



Catholic
Charities
of Colorado Springs

*Providing Help.
Creating Hope.*

VOLUNTEER MANUAL



**228 North Cascade Ave
Colorado Springs, CO 80903**

Volunteer Coordinator 719-866-6529

TO ALL VOLUNTEERS

We are thankful you have chosen to spend your time with us here at Catholic Charities

It is important for you to know a bit about our programs. We ask that you treat our clients with respect and dignity.

We cannot emphasize enough how much we rely on all our volunteers to accomplish what we do. We thank you for all your past help and look forward to continuing to work with you in the future.

VOLUNTEER OPPORTUNITIES

- Cooking, serving, and cleaning up at the Marian House Soup Kitchen
- Identifying donation sources
- Picking up and sorting donations
- Office help – answering phones & relaying messages
- Research and Grant Writing
-

Thanks again for your support

ABOUT THE LIFE SUPPORT PROGRAM

The Life Support Program is a volunteer-staffed program under the administration of Catholic Charities of Colorado Springs. Churches of various denominations and many other organizations throughout Colorado Springs participate.

HOURS OF OPERATIONS

Facility hours

- Monday through Friday 8:00 AM – 3:00 PM

SUPPORTIVE SERVICES (AVAILABLE MONDAY THROUGH FRIDAY)

- Client Services
- Community Outreach
- Clinic Operations (administered by SET of Colorado Springs)
 - Temporary location-424 W Kiowa unit B.
 - Monday – Friday 11:30 AM – 1:00 PM
 - Prescriptions filled through vouchers
 - Referrals made when necessary
 - Staffed by volunteer doctors and nurses

VOLUNTEER PROCESS

RECRUITMENT

All prospective volunteers will submit a completed and signed application, which includes questions related to any history of sexual misconduct, abuse, or harassment by the volunteer. The staff will screen the applications and assign volunteers as appropriate.

In addition, any volunteer who will be having direct contact with a vulnerable client population might be required to have a background check or be fingerprinted.

ORIENTATION

The Volunteer Coordinator is responsible for orienting volunteers to the job.

Volunteers are required to review and understand the Volunteer Manual.

PERFORMANCE EXPECTATIONS

Catholic Charities selects volunteers to help provide a service to the community. It demands from every worker the highest standards of competence and service. In all dealings with the general public and with each other, volunteers are expected to respect the dignity of each individual. Every worker is expected to be present on a scheduled and punctual basis, to be competent, to avoid appearances of impropriety, to preserve the confidentiality of sensitive information, to be honest, and to be of good spirit. Catholic Charities expects that volunteers will call in if they are unable to work their scheduled shift.

VOLUNTEER AND GUEST RIGHTS

Each volunteer and client has the right to be treated with dignity and respect in a safe environment. For volunteers, this means being aware of your value to us and having your experience here be a positive one. For our clients, this means being respected for who they are and not being judged by their present circumstances. All who abide by these few basic rules are welcome.

The people who come to eat at our house have the right to dignity and respect, good, nutritional food, a clean, safe place and a meal without harassment or proselytizing.

RULES AND REGULATIONS

NON-VIOLENT INTERVENTION

Catholic Charity policy does not tolerate violence of any kind. Should a problem occur in or around the building, please refrain from becoming directly involved if possible, and immediately notify the Manager, Director, or Security Guard who is trained in non-violent interventions.

THE MEDIA

We generally do not allow the media in as a matter of privacy and confidentiality to our volunteers as well as our clients. Occasionally, the media are invited to do a story on the Marian House. In this event, we will make every effort to notify you in advance. If someone from the media does come, notify the Manager immediately. All media inquiries contacts and interviews **MUST** go through the Communications Director or the Executive Director of Catholic Charities. Members of the media are to be escorted in the facility and on the Marian House grounds at all times for the privacy of our clients.

POLICE OFFICERS

We do not allow weapons on Catholic Charities property with the exception of those carried by police officers on official duty and escorted by a Marian House staff member. If a police officer arrives at the door and seeks entry, notify a Manager or Director immediately. Our strict policy is intended to make Catholic Charities a safe place. Police activities should occur outside the building.

TRANSPORTATION OF GUESTS

Transportation of guests in automobiles belonging to volunteers is prohibited due to liability and safety issues.

