understanding Confidentiality
4. Form- Photo Release
5. Form- Back Ground Check Release Form
6. Copy- Driver's License or Picture I.D.
7. Copy- For drivers please view safe driving video and print certificate. <http://www.catholicmutual.org/>
8. Copy- Proof of Auto Insurance and auto coverage.

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## **INTRODUCTION**

### **1.1 WELCOME TO CATHOLIC CHARITIES!**

We are glad that you have joined our agency, and hope that you will find working with us both challenging and rewarding. Volunteer participation is an integral part of all of our programs. Your generosity of time and services enables us to serve increasing numbers of low-income individuals and families. Volunteers help to stretch the resources of our programs and make it possible for us to address growing community needs.

This handbook is designed to give you an overview of our agency's philosophy and practices, as well as to define your role and responsibilities. We hope it will prove to be a useful tool as you begin your work with us.

Be assured that the staff of Catholic Charities is committed to making your volunteer experience a pleasant one.

#### **VISION STATEMENT:**

*Honor Human Dignity*

#### **MISSION STATEMENT:**

*To put faith in action to improve the lives of those in need*

## 1.2 CENTERS OF EXCELLENCE

Below is a list of the different Centers within Catholic Charities. Each center has different volunteer needs.

### **CENTER FOR EDUCATIONAL OPPORTUNITY**

The Family Education program offers classes for adult learners. Classes include English as a Second Language (ESL), High School Diplomas classes in English and Spanish (GED), ESL/Computer, and ESL / Citizenship.

***Education Volunteer Needs:***

- *Basic Literacy Tutor*
- *ESL/Citizenship Tutor*
- *ESL Tutor*
- *GED preparation Tutor*
- *Computer Skills Tutor*

### **CENTER FOR SELF-SUFFICIENCY AND HOUSING ASSISTANCE**

This center helps individuals and families with children referred from local domestic violence shelters, homeless shelters, and churches to gain secure housing. By providing transitional housing, case management, supportive parenting groups, counseling, education and job training this program helps the parents develop the skills and resources to sustain permanent housing. In addition to the housing program, a court advocacy program helps prevent homelessness.

***Housing occasionally uses volunteers as:***

- *Interns (social worker degrees)*

### **CENTER FOR IMMIGRATION AND CITIZENSHIP / LEGAL ASSISTANCE**

The Immigration Department provides legal assistance services that focus on helping families stay together or reuniting families separated by immigration law. Catholic Charities promotes education and citizenship as a way for immigrants to keep families together and to have a voice in the issues facing their communities. Many immigrants choose to become citizens, participate in the political process and contribute to the betterment of their communities.

***Immigration Volunteer needs:***

- *VAWA Immigration Project*
- *Clerical / General Office*
- *Immigration Document Translator*
- *Internship*
- *Fellowship*

## **CENTER FOR REFUGEE SUPPORT**

The U.S. Department of Justice screens and authorizes refugees designated by the United Nations as political refugees to come to the United States. These refugees are fleeing from their own country to escape military conflict, political or religious persecution. Many are separated from their immediate family. Most arrive at the Albuquerque International Sunport with only the clothes on their backs. When they arrive their needs are constantly changing therefore, the volunteer opportunities may change as well. We serve families and individuals new to our country who are struggling to become self-sufficient in Albuquerque, taking them from stranger to neighbor.

### ***Refugee Volunteer Needs (Opportunities may vary)***

- *Youth mentors*
- *Building teams of five groups from churches, civic organizations etc. to sponsor families*
- *Tutors for after-school homework clubs*
- *Assisting with events including parent engagement meetings, school-break camps for students, and holiday parties*
- *Clerical/general office*

## **CENTER FOR COMMUNITY INVOLVEMENT**

The center for community Involvement is dedicated to engaging the community in the activities of Catholic Charities. It is comprised of three departments; Volunteerism, Senior Transportation Services and Parish Social Ministry.

