



Volunteer Handbook

Effective August 12, 2025



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New Volunteer Welcome

To Our Valued Volunteers,

You. Are. Awesome. Thank you so much for joining our team and becoming a volunteer at Catholic Social Services. Our volunteers are a crucial component of our organization. Without you and your support, many of our services would not be possible.

Whether you will be helping plant flowers at our main center, are packing food boxes at St. Francis House, plan to wrap gifts at Brother Francis Shelter, or will help clean and organize spaces at Clare House, your work matters. Your work will change the lives of many, and it will have a lasting impact here in our community, and beyond.

Here at CSS, our goal is to ensure all our volunteers have an enjoyable and impactful experience when partnering with us. We encourage your feedback and love hearing your stories. It's important to us that you find your time volunteering at CSS meaningful and positive.

We are humbled and grateful you have chosen to partner with us and dedicate valuable time and talents to our organization, thank you!

With gratitude and appreciation,

The CSS Staff

Introduction

Introductory Statement

This handbook is designed to acquaint you with CSS and provide you with information about working conditions, and some of the policies and procedures affecting your volunteering. You should read, understand, and comply with all provisions of this handbook. It describes many of your responsibilities as a volunteer and outlines CSS programs. Our objective is to provide a volunteer environment that is conducive to both personal and professional growth.

No volunteer handbook can anticipate every circumstance or question. As CSS continues to grow, the need may arise to change policies described in the handbook. CSS therefore reserves the right to revise, supplement, or rescind any policies or portion of the handbook as it deems appropriate, at its sole and absolute discretion. Volunteers will, of course, be notified of such changes as they occur.

Agency Mission

The mission of Catholic Social Services is to promote the physical, spiritual and mental welfare of persons in need in the community.

Many people ask if CSS provides services to only Catholics. Yes, we are a Catholic Agency, but we provide services to anyone, regardless of their religious affiliation.

According to Canon Law (Church Law), the Bishop takes a pledge to serve the poor within his diocese, not just the Catholic poor. While Catholic Social Services (CSS) is separately incorporated, we share the non-profit tax exemption of the Church. We are the Social Services Arm of the Diocese of Anchorage and serve to help Archbishop Bellisario carry out that pledge. Sr. Sharon Euart, RSM, has spoken eloquently on this issue: “as Catholic Charities, you assist your respective diocesan bishop in fulfilling his pastoral responsibility to promote the social mission of the Church and to provide the necessary social services and programs for the people of God entrusted in his care. You carry out your responsibilities in the name of the Church in keeping with the Church’s universal law and under the direction of the diocesan bishop.” The CSS Chief Executive Officer is responsible to the Archbishop for the mission of CSS and reports to a Board of Trustees, who has fiduciary responsibility and oversight of the Agency.

While some of our employees and volunteers are Catholic, many are not. We do not require our volunteers be Catholic, but all are asked to respect and support the mission of the agency, which is founded upon the Catholic Social Teachings. These are not teachings on how to be or become Catholic, but they are principles for Social Justice. They are applicable to and can be followed by any denomination of faith or non-religious person, which cares for people. The word “catholic” means universal, we strive for social justice for all and we are inclusive in our service to others.

We receive funding from a variety of sources, some of which is government funding. There are agreements we sign stating that we will not discriminate in providing service to anyone, nor

require participation in any religious activity to receive program services. It is our mission to serve anyone regardless of their affiliation. We welcome and respect the dignity of all, inclusive of their faith.

Programs

Brother Francis Shelter (BFS), since 1982

BFS is a low-barrier emergency shelter for adults in Anchorage who are experiencing homelessness. BFS serves those experiencing homelessness with dignity, care, compassion, and with an emphasis on moving guests toward permanent stability. We provide the support services necessary to move out of homelessness, including housing case management and more. Through the The Caring Clinic, Medical Respite program, and healthcare transportation assistance, Brother Francis also strengthens the connection between guests and healthcare services. BFS provides guests access to a variety of different services and supportive programs to help them on their path to permanent stability.

Clare House (CH), since 1983

Clare House is an emergency shelter for women with children and expectant mothers. Clare House provides services that address the needs of clients entering the program. This includes safe, warm shelter, meals, and other necessities for both moms and their children. While families are staying at the shelter, Clare House offers 24-hour support and case management services to help guide families to permanent stability.

Complex Care (CC), since 2022

Complex Care is an emergency shelter for the elderly and adults with complex medical conditions experiencing homelessness. Located at 303 West Fireweed Lane, the Complex Care facility can serve up to 83 guests at any one time. It provides a private, stable place for guests to stay while they get connected to resources to support their path toward permanent housing.