MONEY

Giving money directly to clients is prohibited. Please leave purses and other valuables locked out of sight in your car.

AGE RESTRICTIONS

- 18 years old

DRESS CODE

- All clothing must be clean and in good repair
- No logos, suggestive pictures, or sexually provocative clothing
- No tank tops, shorts, cut off's are permitted

PERSONAL HYGIENE / HEALTH DEPARTMENT STANDARDS

PLEASE REMEMBER TO WASH YOUR HANDS BEFORE YOU START WORKING AND WASH OFTEN WHILE WORKING. USE DESIGNATED HAND WASHING SINKS.

If you are feeling sick (cold, flu, etc), please contact the Director or Manager and stay home. If you need to blow your nose while working, please remember to wash your hands and only use disposable tissues (no handkerchiefs). We depend on you, so please contact us if you are unable to volunteer as scheduled.

PREGNANCY

For safety reasons we ask you to consider the health of your unborn child and follow the advice of your physician, if you volunteer while pregnant.

SIGN- IN

All volunteers are required to sign-in before beginning work and sign-out when leaving for the day. This is necessary in order for staff to know who is in the building for a variety of reasons, for example, if an emergency telephone call comes for them. All new volunteers must interview, fill out a registration form and submit the paperwork to the Manager or Director.

BREAKS

Volunteers need to inform the Operations Manager or supervisor when they are taking breaks. For those receiving community service hours, meal break time is not counted toward those hours.

TELEPHONE CALLS

Limited telephone calls are permitted using the telephone designated for clientt and volunteer usage.

PROCEDURE FOR TAKING DONATIONS FROM PREMISES

Donated items may not be taken from Catholic Charities unless approved by the Manager or Director.

POLICIES

EQUAL OPPORTUNITY POLICY

It is the policy of Catholic Charities to staff positions with the best-qualified people regardless of race, color, national origin, age, gender, disability, or veteran status.

Any action of an employee, unpaid staff member, or volunteer that does not further the goals set forth by this policy may be subject to disciplinary action.

SEXUAL MISCONDUCT AND HARASSMENT POLICY

Catholic Charities goal is to provide a space free from tension. Every staff member, volunteers and every person served should be safe during our activities. To assure this, Catholic Charities has adopted a Sexual Misconduct Policy which prohibits such conduct. In certain circumstances, it requires background checks, education, and reporting of misconduct.

An atmosphere of tension created by non-work related conduct, including ethnic, racial, religious, sexual, gender-related remarks, animosity, or unwelcome sexual advances or other such conduct is not acceptable.

Harassment of or by volunteers, staff members or clients is prohibited. Harassment includes, without limitation, verbal harassment (epithets, derogatory statements, slurs), physical harassment (assault, physical interference with normal work), visual harassment (posters, cartoons, drawings), and innuendos.

Any volunteer who feels harassed either by another staff member or by a member of the public must report the circumstances to the immediate supervisor or to the Manager or Director.

DRUG AND ALCOHOL POLICY

Individuals under the influence of drugs or alcohol on the job pose serious safety and health risks to themselves and others. Therefore, any involvement with, or influence by, alcohol or controlled substances Catholic Charities premises or while on duty is strictly forbidden.

DISPUTE RESOLUTION

Volunteers have the right to discuss with the Manager, Director, or the Executive Director conditions of assignment, job description, work environment, performance evaluation, or human resource policies without fear of discrimination or repercussions.

Disputes which arise must be resolved promptly. While it is certainly best to attempt a resolution as soon as the dispute arises, staff members are encouraged to wait no longer than six months to address any issue.

CORRECTIVE ACTION

Progressive discipline is practiced, if possible, for all Catholic Charities volunteers so that problems in the areas of attendance, job performance, and conduct may be constructively corrected.

VOLUNTEER LIABILITY

Several years ago, the Colorado legislature recognized that many public-minded individuals hesitate to volunteer their time for fear of personal liability. Consequently, in 1992, they passed the Volunteer Service Act. In summary, it states in part that:

Any volunteer shall be immune from civil liability in any action on the basis of any act or omission of a volunteer resulting in damage or injury if:

1. The volunteer was acting in good faith and within the scope of such volunteer's official functions and duties... and
2. The damage or injury was not caused by willful and wanton misconduct by such volunteer.