### **Volunteerism**

The primary goal of this office is to recruit, screen and maintain the centralized registry of agency-wide volunteers. This office is responsible for coordination of all agency recruitment efforts for volunteers and will work closely with any other Center's staff who is involved in volunteer recruitment.

### **Senior Transportation Services**

This is volunteer based program. The goal of this program is to enable senior citizens to maintain their valuable role with family and community and to help preserve their independence by remaining in their own homes and familiar surroundings. Volunteers are a valuable component of the Senior Transportation Services Program as they enrich senior's lives by transporting seniors to medical appointments, grocery shopping, and business offices. Office volunteers coordinate transportation requests, and perform general office duties, which include computer data entry.

### ***Senior transportation Volunteer needs:***

- *Senior Transportation Drivers*
- *Office Ride Schedulers/Assistants*

### **Parish Social Ministry**

The Community Liaisons will meet with parish ministers of all faiths to bring awareness to the community about the services Catholic Charities provides and to encourage a collaboration or partnership to meet the needs in the community. Performs outreach to all faiths.

- *Light general office duties*
- *Assist in special projects*
- *Mobile Food Pantry*
- *In-Kind Donations*
- *Back to School Projects*
- *Holiday Events*

### **CHILDREN'S LEARNING CENTER**

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

- *Child Care Assistants ( requires fingerprinting through CYFD)*

### **CENTER FOR ADMINISTRATION AND PROGRAM SUPPORT**

- *Volunteers offer support in various office tasks including filing, stuffing envelopes, making thank you calls, etc.*

### **SPECIAL CASE/ CASUAL VOLUNTEERS**

Volunteers who are referred by student community services, corporate volunteer programs, student intern projects, confirmation community service projects, and others similar to those listed will be accepted if productive and creative roles are available. In each of these cases, however, a special agreement must be in affect with the organization, school, or program from which the special case volunteers originate and must identify responsibility for management and care of the volunteers.

## 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 RELATIONS

### 2.1 ROLE OF THE VOLUNTEER

Volunteers have a unique role as representatives of Catholic Charities to the community, as well as providing valuable services to complement staff and agency efforts. Each volunteer position has a job description to guide a volunteer in their duties. Volunteers may fill any volunteer position for which they are interested in and qualified for, provided they accept accountability for that position. We always need volunteers and continually recruit to fill positions in our expanding programs.

Volunteers may choose to work full-time, part-time, or on special projects.

### 2.2 RECRUITMENT AND SCREENING

#### RECRUITMENT PROCESS

Catholic Charities recognizes that our most valuable asset is our volunteers. We are able to provide quality services to more clients because of the commitment volunteers make to our programs. We continually recruit volunteers from the community at large, organizations, businesses, churches, religious orders, schools, and universities. The Volunteer Developer has the primary responsibility for recruiting volunteers, although this responsibility falls to each program in the absence of the Volunteer Developer. All staff should promote volunteering in their interactions with the community. Experienced Catholic Charities volunteers may also recruit by doing presentations, staffing booths, and sharing their volunteer experiences with family and friends. Volunteers are also recruited by placing announcements in publications, via the media, various websites, and participating in volunteer fairs.

#### SCREENING PROCESS (Age 18 and above)

**All new volunteers are required to go through a screening process before they can be placed in a program.**

- Complete Volunteer Application Form (refer to Section 5 for forms)
- Attend an agency orientation conducted by Volunteer Developer.
- List three character references. (No-family members.)
- Provide copies of vehicle insurance verification and Picture I.D. (driver's license)
- Criminal Record check facilitated by the Volunteer Developer or Program Director.
- Attend an Abuse Awareness Training for Adults workshop provided by the Archdiocese of Santa Fe, **prior** to assignment. The training is also available online.
- Send Copy of certificate to Volunteer Developer.

## SCREENING PROCESS (Under 18 years of age)

The Archdiocese of Santa Fe takes a very conservative position regarding off-site activities. Aside from the inherent difficulties and potential liabilities associated with transporting and/or chaperoning minors away from the parish or schools, there are distinct advantages to restricting such privileges to high school age, when youth are more mature, aware, and capable of benefiting from the activity.

