



## **Volunteer Handbook and Forms**

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## Volunteer Handbook and Forms

*Catholic Charities (CCASF) is committed to excellence in service. The safety and confidentiality of volunteers and program participants is important; therefore, all volunteers must agree to adhere to policies and procedures as set forth in this Volunteer Handbook. New volunteers should follow the steps listed below.*

### 1. GENERAL INFORMATION:

To become a volunteer, read through this handbook and then

- Complete the Volunteer Application (Forms are found at the end of this handbook.)
- Agree to a Background Check (for direct service volunteers)

### 2. FORMS to be COMPLETED & RETURNED to 2010 Bridge Blvd. SW, ALBUQUERQUE, NM 87105

- Volunteer Application (with references)
- Consent and Release for Background Check
- Volunteer Handbook Read Receipt
- Auto Insurance Declaration (Drivers only)
- Photo/Publicity/Interview Release
- Volunteer Statement of Understanding and Catholic Charities Volunteer Confidentiality Contract

By completing and submitting the Volunteer Application, you agree that you have read, understand, and agree to follow the CCASF Volunteer Policy and Procedures.

### PLEASE NOTE:

- You will need to provide a copy of a **photo I.D.**
- Volunteer Drivers must provide **proof of valid driver's license, auto insurance, and liability.**
- You must attend a **Volunteer Orientation** and complete the **Virtus Abuse Awareness Training**. This is an on-line class. Go to <https://www.virtusonline.org/virtus>  
**Please note:** When registering for the Virtus class on-line, ***DO NOT*** click on "Complete Background Check." By clicking this button, you are allowing your personal information to be shared with the Archdiocese of Santa Fe (ASF) and generating an unnecessary cost for Catholic Charities. We are dedicated to protecting your privacy, and our trained staff will run your personal background check. *If you do check this box, you will be charged \$5 for the cost of the additional background check.*
- Volunteer Drivers are also required to view Catholic Mutual's **safety driving video**.  
[www.catholicmutual.org](http://www.catholicmutual.org).  
Once completed, please **print the certificate, and provide a copy to our office.**

**1. INTRODUCTION (pp. 4-9)**

- 1.1 Welcome Letter to Volunteers
- 1.2 Centers of Excellence and Volunteer Opportunities
- 1.3 Catholic Charities USA Code of Ethics

**2. VOLUNTEER RELATIONS (pp. 10-12)**

- 2.1 Role of the Volunteer
- 2.2 Recruitment and Screening (Adult/Youth)
- 2.3 Placement
- 2.4 Orientation
- 2.5 Training
- 2.6 Support and Recognition
- 2.7 Volunteer Feedback: Exit Interview and Survey

**3. VOLUNTEER PROCEDURES AND POLICIES (pp. 13-15)**

- 3.1 Volunteer Statement of Understanding
- 3.2 Emergency Contact
- 3.3 Volunteer Conflict/Grievance Procedure
- 3.4 Termination
- 3.5 Public/Media Relations
- 3.6 Confidentiality
- 3.7 Professional Attire and Code of Conduct
- 3.8 Safety
- 3.9 Non-Discrimination Policy
- 3.10 Volunteer Liability and Loss Insurance

**4. FORMS (pp. 17-22)**

- 1. Volunteer Application (Profile): pp. 17-18
- 2. Consent and Release for Background Check: p. 19
- 3. Volunteer Handbook Read Receipt: p. 20 (top)
- 4. Auto Insurance Declaration: p. 20 (bottom)
- 5. Photo/Publicity/Interview Release p. 21
- 6. Volunteer Statement of Understanding: p. 22 (top)
- 7. Volunteer Confidentiality Contract: p. 22 (bottom)

# 1. INTRODUCTION

## 1.1 WELCOME TO CATHOLIC CHARITIES!

We are grateful 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 service 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 the growing needs in the community.

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.

The process to become a volunteer can take as little as one week if all necessary forms and copies are turned in and trainings are completed. References of potential volunteer are checked, so as you fill out the Volunteer Application, please list those familiar with your passion for service.

**Catholic Charities' Vision:**  
Honor Human Dignity

**Catholic Charities' Mission:**  
To put faith in action  
and improve the lives of those in need

## 1.2 CENTERS OF EXCELLENCE/VOLUNTEER OPPORTUNITIES

Below is a list of the Centers of Excellence within Catholic Charities. Most services are provided in Albuquerque; however, there are services provided in **Santa Fe as well** and those volunteer opportunities are flagged in **red**. Please note that each Center has different volunteer needs, and those needs change and evolve over time.