Family Disability Services, since 1981

Family Disability Services (FDS) was established to help children and adults with disabilities and to strengthen families by providing individualized home and community-based services that promote dignity, respect, and self-advocacy. FDS provides direct care in clients' homes to assist with daily tasks and goals. They also work to foster opportunities for learning, community inclusion, and self-determination.

Refugee Assistance and Immigration Services (RAIS), since 1987

(RAIS) provides a bridge for refugees (individuals who have had to flee their countries of origin due to the tragedies of persecution and war) and other new arrivals from their former life experiences to the new skills required for success in the United States. Through a focus on economic self-sufficiency, community integration, and a respect for unique cultures, history and traditions, RAIS creates an environment of compassion and encouragement for refugees to flourish.

St. Francis House Food Pantry (SFH), since 1962

SFH serves any adult or family seeking food assistance and can serve as a gateway point for many people to connect to other resources.

Third Avenue Resource & Navigation Center (3RNC), since 2022

3RNC is a place for adults experiencing homelessness to access a full range of services, from short-term needs like a shower or a phone charge, to long-term engagement like case management and employment support. Individuals can also receive a housing needs assessment through the Coordinated Entry program at 3RNC, the first step for housing. Along with CSS staff, other partner service providers work alongside us and share the facility, so a client at the center can meet with case managers, housing coordinators, and employment specialists all in one location.

Volunteering

Equal Opportunity

To provide equal opportunities to all individuals, volunteer position decisions at Catholic Social Services will be based on merit, qualifications, availability and abilities. Except where required or permitted by law, volunteer placement practices will not be influenced or affected by an applicant's or volunteer's race, religion, ethnicity, sexual orientation, national origin, or because of the person's age, physical or mental disability, sex, marital status, changes in marital status, pregnancy or parenthood.

Any volunteer with questions or concerns about any type of discrimination in the workplace is encouraged to bring these issues to the attention of their program's volunteer representative or the Human Resources Director. Volunteers can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination.

Background Checks

CSS programs are governed by local, State and/or Federal requirements for volunteering. CSS adheres to barrier crimes as defined by the State of Alaska Background Check Unit.

CSS conducts background checks that may include review of state court record. CSS keeps confidential the results of any background check or investigation and releases information on a need-to-know basis.

If a volunteer is convicted of a misdemeanor or felony during their time with Catholic Social Services, they are required to notify HR immediately.

Job Descriptions

A job description is provided to volunteers at the time they begin service. The job description may be updated at any time at the discretion of CSS.

Orientation and Training

New volunteers will be provided with orientation and training for the volunteer position if that is a requirement of the position. Orientation and supervision will be conducted at the program level. The program's supervising staff will delineate job duties and responsibilities in accordance with the job position assigned to the volunteer, introduce the volunteer to staff members and review all relevant Program policies and procedures with the new volunteers.

Volunteer positions and volunteers will be reviewed on an as needed basis.

Volunteer Status and Records

Volunteer Definitions

Ongoing Volunteers (Regularly Scheduled)

Ongoing volunteers assist on a regular basis in a position that is ongoing. Examples include working weekly at the Food Pantry, serving as a chair of a committee, serving as a front desk person at Clare House.

Special Event Volunteers

Special event volunteers assist with large events and projects happening at CSS. Examples include helping at Charity Ball, or other special events.

Direct Service Volunteers

Direct Service Volunteers provide service directly to clients.

Group Volunteers

Group volunteers are a group of individuals who would like to volunteer together for a single day. CSS does our best to accommodate group volunteers. However, we sometimes cannot. The group volunteer process requires a separate application from the online individual volunteer application. If you are interested in volunteering with your group, please reach out to CSS and we will work with you and your group.

Personnel Records and Privacy

General

CSS maintains a personnel file. The personnel file contains a volunteer application. Personnel files are considered confidential files and are the property of CSS.

Review of Files

Both current and former volunteers have the right to review their personnel files and other personnel information. A written request to review the file(s) should be made to the Human Resources Department, which will be accommodated in a reasonable period of time. Any review of the file(s) will be monitored, and the file must remain in the office while the volunteer is reviewing it. After making a written request for copies of the personnel file and other personnel information, current and former volunteers will be provided with a copy of such records within a reasonable amount of time. CSS may charge a reasonable fee for copying personnel records.

Personnel Data Changes

Volunteer personnel records are deemed essential for the efficient operation of CSS. These records are confidential and are the property of CSS. They must remain in the Human Resources office when being viewed. These records shall include:

- address
- name
- telephone number
- person(s) to notify in case of an emergency

Volunteers are required to report changes in any of these above areas to Human Resources.