- Complete Volunteer Application; include parent/guardian signature.(section 5)
- Attend a brief agency orientation
- Work under the direction of a staff member or vetted volunteer over the age of (18).

## 2.3 PLACEMENT

Volunteer placement is the responsibility of the Volunteer Developer. After the volunteer has been vetted, the Volunteer Developer will direct the volunteer to meet with a representative of the Center he/she has expressed an interest in or according to their interests and skills.

The three centers that regularly utilize volunteers as an extension of their staff are:

- Center for Refugee Support
- Center for Educational Opportunities
- Center for Community Involvement

**Program Coordinators** are on staff in each center to facilitate the service. The program coordinator will perform an orientation designed for that specific center. They will also schedule additional trainings as required. They will monitor the hours of service, and act as the liaison between staff and volunteers. All requests for volunteers are directed through the (PC)of that center.

The role of the **Volunteer Developer:** acts as the liaison between the volunteers, program coordinators, and management team. Any concerns, questions, changes in policy, or special requests for volunteers are routed to the Volunteer Developer.

The Program Coordinator will notify the Volunteer Developer if the volunteer has been successfully placed. In the event the volunteer requests a new placement, they will be referred back to the Volunteer Developer.

The Program Coordinator will report any changes regarding file information to the Volunteer Developer in order to keep the files current.

A completed file will be kept by the Volunteer Developer. The volunteer file includes:

- A picture I.D. (COPY OF RENEWAL WHEN EXPIRED)
- The original Volunteer Profile.
- The Volunteer Statement of Understanding.
- The Volunteer Handbook Receipt.
- The Photo Release Form
- Release for Background check
- Three verified character references. Or (two)
- Criminal Record Verification.
- Verification receipt from the Abuse Awareness Workshop. (**renewed every five years**)
- Vehicle Insurance Verification and coverage provided one time only.
- Certificate verification of Catholic Mutual Safety training. ( For volunteer drivers)
- Referring Organization Documentation and parent guardian consent forms for students less than 18 years of age. Progress notes (documentation of communication )

**Note:** Special Case or Casual Volunteer files will vary according to specific projects.

It is the **Center Director's** responsibility to establish the goals for the relationship between the Staff, Program Coordinators, and Volunteers and to redefine the goals as necessary. This is an important step to ensure that the volunteer goals and centers needs are accomplished over the year, and to keep the volunteer focused accordingly. It also serves to introduce pilot programs, or redesign the volunteer opportunity according to the population Catholic Charities serves.

## 2.4 ORIENTATION

Once the volunteer has completed the volunteer profile, they are required to attend an agency orientation. In the absence of the Volunteer Developer, the orientation process is conducted by the Program Director. An orientation checklist is attached to the volunteer's file (see Volunteer Orientation Checklist Form in Section 4).

## 2.5 TRAINING

It is the responsibility of the Program Coordinator or Center Director to acquaint new volunteers with the program's policies and procedures at the second orientation. Duties will be defined and explained in a manner that will allow volunteers to become comfortable in the new role.

## 2.6 SUPPORT AND RECOGNITION

Catholic Charities recognizes that volunteers are its most valuable resource. As such we will strive to support, nurture and recognize volunteers as they work individually in their chosen programs. We also host an Annual Volunteer Recognition event each year. Every volunteer is encouraged to attend and be recognized for his or her invaluable contribution.

## 2.7 VOLUNTEER ANNUAL EVALUATION EXIT INTERVIEW

It is our desire to retain long-term volunteers by providing constructive feedback and new challenges to match their needs and capabilities. A volunteer evaluation will be performed at the end of their six-month assignment. All volunteers are required to have an evaluation by the end of the fiscal year. Volunteers who leave their position are encouraged to complete an exit interview. We value your feedback.