### **CENTER FOR EDUCATIONAL OPPORTUNITY (Albuquerque)**

The Family Education Program offers classes for adult learners. Classes include English as a Second Language (ESL), High School Diploma 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 (Albuquerque)**

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 parents develop the skills and resources needed to sustain permanent housing. In addition to the housing program, a court advocacy program helps prevent homelessness.

#### ***Housing Volunteer Needs:***

- *Interns (Social Worker Degrees)*
- *Office Support Staff*

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

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 Help*
- *Clerical / General Office Work*
- *Immigration Document Translator*
- *Interns*
- *Fellows*

## **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. It is comprised of three departments: Volunteer Tracking, Senior Transportation Services, and Parish/Faith Community Social Ministry.

### **Volunteer Tracking**

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 works closely with other Centers' staff involved in volunteer recruitment.

#### ***Volunteer Tracking Needs:***

- *Data Entry Clerks*

### **Senior Transportation Services**

This is a 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 seniors' lives by driving them to appointments at medical facilities and business offices, as well as grocery stores and other establishments as necessary. Office volunteers coordinate transportation requests and perform general office duties, including computer data entry.

#### ***Senior Transportation Volunteer Needs:***

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

### **Parish Social Ministry**

The Center's Community Liaisons will meet with lay/ordained ministers of all faiths to bring awareness to the community about the services provided by Catholic Charities and encourage a collaboration or partnership to meet the needs in the community. Outreach is to all faith communities.

- *General Office Helpers*
- *Special Projects Assistants*
- *Mobile Food Pantry Food Handlers*
- *In-Kind Donations Center Workers*
- *Back-to-School Projects Helpers*
- *Holiday Events Helpers*

## **CENTER FOR REFUGEE SUPPORT (Albuquerque)**

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 or political or religious persecution. Many are separated from their immediate families. Most arrive at the Albuquerque International Support with only the clothes on their backs. After arrival, their needs are continually assessed; therefore, the volunteer opportunities may change as well.

### ***Refugee Volunteer Needs:***

- *Parent Engagement Facilitators*
- *After-school Tutors and Drivers*

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

- *Volunteers offer support in various office tasks.*

## **CHILDREN'S LEARNING CENTER**

The Children's Learning Center offers full-day childcare for children from six-weeks-old 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)*

## **SPECIAL CASE/CASUAL VOLUNTEERS**

Individual volunteers who are referred by student community services, corporate volunteer programs, student intern projects, Sacrament of Confirmation community service projects, and others similar to those listed will be accepted if suitable volunteer opportunities are available. In each of these cases, however, an agreement must be in effect with the organization, school, or program from which the special case volunteers originate. Groups of young people under 18 years of age seeking volunteer opportunities at Catholic Charities should have an adult contact, vetted by their organization, school, or program, who accompanies the group and assumes responsibility for supervision and care of the youth 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 subsidiary, 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/faith community 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.

## **2. 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 volunteers in their duties. Volunteers may apply for opportunities that meets their specific interests and skills. Often, however, volunteer opportunities do not require special skills and are available based on time and day. For this reason, you will note that the Volunteer Application asks for times of availability and appreciates your flexibility.

### **2.2 RECRUITMENT AND SCREENING (Adult/Youth)**

#### **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. Volunteer recruitment is a community effort, collaborating with various organizations, businesses, churches/faith communities, religious orders, schools, and universities. 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 volunteer experiences with family and friends. Volunteers are also recruited through announcements in publications and other media, various websites, and volunteer fairs.

#### **SCREENING PROCESS (Adult: ages 18 years and above)**

All adult volunteers are required to go through a screening process before placement.

##### **Basic Screening (required minimum standard)**

- Completed Volunteer Application
- Comprehensive Personal Interview
- Three Character References (not to include family members)
- Copies of Picture I.D. (i.e., driver's license)
- Criminal Record Check (for some positions)
- Virtus Abuse Awareness Training for Adults

##### **Supplemental Screening (for persons working with vulnerable population)**

1. Criminal Background Check at Local, State and FBI level
2. Licensure/Certifications Confirmation
3. Psychological assessment
4. Education/Training Confirmation

## **SCREENING PROCESS (Youth/Minor: ages 14-17 years old)**

The Archdiocese of Santa Fe takes a very conservative position regarding off-site activities involving minors. Because of the liability associated with transporting and/or chaperoning minors away from the parish or schools, volunteer opportunities at Catholic Charities are restricted to youth of high school age, 14-17 years old. Youth volunteers work under the direction of a Catholic Charities staff member or a vetted adult volunteer.