Compensation/Timekeeping

Worker's Compensation

Workers' compensation insurance is provided to offset the cost of work-related injuries or illness. All volunteers, regardless of volunteer status, are covered at no cost to the volunteer. Medical costs are provided during the time an volunteering is absent while recovering from a work-related injury or illness. All injuries, no matter how slight, if sustained on the job must be reported to the Volunteer Coordinator as soon as possible after the accident occurs. The volunteer is required to fill out the Work Injury Form within 24 hours. If the volunteer requires treatment, he or she will get the necessary medical treatment. If any workdays are to be missed, the Volunteer Coordinator is to be notified.

Timekeeping

Volunteer hours are a valuable resource to Catholic Social Services. Signing in and out each day is essential. Volunteers providing a service off-site also need to track hours and report it to the Volunteer Coordinator.

Work Conditions

Safety

Safety depends primarily upon the actions or inactions of volunteers. If a volunteer observes conditions regarded as unsafe, a supervisor should be informed immediately. A safe workplace requires the cooperation of all volunteers. Volunteers are expected to use caution and comply with all safety laws with regards to the Occupational Safety and Health Act (OSHA).

All work-related injuries, near misses, or illnesses must be reported to the Volunteer Coordinator no matter how minor they may seem. It then becomes their responsibility to follow through immediately. Immediate action may eliminate future complications. Volunteers who violate safety laws or fail to report safety violations will be subject to disciplinary action, up to and including termination.

Animals

Except for service animals, volunteers may not bring animals to work. If it is necessary for a volunteer to bring a service animal to work, a completed Service Animal Agreement must be submitted to Human Resources.

Preventing Workplace Violence

CSS is committed to preventing workplace violence and to maintaining a safe work environment. CSS has adopted a policy of “zero tolerance for violence” in the work environment. CSS has adopted the following guidelines to deal with intimidation, coercion, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including temporary, contract employees, independent contractors, volunteers, and clients of CSS, should always be treated with dignity and respect. Volunteers are expected to refrain from fighting, “horseplay,” or other conduct that may be dangerous to others. Furthermore, CSS will not tolerate any talk of violence or joking about violence. Firearms, weapons, and other dangerous or hazardous devices or substances, including but not limited to knives, explosives, and any other potential weapons, are prohibited from the facilities of CSS.

For information on weapons in the workplace in the Weapons section of this document. In addition, when working off CSS premises, volunteers are prohibited from carrying or transporting weapons while conducting Agency business. Volunteers are not permitted to carry concealed weapons on CSS property, in CSS vehicles or while performing work as a CSS volunteer, even if the volunteer has a valid permit to carry a concealed weapon.

For personal safety reasons, a defensive, non-lethal weapon that can be carried in a purse, pocket or on a key chain is permitted. Because this defensive weapon would always need to be carried with the volunteer, it would be allowed in a CSS building or vehicle. However, it is the responsibility of the volunteer to inform his/her program volunteer representative about the possession of such weapon, and to keep it under careful control at all times, to ensure that no one else might use it for wrongful purposes. A volunteer may never use a weapon, or anything perceived to be a weapon to threaten, intimidate, or coerce another volunteer, or member of the public at any time, including during off-duty periods. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, must be reported as soon as possible to the volunteer's program volunteer representative or any member of management. This includes threats by employees, as well as threats by clients, vendors, solicitors, or other members of the public. When reporting a threat of violence, the report should be as specific and detailed as possible. CSS has adopted an Incident Report Form to use for this purpose. The Incident Report Form should be promptly completed and forwarded to the Human Resources Director.

All suspicious individuals or activities should also be reported as soon as possible to management. Volunteers should not place themselves in peril by interceding or trying to determine what is happening. However, if required by circumstances, supervisors or those witnessing the incident are expected to take immediate action to protect the safety and security of themselves and other individuals in response to an incident of violence. This response may be only calling 911 and/or vacating the premises. Any other response should be a decision made by that individual based on applicable training and the individual's assessment of personal abilities.

CSS will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making the report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including immediate termination. Volunteers and other individuals violating this policy may be subject to criminal prosecution.

CSS encourages volunteers to bring their disputes or differences with other volunteers or employees to the attention of their program's volunteer representative or the Human Resources Director before the situation escalates into potential violence. CSS is eager to assist in the resolution of volunteer disputes and will not discipline volunteers for raising such concerns. Involved volunteers should, however, try to work it out between themselves first.