VOLUNTEER SURVEY FORM CAN BE OBTAINED FROM VOLUNTEER DEVELOPER OR PROGRAM COORDINATOR

# **VOLUNTEER PROCEDURES AND POLICIES**

## **PROCEDURES**

### **3.1 VOLUNTEER STATEMENT OF UNDERSTANDING**

The Volunteer Developer or Program Director covers the Volunteer Statement of Understanding at the orientation of every volunteer. This document is signed by the volunteer and the Volunteer Developer or Program Director to ensure that agency and volunteer boundaries are clearly defined. This document can be found in Section 5 (forms) of this manual.

### **3.2 EMERGENCY CONTACT**

An emergency contact person listed on the Volunteer Profile is very important for the agency to have in case a volunteer becomes ill or injured on the job. The Volunteer Developer's Office maintains a copy in the volunteer's file. A copy of the profile is given to the staff member who will be working directly with the volunteer. If an emergency occurs, the appropriate staff will notify the emergency contact. It is the volunteer's responsibility to notify Catholic Charities of any change of information.

### **3.3 VOLUNTEER CONFLICT/GRIEVANCE PROCEDURE**

If conflict arises between a volunteer and another volunteer or program participant, the volunteer should first attempt to resolve the issue through a one-on-one friendly dialogue. If this fails, the next step is to discuss the situation with the immediate supervisor. When a conflict seems to be irresolvable or the volunteer does not feel comfortable returning to their previous position, every effort will be made to reassign the volunteer to a new position. The Volunteer Developer or Program Director will document the situation and discuss the outcome with the volunteer and the supervisor. All parties involved are encouraged to document the conflict. Depending on the severity of the conflict, the Volunteer Developer or Program Director may discuss the situation with the Assistant Executive Director.

If a staff member and a volunteer have a conflict, the first step will be to attempt to resolve the conflict through one-on-one dialogue. If this fails, the next step will be to discuss the situation with the immediate supervisor (usually the Program Director), unless the conflict is with the immediate supervisor. In this case, the Volunteer Developer or Assistant Executive Director should be contacted to schedule a meeting with the volunteer and the Program Director respectively. All parties involved are encouraged to document the conflict. Every effort will be made to resolve the conflict amicably.

When a volunteer's conduct, job performance, or any concerns arise, the immediate supervisor will meet with the volunteer. The complaint and outcome of the meeting will be documented and forwarded to the Volunteer Developer or Chief Program Officer. If a complaint occurs again, a meeting is scheduled with the Volunteer Coordinator, Program Director, and/or Executive Director and a written warning is given to the volunteer and documented in the file. The volunteer may be

terminated depending on the severity of the complaint or concern. The volunteer is always encouraged to document and present their side of the story.

### **3.4 TERMINATION**

Immediate termination may occur when a volunteer violates any part of the signed Statement of Understanding (refer to Section 4). Other reasons for dismissal may include but are not limited to: inappropriate conduct, use or possession of drugs or alcohol, possession of a weapon or firearm, frequent absenteeism and failure to follow through on a volunteer assignment. A decision to terminate a volunteer is made by the Volunteer Developer, the Program Director and the Chief Program Officer. The Program Director will document the reason(s) for termination and a copy will be placed in the volunteer's file.

## **POLICIES**

### **3.5 PUBLIC RELATIONS**

As a representative of Catholic Charities, volunteers are a valuable connection to the community. Being as such, it is important to remember to stay within the realms of your volunteer duties. Activities outside of the volunteer job description must be approved by supervising program staff if you are representing yourself as a Catholic Charities Volunteer. Contact Volunteer Developer.

### **3.6 CONFIDENTIALITY**

Confidential information is given to a volunteer on a "need to know" basis only. Confidentiality is of extreme importance when working directly with clients. Volunteers may not divulge any information about a client to anyone unless authorized by the supervising program staff. See Appendix B for the complete policy.

### **3.7 MEDIA RELATIONS**

Volunteers may not at any time represent Catholic Charities to the media unless the Director of Development has arranged it. If a volunteer is approached by a media person, the volunteer will refer them to the program supervisor or directly to the Director of Development. Any misrepresentation by a volunteer would be grounds for immediate termination. Contact Volunteer Developer if you have any questions.