### **Basic Screening for Youth Volunteers** (forms to be provided as necessary)

- Completed Student Volunteer Application
- Signed Parent/Guardian Form
- Brief Orientation Attendance

## 2.3 PLACEMENT

Volunteer placement is the responsibility of the Volunteer Service Coordinator (VSC). After the volunteer has been vetted, the VSC will direct the volunteer to meet with a representative of the Center according to expressed 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 (PCs)** are on staff in each Center to facilitate the service. Each PC will hold orientations designed for that specific Center. PCs will also schedule additional trainings as required, as well as monitor the hours of service and act as the liaison among staff, volunteers, and the Volunteer Service Coordinator. All requests for volunteers are directed through the PC of that Center.

The role of the **Volunteer Service Coordinator (VSC)** is to act as the liaison between the volunteers, the PCs, and the Center Directors. Any concerns, questions, changes in policy, or special requests for volunteers are routed to the VSC.

The Program Coordinator (PC) will notify the Volunteer Service Coordinator (VSC) once the volunteer has been successfully placed. In the event the volunteer requests a new placement, he/she will be referred to the VSC.

The PC will report any changes regarding file information to the VSC in order to keep the files current.

The VSC will keep a completed volunteer file, which includes the following items:

- A photo I.D.
- Volunteer Application
- Volunteer Statement of Understanding.
- Volunteer Handbook Receipt
- Photo Release Form
- Consent and Release for Background Check
- Three verified character references
- Criminal Record Verification.
- Virtus Abuse Awareness Training Certificate (must be renewed every five years)
- Vehicle Insurance Verification and coverage (provided one time only)
- Certificate Verification of Catholic Mutual Safety Training
- Referring Organization Documentation and Signed Parent/Guardian Consent Forms for students under 18 years of age
- Progress notes (documentation of communication)

## 2.4 ORIENTATION

Once the volunteer has completed the volunteer profile, he/she is required to attend two orientations, the first being an agency orientation. In the absence of the Volunteer Service Coordinator, the Center Director or Program Coordinator (PC) conducts the orientation process.

## 2.5 TRAINING

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

## 2.6 SUPPORT AND RECOGNITION

Catholic Charities strives to support, nurture, and recognize volunteers as they work in their chosen programs. In gratitude for volunteers' gift of time and talent, Catholic Charities hosts an annual Volunteer Recognition. Volunteers are encouraged to attend and be recognized for their contribution.

## 2.7 VOLUNTEER FEEDBACK: EXIT INTERVIEW AND SURVEY

It is our desire to retain volunteers long-term by accommodating volunteers preferences regarding assignments as well as providing constructive feedback. Any volunteers who leaves a position is encouraged to complete an exit interview. Feedback is valued as a tool to improve volunteer experience. Periodically, Volunteer Surveys will be sent by Program Coordinators (PCs) and returned to the Director for Community Involvement.

### **3. VOLUNTEER PROCEDURES AND POLICIES**

#### **PROCEDURES**

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

The Volunteer Statement of Understanding ensures that agency and volunteer boundaries are clearly defined.

##### **3.2 EMERGENCY CONTACT**

It is necessary for the agency to have an emergency contact in case a volunteer becomes ill or is injured while performing duties. 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 in information.

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

If a conflict arises between volunteers, staff, or program participants, an attempt should be made to resolve the issue through a one-on-one civil dialogue. Otherwise, it will follow agency chain of command. Every effort will be made to find an amicable resolution that is in the best interest of all parties involved. Documentation is required.

When a volunteer's conduct, work performance, or other 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 Service Coordinator. If a subsequent complaint occurs, a meeting is scheduled with the Volunteer Service Coordinator, the Program Director and Director for Community Involvement. 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 his/her side of the story.

##### **3.4 TERMINATION**

Immediate termination may occur when a volunteer violates any part of the signed Statement of Understanding. 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 Service Coordinator, the Program Director, and the Director for Community Involvement. The Director will document the reason(s) for termination and a copy will be placed in the volunteer's file.

## **POLICIES**

### **3.5 PUBLIC/MEDIA RELATIONS**

As a representative of Catholic Charities, volunteers are a valuable connection to the community. It is important for volunteers to stay within the boundaries of the specified volunteer duties.