Driving

The following are general rules that must be followed by any volunteer driving for work purposes:

- The driver and all occupants of the vehicle must follow all applicable laws regarding use of a seat belt.
- Obey all street signs and stop lights, or directions from a police officer or construction crew member.
- Use of a cell phone while driving is prohibited. A Bluetooth, or a hands-free device tool can be used if necessary. If you must take a call while in the vehicle, pull over to talk on the phone.
- No smoking is allowed in a personal vehicle if there is a passenger unless the passenger(s) agrees.

In addition, volunteers driving a CSS vehicle must observe the following rules:

- Only use the vehicle for CSS business.
- No smoking allowed in vehicles owned by CSS at any time.

Tobacco-Free Facility & Grounds

Volunteers shall not use tobacco in any form in the interior space of CSS' Main Center, in vehicles owned or leased by CSS, or the outside property or grounds of CSS Main Center including parking areas.

Resolution Dispute / Complaint Procedure

Grievance Procedure

CSS provides their current volunteers with a process in which they can resolve problems and misunderstandings fairly and quickly. In the event a current volunteer has a grievance related to their partnership with CSS, the following steps must be followed to resolve that grievance.

- 1) **Verbal Discussion with the Volunteer Coordinator:** The volunteer will first discuss the grievance with the Volunteer Coordinator. Grievances should be settled informally at this level if possible. If the problem is with the Volunteer Coordinator, the volunteer may go directly to the Human Resources Director.
- 2) **Written Grievance to the Volunteer Coordinator:** If verbal discussion with the Volunteer Coordinator or Human Resources Director does not resolve the grievance, the employee can appeal by submitting a written grievance to the Volunteer Coordinator within five (5) working days of the verbal discussion. The grievance shall contain a full account of the reasons for the grievance and the action desired. The Volunteer Coordinator will respond to the volunteer through a written reply within ten

(10) working days. A copy of the grievance and the Volunteer Coordinator's response will be placed in the personnel file of the volunteer. If the problem is with the Volunteer Coordinator, the volunteer may go directly to the Human Resources Director.

- 3) **Written Grievance to the Chief Operations Officer:** A volunteer may appeal an unresolved grievance with the Chief Operations Officer if steps one and two have not successfully resolved the matter. A letter must be submitted to the Chief Operations Officer within five (5) working days of the receipt of the written response from the supervisor with whom the initial grievance was filed. The Chief Operations Officer, upon receipt of the grievance, will respond to the volunteer, in writing, of their decision within 10 working days. The decision of the Chief Operations Officer shall be the final decision and may not be appealed to the Board of Trustees.

In the event of a grievance against the Chief Operations Officer, for something other than the Chief Operations Officer's decision on an employee's grievance under Step 3 above which is not reviewable:

- Step 1 and 2 of the grievance procedures must be followed by the volunteer going directly to The Human Resources Director.
- If steps 1 and 2 have not successfully resolved the matter, a letter may be submitted to the Chief Executive Officer within five (5) working days after notice of Human Resources' decision with respect to the grievance against the Chief Operations Officer.
- The Chief Executive Officer will review the grievance, conduct any additional investigation he or she feels is needed and respond to the grievance in writing within fifteen (15) working days. The decision of the Chief Executive Officer with respect to the grievance shall be final.

This policy does not apply to former volunteers and does not apply to decisions to terminate any volunteer with CSS.

Open Door Policy

CSS welcomes comments and questions from volunteers. If, at any time, you wish to discuss various matters with a Program Director or other member of management, please feel free to do so. Please realize that the person you wish to speak to may need to schedule a time to talk with you, rather than seeing you on a "demand" basis.

Volunteer Conduct and Disciplinary Action

Sexual and Other Unlawful Harassment

It is the intent of the agency to provide a working environment for all employees and volunteers which is free of harassment whether based on race, ethnicity, religion, sex, age, marital status, or changes in marital status, pregnancy, or disability. Actions, words, jokes, or

comments based on an individual's sex, race, ethnicity, age, religion, disability, or any other legally protected characteristic will not be condoned, permitted, or tolerated. Anyone engaged in such harassment will be subject to immediate disciplinary action, up to and including immediate termination.