### 3.8 PROFESSIONAL ATTIRE AND CODE OF CONDUCT

Volunteers and employees of Catholic Charities are expected to dress in a professional manner. Appearance should not serve as a distraction to others.

The conduct of every volunteer is a reflection of Catholic Charities. Our reputation is based on the professional treatment of our clients and the quality of service we provide. As representatives of Catholic Charities, each volunteer must be sensitive to the importance of providing courteous treatment in all working relationships.

### 3.9 YOUR SAFETY

Your safety is a high priority at Catholic Charities. Safety will only be achieved through teamwork. Report any unsafe condition to your immediate supervisor. Below are listed some provisions to guide you:

- Catholic Charities is an Alcohol/Drug –Free work place. Use, sale, or possession while volunteering for Catholic Charities either on or off site is grounds for immediate termination.
- Catholic Charities is a Smoke-Free workplace. Smoking is prohibited throughout our facilities. When transporting or working with a client, please be sensitive to their needs.
- Catholic Charities is not responsible for any loss or theft of personal items. Volunteers are encouraged to take appropriate care of their personal property.
- 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.
- To the best of knowledge of Catholic Charities, every effort will be made to inform volunteers working directly with clients of any potentially infectious disease they may be exposed to.
- Catholic Charities volunteers should not render direct financial assistance 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.
- A parent must not accompany their child to The Agency Orientation. (Under 18 yr. old)

### 3.10 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

### 3.11 VOLUNTEER LIABILITY COVERAGE

All **registered** 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 **registered** volunteers who transport clients must provide a copy of verification of driver's licenses and vehicle insurance for their file. Copies of renewals must replace old copies. In the event of an accident excess liability coverage is provided by the Archdiocese above the volunteer's limits of liability, but only while acting within the scope of their assigned duties.

## FORMS

The following forms and trainings are required for our file.

- Abuse Awareness Training (Virtus) (renew every 5 years)
- A photocopy of NM Driver's License or picture I.D. (renew when expired)
- Vehicle insurance and Auto Coverage Declaration is also required for drivers. (one time only)
- Drivers must also view the Catholic Mutual CM Be Smart Drive Safe driving video. (one time only)

**Please update this information as needed throughout the year.**





**CONSENT AND RELEASE FOR BACKGROUND CHECK**

I, the undersigned employee or prospective employee, volunteer or prospective volunteer, do hereby authorize Catholic Charities and their designated contractor, to procure and/or conduct a background investigation on me.

This investigation may include, but is not limited to, previous employment and education verification; personal references; citations; criminal and civil history/records; present and former addresses; social security number verification; and any other public record. I understand that I will have an opportunity to review my criminal history record upon my written request within a reasonable time after the background investigation is completed.

I further authorize any person, business entity or governmental agency who may have information relevant to the above to disclose the same to Catholic Charities. This includes but is not limited to: any courthouse, any public agency, any and all law enforcement agencies regardless of whether such person, business entity or governmental agency compiled the information itself or received it from another source.

I hereby release Catholic Charities, their designated contractor, and any and all persons, business entities and governmental agencies, whether public or private, from any and all liability, claims and/or demands, of whatever kind, to me, my heirs, or others making such claim or demand on my behalf, for procuring, selling, providing, brokering, and/or assisting with the compilation or preparation of the Background Check or Investigative Report hereby authorized.

Printed Name: (First Middle Last) \_\_\_\_\_

Any Other Names Used: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Phone: \_\_\_\_\_

Driver's License Number: \_\_\_\_\_ State: \_\_\_\_\_

Date of Birth \_\_\_\_\_ Gender: \_\_\_\_\_

This information is voluntary, but without this information we will be unable to properly identify you in the event we find adverse information during the course of our background search.