(Please refer to Colo. Rev. Sta. 13-21-115.5(4) for further information on this legislation)

SEPARATIONS

VOLUNTARY

If a volunteer intends to resign from Catholic Charities, he or she will inform the department as soon as possible.

INVOLUNTARY

Verbal notification is sufficient for dismissal of a volunteer. Dismissal may be for any reason deemed appropriate by the Manager or Director.

REFERENCE INFORMATION

No volunteer, unpaid staff member, employee, or official of Catholic Charities, other than the Executive Director or the Marian House Soup Kitchen Director, is authorized to release any information regarding a current or former volunteer.

EMERGENCY FIRE PROCEDURES

FIRE PROCEDURES: In the event of a fire, please follow these procedures:

- **DO NOT PANIC**
- Use the closest fire extinguisher to try to control the fire if this can be done without injury or danger to yourself or others.
- If the fire cannot be contained, pull the closest fire alarm, inform the Manager, and call 911 if believed to be appropriate and evacuate the building.

**PLEASE BE AWARE OF THE FIRE EVACUATION PROCEDURES,
LOCATED IN THE MANAGERS OFFICE.**

In the event of a fire alarm, certain people will have responsibilities for certain areas. Here are the breakdowns of each position.

VOLUNTEERS – Will be responsible for assisting in the evacuation of their immediate areas only, while helping is appreciated, the Management staff is the main body of the evacuating process, and the Volunteers well-being is the most important concern.

When all Staff has met, a roll call will be taken, utilizing the sign in sheets brought out by the Manager or Director.

SECURITY

Every effort shall be made to provide security for all of our volunteers, clients, and property/equipment. Please comply with the Catholic Charities team and procedures and report any violations or suspicious behavior, or potential problems to either the Security team or one of

the Managers. If you violate Security procedures, you may jeopardize your volunteer status, and if any illegal acts are committed, you may be reported to law enforcement authorities.

EMERGENCIES

Emergencies such as flood, fire, bomb threats and violence may require an evacuation of the property. We maintain a "Facility Emergency Plan" which is available at the Managers Office.

VIOLENCE PREVENTION

Given the increasing violence in society in general, we would like to make the following suggestions to our volunteers when dealing with violence.

- **NEVER PUT YOURSELF IN DANGER**
- Report all threats of violence, both direct and indirect, as soon as possible to an Manager, Director, or Security Staff immediately. Be specific as possible.
- Report all suspicious individuals or activities to a Manager, Director, or Security Staff as soon as possible. Again, be as specific as possible.
- If you hear a violent commotion near your work area, do not try to intervene or see what is happening. Leave your work area and find a Manager, Director, or Security staff member immediately and report the situation.
- Cooperate fully with the Catholic Charity staff, law enforcement, and medical personnel that respond to a call for help.
- Emergency drills will be conducted on a periodic basis, or as required by law.

VOLUNTEER AND RELEASE OF CLAIM WAIVER

In consideration of and as a condition to being permitted to participate in the volunteer activities of Catholic Charities of Colorado Springs, the undersigned hereby waives and releases any claims or causes of action for any damages, personal injury, or property loss which the undersigned may have, or which may subsequently accrue to the undersigned, arising directly or indirectly from volunteer activities.

The undersigned acknowledges and understands that accidents resulting in injury occasionally occur during such activities, as the undersigned will be engaging in during volunteer activities. Notwithstanding the foregoing, the undersigned hereby agrees to fully assume any and all risk of harm or injury which may occur to the undersigned during volunteer activities, and to release and hold harmless the Diocese of Colorado Springs, Catholic Charities and its officers, agents, employees and other volunteers from any claims or causes of action as set forth above.

It is further understood that the undersigned is volunteering his or her time and labor to volunteer activities. The undersigned acknowledges and understands that as a volunteer, he or she is not eligible for any wages or other benefits for employment, such as workers' compensation insurance, and the undersigned fully waives any claim for same for any work or activity he or she contributes during volunteer activities.

It is understood and agreed that this waiver, release, and assumption of risk is binding on the heirs, successors, and assigns of the undersigned and that the undersigned has read, understands, agrees to follow the guidelines and policies stated in the Volunteer Manual.