Harassment is conduct relating to a person's sex, gender, race, ethnicity, culture, religion, age, or disability, which has the purpose or effect of:

- Creating an intimidating, hostile, or offensive work environment.
- Unreasonably interfering with an individual's work performance.
- Adversely affecting an individual's employment or volunteer opportunities.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct constitutes sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or service; (2) submission to or rejection of such conduct by an individual is used as the basis for employment or volunteer decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Examples of Sexual Harassment

- Unwanted sexual advances.
- A request or demand for sexual favors accompanied by a threat concerning an individual's employment status or a promise of preferential treatment.
- Unnecessary and unwelcome touching of an individual, for example, patting, pinching, hugging or repeatedly brushing against another individual's body.
- Offensive jokes, comments, slurs, e-mail, memos, faxes, posters, cartoons, or gestures.
- Unwelcome flirtations, advances, or propositions.
- Verbal abuse of a sexual nature.
- Graphic oral commentary about an individual's body, sexual prowess, or sexual deficiencies.
- Leering, whistling, or suggestive insults.

While many types of harassment in the workplace are obvious, supervisors and managers should be alert to more subtle forms of harassment, including those arising outside the office that have a negative impact on the work environment.

The agency prohibits sexual harassment or harassment based on any protected characteristic of its employees in any form. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination.

Sexual Misconduct

Unethical sexual misconduct and other forms of sexual exploitation are long-standing problems of society that are now becoming better recognized and understood, discussed more openly, and dealt with more effectively. Any time employees or volunteers use the influence of their role to engage in sexual activity with employees, non-employees, or clients; they involve themselves in irresponsible and unethical acts that take advantage of vulnerable persons.

Unethical sexual conduct and sexual misconduct include sexual contact involving a minor or vulnerable adult, including a person receiving pastoral care, which is often called sexual abuse, as well as unwanted sexualized conduct. It can also include verbal suggestions for sexual favors or activity (see Sexual and Other Unlawful Harassment section).

Every volunteer must report all incidents of sexual misconduct promptly to his or her supervisor. If the supervisor is unavailable or the volunteer believes it would be inappropriate to contact that person, the volunteer should immediately contact the Human Resources Director or the Chief Executive Officer. Volunteers can raise concerns and make reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible sexual misconduct must promptly advise the Human Resources Director or the Chief Executive Officer who will handle the matter in a timely and confidential manner.

Anyone engaging in sexual misconduct will be subject to disciplinary action, up to and including termination.

Reporting Complaints

All agency supervisors are responsible for the prompt identification and resolution of problems of harassment or discrimination. The agency and its supervisors may be held strictly accountable for their own conduct, but also for the conduct of their subordinates. Any person who receives a report of sexual or other unlawful harassment is expected to seriously consider all complaints and to take immediate steps to implement this policy in accordance with the provisions contained herein. Supervisors must address or report incidents of harassment regardless of whether a volunteer files a formal complaint.

Any volunteer who believes he or she is being discriminated against or harassed based on any of the grounds stated above, or for any other reason, must report it immediately to his or her direct supervisor or to the Volunteer Coordinator. Volunteers can raise concerns and make reports without fear of reprisal. CSS will investigate the complaint, take immediate and appropriate corrective action when it is determined that harassment has occurred, make a written determination of its conclusion and when appropriate, prepare a plan of action to correct the problem and prevent reoccurrence. CSS will make every effort to protect the

confidentiality of harassment complaints to the extent possible. CSS shall inform the complaining volunteer of its determination.

The Chief Executive Officer will inform the Chairperson of the Board of Trustees of harassment investigations. All contractors must be informed of the agency's policy against harassment and will be held accountable for any improper actions.

Non-Retaliation

Under no circumstances will a volunteer be penalized for reporting what the volunteer believes in good faith to be harassment under this policy. No person who participates in good faith in an investigation will be treated adversely because of that participation.

If a volunteer believes that s/he is being retaliated against for bringing a complaint of harassment or discrimination, or for participating in an investigation of a complaint of harassment or discrimination, s/he should report such conduct immediately to his/her direct supervisor or to the Human Resources Director. Any complaint alleging retaliation because of reporting of the violation of this policy will be promptly investigated. Retaliatory conduct will not be tolerated.

Any supervisor or manager who retaliates against a volunteer for making a complaint or for participating in an investigation shall be subject to disciplinary action, up to and including immediate termination.

If a volunteer has questions about these policies, s/he should contact his/her supervisor or the Human Resources Director. The success of our policy depends, in significant part, upon the understanding and cooperation of all our volunteers.

Attendance and Punctuality

Inform the program's volunteer representative or the Volunteer Coordinator of an absence of at least 24 hours in advance. In case of illness or emergency, please notify CSS staff as soon as possible.

Personal Appearance

The purpose of the dress code policy is to establish an acceptable standard of attire for volunteers, to foster a professional work setting, and to enable clients and visitors to the agency to readily identify our work sites as professional facilities. CSS volunteers are expected to dress appropriately.