Volunteers may not at any time represent Catholic Charities to the media unless the Director of Development has arranged the interaction. If a member of the media approaches a volunteer, the volunteer will refer the media member to the Program Coordinator or the Director of Development. Any misrepresentation by a volunteer would be grounds for immediate termination. Contact the Program Coordinator or the Volunteer Service Coordinator if there are any questions.

### **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 Program Coordinator.

### **3.7 PROFESSIONAL ATTIRE AND CODE OF CONDUCT**

Volunteers and employees of Catholic Charities are expected to dress appropriately given the volunteer service in which they are engaged. Appearance should not serve as a distraction to others. How Catholic Charities’ volunteers present themselves to others reflects the level of dignity and respect due to the population being served.

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

### **3.8 SAFETY**

The safety of volunteers is a priority at Catholic Charities. Safety will only be achieved through teamwork. Report any unsafe conditions to the Program Coordinator. Below are listed some provisions to guide you:

- Catholic Charities is an alcohol/drug-free workplace. 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 and campus. 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 personal property. If needed, ask where personal belongings may be stored.

- 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 concerning exposure when working directly with clients with potentially infectious diseases. (Blood borne pathogen training is provided.)
- Catholic Charities’ volunteers should not render direct financial assistance to any client(s) with whom they are working.
- The relationship between a client and a volunteer should stay within the boundaries of the volunteer’s job description.
- Volunteers under 18 years of age must always be accompanied by or remain in the presence of the Program Coordinator or adult supervisor.
- A parent must not accompany their minor child (under 18 years old) to the agency orientation.

### 3.9 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

### 3.10 VOLUNTEER LIABILITY COVERAGE

All **vettted** volunteers of Catholic Charities are afforded liability coverage under the Archdiocese of Santa Fe while acting within the scope of their assigned duties. This includes drivers.

All **vettted** volunteers who transport clients must provide copies of a valid driver’s license and proof of vehicle insurance for their volunteer 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 for volunteers acting within the scope of their assigned duties.

## 4. 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 photo I.D. (**Renew when expired**)

Vehicle Insurance and Auto Coverage Declaration (**For drivers - one time only**)

Viewing Verification of Catholic Mutual's "Be Smart Drive Safe" video (**One time only**)

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



**Statistical Information (Please complete for statistical information.)**

FORM 2

Race:	Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	Date of Birth:	Religion:
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**Volunteer Interest & Experience:**

Describe your interest in volunteering at Catholic Charities.
What types of volunteer or work experience have you had and briefly describe any experience you have had working with families and/or special populations (children, elderly, refugees, etc.)
What knowledge, skills, or areas of expertise would you be willing to use as part of your volunteer experience? (e.g. fluent in Spanish, knowledge of certain culture)
Do you have any restrictions, such as an allergy to a particular animal, which may affect your suitability for a volunteer position?

**References**

Please provide at least three (3) business/work references that are **not related to you**. If not applicable, please provide three (3) school or personal references that are not related to you.

Name	Daytime Telephone Number	Relationship	Years Known
Name	Daytime Telephone Number	Relationship	Years Known
Name	Daytime Telephone Number	Relationship	Years Known

**Volunteer Statement**

*I certify that all information I have supplied in this volunteer application is true, complete, and accurate. I understand that by submitting this application, I authorize inquiries to be made concerning my suitability as a volunteer and does not insure an appointment into the program. I also give permission for criminal background or other checks, if applicable. I understand CCASFNM does not unlawfully discriminate in employment and no question on this application is used for the purpose of limiting or excusing any applicant from consideration on a basis prohibited by applicable local, state, or federal law. I agree to comply with and be bound by the agency's safety and health rules and regulations, rules of conduct, and any other rule or procedure set forth by my employer.*

\_\_\_\_\_  
**Signature of Volunteer**

\_\_\_\_\_  
**Date**

Thank you for completing this volunteer application and helping us to serve those in need.  
REVISED 10/23/2019

**CONSENT AND RELEASE FOR BACKGROUND CHECK**

FORM 3

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: \_\_\_\_\_

Full 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 READ RECEIPT**

FORM 4

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

\_\_\_\_\_  
Volunteer

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

**DRIVERS ONLY**

**AUTO INSURANCE DECLARATION**

FORM 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**

FORM 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

FORM 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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<b>Volunteer signature</b>	<b>Date</b>
<b>Catholic Charities' Agency Volunteer Developer signature</b>	<b>Date</b>