**VOLUNTEER HANDBOOK RECEIPT**

(page 4)

I have read the Catholic Charities Volunteer Handbook and understand its contents.

\_\_\_\_\_  
Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Catholic Charities Agency Volunteer Developer

\_\_\_\_\_  
Date

\*\*\*\*\*

**AUTO INSURANCE DECLARATION**

(page 5)

Volunteer Name \_\_\_\_\_

Auto Insurance Carrier \_\_\_\_\_

Policy No. \_\_\_\_\_

**INSURANCE COVERAGE:**

Liability:           \$ \_\_\_\_\_

Uninsured Motorist:   \$ \_\_\_\_\_

Comprehensive:       \$ \_\_\_\_\_

Auto Year/ Make/ Model \_\_\_\_\_

The above declaration is correct and I will advise Catholic Charities of any changes

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

**CATHOLIC CHARITIES**  
**PHOTO/PUBLICITY/INTERVIEW RELEASE**

(page 6)

I, \_\_\_\_\_ (Full Name), hereby

**Please print clearly**

grant permission to be photographed for publicity (all print and electronic media) purposes, and/or to publicly speak about my personal experiences in order to educate the public on the function of the services offered by Catholic Charities. I also grant permission to be interviewed for publication in various brochures, newsletters and direct mail appeals.

Catholic Charities and its Board of Directors, individuals who work for Catholic Charities, as well as all media, have my permission to use my photograph and/or any written and/or verbal expressions of my personal experiences with Catholic Charities.

I decline to have any photograph or my identity used for publicity (check if you decline)

I waive all claims for any compensation and/or damages and I do not hold liable the above named organizations, and/or individuals who work for these for any such use of above described photographs and/or materials, written and/or verbal.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
(Name of Individuals to be publicly featured)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
(Parent/Legal guardian of individuals under 18)

All Family Members:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**For Office Use Only**

Volunteer     Other \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
(Agency Representative)

Copy: File

## Volunteer Statement of Understanding

(page 7)

### The Volunteer Program at Catholic Charities agrees:

- ❖ To orient and train volunteers on the policies and procedures of Catholic Charities.
- ❖ To support and recognize volunteers in the role they have chosen to volunteer in.
- ❖ To place volunteers in positions that are compatible with their interests and abilities.
- ❖ To encourage the discussion of any problems that may arise in a volunteer's interaction with clients.

### The Volunteer agrees:

- ❖ To stay within the boundaries of the Volunteer Job Description.
- ❖ To be dependable. To notify the appropriate staff if you are running late or unable to volunteer on your scheduled day.
- ❖ To act responsibly and appropriately. To remember that you are representing the agency to the community.
- ❖ To adhere to Catholic Charities' confidentiality policy at all times.
- ❖ To communicate to the appropriate staff anything of significance regarding the client you are working with.
- ❖ To record volunteer hours on the volunteer hours form and return this to the Volunteer Coordinator or Program Director by the end of each month.
- ❖ To provide time, effort, and services to Catholic Charities with a full understanding that there will be no monetary benefits and that ownership of projects worked on remains with Catholic Charities.
- ❖ To acknowledge any conflict of interest with Catholic Charities when being placed as a volunteer by the agency.
- ❖ To not enter into any contracts on behalf of the agency or undertake projects or activities not authorized.

### Conditions:

- ❖ Volunteering does not imply or guarantee any offer of employment.
- ❖ Volunteers may be terminated at any time, for any reason.

## Catholic Charities Volunteer Confidentiality Contract

As a volunteer at Catholic Charities, I understand that I may receive, view or hear confidential information from staff, clients, or visitors to the agency.

I agree to hold all information learned through my volunteer service at Catholic Charities in the strictest of confidence. I will discuss this information only with the supervisor of my volunteer placement. I will not discuss any information from my volunteer work with other volunteers or with anyone in my family or in the community.

I have the Catholic Charities policy on volunteers and agree to abide by the policy in full.

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**Volunteer signature**

**Date**

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Catholic Charities' Agency Volunteer Developer signature

**Date**