All volunteers will be expected to observe basic principles of personal hygiene (i.e. clean clothing, skin, and hair).

Clothes should always be neat and in good taste. Proper undergarments must always be worn. Provocative clothing that is too clingy, too loose, too small, or too tight is prohibited.

Clothing with inappropriate advertising or statements that are sexually suggestive, offensive, or inflammatory is not allowed (i.e. alcohol, guns, etc.).

While it is inevitable that there will be differences of opinion as to the appropriateness of dress and grooming, the program's volunteer representative, or the Human Resources Director will make the final determination when there is a difference of opinion regarding whether clothing is appropriate for the workplace or not.

Solicitation

To assure a productive and harmonious work environment, CSS volunteers may not solicit or distribute literature in the workplace at any time.

Weapons and Firearms: No Weapons Allowed

Other than the exception noted on page 12, volunteers may not bring or carry weapons or firearms to work or CSS sponsored events and activities. Weapons include, but are not limited to, guns/firearms, pellet and BB guns, air guns, spring guns, zip guns, stun guns, shockers, bombs or other explosives, poison, dangerous or deadly gas, slingshots, bludgeons, throwing stars, knives, clubs, brass knuckles, or artificial knuckles of any kind, nun chucks and throwing weapons.

CSS owns all property within its facilities and on the grounds surrounding its facilities. CSS may conduct random searches of volunteer's desks, offices, and other work areas at management's discretion.

Searches may also be conducted based on reasonable cause or justified reason. A supervisor, with the authorization of the Program Director, Chief Program Officer, Chief Operating Officer or the Chief Executive Officer, has the right to inspect and search an volunteer's desk, office, work area, files, bookshelves, cabinets, lockers, and other property used by the volunteer, if there is reason to believe, from information received from the police or from an investigation conducted by authorized representatives of CSS, that the search will turn up evidence that the employee has violated or is violating CSS' policies.

Mandatory Reporting and Interaction with Clients

Mandatory Reporting

CSS complies with mandatory reporting laws and regulations.

Definitions

Reasonable cause to suspect: cause, based on all the facts and circumstances known to the person, that would lead a reasonable person to believe that something might be the case

Child abuse or neglect: the following actions by those responsible for a child's welfare:

- **Physical injury** that harms or threatens a child's health or welfare.
- **Failure to care for a child**, including neglect of the necessary physical (food, shelter, clothing, and medical attention), emotional, mental, and social needs.
- **Sexual abuse**, including molestation or incest.

- **Sexual exploitation**, including permitting or encouraging prostitution.
- **Mental injury**--An injury to the emotional well-being, or intellectual or psychological capacity of a child, as evidenced by an observable and substantial impairment in the child's ability to function in a developmentally appropriate manner.
- **Maltreatment**--A child has suffered substantial harm because of child abuse or neglect due to an act or omission not necessarily committed by the child's parent, custodian, or guardian.

Vulnerable adult: a person 18 years of age or older who, because of incapacity, mental illness, mental deficiency, physical illness or disability, advanced age, chronic use of drugs, chronic intoxication, fraud, confinement, or disappearance, is unable to meet the person's own needs or to seek help without assistance.

Abandonment: the desertion of a vulnerable adult by a caregiver.

Abuse: the intentional, knowing, or reckless non-accidental, non-therapeutic infliction of pain, injury, mental or emotional distress, or fear, including coercion and intimidation, and sexual assault.

Exploitation: the unjust or improper use of another person or another person's resources for one's own profit or advantage, with or without the person's consent and includes acts by a person who stands in a position of trust or confidence with a vulnerable adult or who knows or should know that the vulnerable adult lacks the capacity to consent that involve obtaining profit or advantage through undue influence, deception, fraud, intimidation, or breach of fiduciary duty.

Neglect: the intentional knowing or reckless failure by a caregiver to provide essential care or services or access to essential care or services to carry out a prescribed treatment plan necessary to maintain the physical and mental health of the vulnerable adult when the vulnerable adult is unable to provide or obtain the essential care or services or to carry out the prescribed treatment plan on the vulnerable adult's own behalf; in this paragraph, "essential care or services" includes food, clothing, shelter, medical care, and supervision.

Self-neglect: the act or omission by a vulnerable adult that results, or could result, in the deprivation of essential services necessary to maintain minimal mental, emotional, or physical health and safety.

Undue influence: the use by a person who stands in a position of trust or confidence of the person's role, relationship, or authority to wrongfully exploit the trust, dependency, or fear of a vulnerable adult to gain control over the decision making of the vulnerable adult, including decision making related to finances, property, residence, and health care.

Reporting Procedure

- Volunteers:

- a. are familiar with CSS policy and their professional code of conduct regarding mandatory reporting issues.
 - b. understand their individual professional responsibility to make reports of harm outside of the CSS' reporting requirements.
 - c. know state mandatory reporting and confidentiality laws and consult their program's volunteer representative when a mandatory reporting issue is presented.
- Program's volunteer representative will inform the Chief Program Officer or Chief Executive Officer of reports of harm when legal consultation may be necessary.
- Volunteers with reasonable cause to suspect that a child has suffered harm as a result of abuse or neglect, must **immediately** (as soon as reasonably possible-no later than 24 hours) report that information to the Office of Children's services in accordance with the law and:
 - a. complete Child Abuse/ Neglect Reporting Form.
 - b. call in the report to OCS using what is documented on the reporting form; and
 - c. forward the report to the case file.
- Volunteers with reasonable cause to suspect a vulnerable adult suffers from abandonment, exploitation, abuse, neglect, or self-neglect, not later than 24 hours after first having cause for the belief, reports the information to Adult Protective Services in accordance with the law and:
 - a. complete a Report of Harm for the Protection of Vulnerable Adults Form.
 - b. call in the report to APS using what is documented on the reporting form; and
 - c. forward the report to the case file.
- Volunteers who witness criminal behavior against children or vulnerable adults immediately report such behavior to the police department.
- Volunteers submit a critical incident report to the review team within 24 hours or one business day of making a report of harm.
- Volunteers report to law enforcement threats of harm to self or others from clients or members of the public who contact the agency.

Confidential Client Information

CSS and its programs adhere to the highest ethical standards in maintaining confidentiality of client information, including client information entered in databases. CSS requires clients to sign a Release of Information and staff members to sign Statements of Confidentiality. **Taking photos of clients unless it is for CSS business purposes is prohibited.**

Statement of Confidentiality

CSS puts confidence in the professional and ethical integrity of each volunteer and to ensure the rights and privacy of each client are maintained.

All volunteers are required to sign a statement of confidentiality relative to the work he or she performs for CSS. All volunteers should protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons, such as to prevent serious, foreseeable, and / or imminent harm to a client or other identifiable person or when laws or regulations require disclosure without a client's consent.

CSS understands that our client's privacy may be protected by federal, state, and municipal regulations, and that maintaining the confidentiality of every client is essential for the protection of both volunteers and clients. Should CSS or any of its representatives breach such confidentiality, appropriate, proportionate, and immediate action shall be taken according to CSS policies.

Funding requirements to protect client records adequately from fire, theft, damage, deterioration, and other types of loss will be addressed. Funding sources may also require that client files be clearly identified to a project/program.

CSS is a covered entity under the Health Insurance Portability and Accountability ACT (HIPAA) and complies with all federal regulations.

Professional Boundaries

All volunteers are expected to treat all clients with dignity and respect. CSS prohibits volunteers from engaging in any acts of corporal or degrading punishment.

Volunteers are encouraged to establish rapport with clients consistent with a professional client-employee relationship. Volunteers are responsible to know and adhere to the code of ethics for their individual profession in relation to appropriate professional boundaries. CSS volunteers should not give out their personal cell phone number, befriend on social media or engage in a personal relationship with any clients. The exception is Family Mentors who are in a unique position with clients.

Gift Acceptance

There are situations where a client will want to give a "gift" to a volunteer. In these situations, please follow the guidelines below:

- Volunteers may not accept cash or gift cards
- Display any gift in the program so that everyone can enjoy it. Example, hang a hand knitted scarf on your wall.
- Accept food if you feel comfortable doing so.
- Every situation is a judgement call

- Ask for guidance from your program's volunteer representative if you are unsure.

Termination of Service

Resignation

Resignation is defined as a voluntary termination on the part of the volunteer for any reason s/he chooses. Please notify the Volunteer Coordinator if you choose to resign. We realize that extraneous circumstances may arise which make it impossible to complete your volunteer assignment. If you wish to investigate other volunteer opportunities, please contact the Volunteer Coordinator. Volunteers who resign will be asked to complete an exit questionnaire.

Volunteer Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, CSS expects volunteers to follow rules of conduct that will protect the interests and safety of all in the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace, but the following are examples of conduct that may result in disciplinary action, up to and including termination:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-, client-, or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace

- Excessive absenteeism or any absence without notice or no call/no shows
- Unauthorized use of phones, mail system, computers, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Volunteering with CSS is at the mutual consent of CSS and the volunteer, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

Exit Interview

The Volunteer Coordinator conducts exit interviews with volunteers when they terminate their service with CSS. The purpose of an exit interview is to evaluate reasons why the volunteer is terminating their service and how CSS can improve the agency or volunteer program.

Miscellaneous

Professional Liability

Volunteer's job-related actions are covered by an agency liability policy if, while providing service, a claim is brought against them. This only covers lawful authorized actions and does not apply to situations where an employee has committed an unlawful act.

Auto Usage and Insurance Coverage

Required coverage for those who drive their personal vehicles for work-related purposes is the state minimum.

Volunteers who transport clients will be required to submit a driver's record report annually. These can be obtained from the Department of Motor Vehicles. CSS will reimburse the volunteers for all reports after the initial one. If a volunteer has a restriction on his/her driver's license, it will be dealt with on a case-by-case basis. In some instances, the volunteer may not be allowed to drive for CSS.

Social Media

CSS has worked hard to promote its image in the community and wants to maintain its reputation. Further, CSS wishes to protect the privacy rights of its volunteers and clients, both current and former, and to preclude any possible defamation of volunteers, as well as defamation of CSS itself and of clients of CSS.

Guidelines for functioning in an electronic world are the same as the values, ethics and confidentiality policies employees are expected to live by every day. Nothing in this policy is

intended to limit any legally protected communications. However, your responsibility to CSS does not end when you are off the clock. For that reason, this policy applies to the use of social media as a part of your employment with CSS, as well as personal use of social media as it relates to CSS.

CSS respects the rights of its volunteers to use social media in their personal lives. It is important that all volunteers are aware of the implications of engaging in forms of social media and online conversations that reference CSS, its clients, its managers or volunteers and/or the volunteer's relationship with CSS in any way. This policy applies to volunteers who use the following:

- Multi-media and social networking websites such as Myspace, Facebook, Friendster, LinkedIn, Yahoo! Groups, Snapchat, Instagram, YouTube, Twitter, and many others.
- Blogs
- Wikis such as Wikipedia and any other site where text can be posted

All these activities are referred to as "Internet postings" in this Policy. Common sense is the best guide if you decide to post information in any way relating to CSS. The following covers your legal responsibility and non-disclosure obligations. Failure to abide by these guidelines can result in serious ramifications for you, including, but not limited to, personal liability for defamation, copyright infringement, breach of privacy etc. Violating these guidelines, whether during working hours or during your personal time, may also lead to disciplinary action up to and including termination.

Legal Liability

When you choose to go public with your opinions via social media, you are legally responsible for your Internet postings. You can be held personally liable for any comments deemed to be defamatory, obscene, proprietary, or libelous. For these reasons, anyone using social media should exercise caution with regards to exaggeration, colorful language, guesswork, obscenity, copyrighted materials, legal conclusions, and derogatory remarks or characterizations. Do not publish slanderous, libelous, or otherwise illegal content. Do not publish content on the internet without the relevant copyright information; comply with copyrights and respect the right of the individual regarding the use of their own image. CSS potentially could pursue legal action against you for Internet postings that violate the law or that impugn the reputation or image of CSS. Anything you post that can potentially tarnish CSS's image or reputation could create a conflict of interest between you and CSS that may result in immediate termination.

Company Confidential Information

You are not allowed to disseminate confidential and proprietary information that you learn as part of your volunteer service, including any information about clients of CSS. If you are unsure whether a certain piece of information may be published, check with the Human Resources Director. If in doubt, do not publish.

Commenting On CSS, Its Employees, or Its Clients

When posting your point of view on anything having to do with CSS, one of its Clients or CSS employees you should neither claim nor imply you are speaking on CSS's behalf. If you comment on any aspect of CSS's business, you must clearly identify yourself as a volunteer of CSS and include a disclaimer that the views are your own and not those of CSS. Because you are legally responsible for your postings, you may be subject to liability if your posts are found defamatory, harassing, or in violation of any other applicable law. You may also be liable if you make postings which include confidential, proprietary, or copyrighted information, including any information about individual employees or clients. All these types of postings are prohibited under this policy.

CSS recognizes that volunteers may, on occasion, have concerns about CSS' decisions or how it operates its business. If volunteers have such concerns, CSS has an open door policy and encourages its volunteers to bring any concerns they may have to the attention of their program's volunteer representative so those concerns can be addressed in a constructive manner and do not result in unfounded and inaccurate rumors.

Volunteer Acknowledgement Form

Volunteer Agreement

I have read and agree to policy and procedures in the Volunteer Handbook.

Name: _____

Signature: _____ Date: _____