

# Volunteer Handbook



CATHOLIC  
CHARITIES  
*of St. Paul and Minneapolis*

**updated  
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## **INTRODUCTION and OVERVIEW**

### **Welcome**

Welcome to Catholic Charities of St. Paul and Minneapolis (Catholic Charities). We wish you every success in the work we are doing together for those most in need. Volunteers contribute directly to Catholic Charities' growth and success and we hope you will take pride in being a member of our team.

Throughout Catholic Charities' history, five things have remained constant: our activities based on the biblical and theological foundations of Catholic social teaching, our support of individuals and families, the involvement of volunteers, the critical role of individual donors and our ability to adapt to the changing needs in our community through a broad range of services for the poor and vulnerable in an inclusive way.

The breadth of our programs continues to include people at all stages of life, and we remain committed to providing quality, efficient services that help foster hope and strengthen our community. The many services provided by Catholic Charities seek to preserve the self-respect and dignity of each person, support people in getting back on their feet and protect the most vulnerable in our society who may have nowhere else to turn.

We hope your experience here will be challenging and rewarding.

### **The volunteer handbook**

This handbook contains information designed to aid volunteers (including Interns) so that the goals of Catholic Charities can be fulfilled. The information is regularly reviewed to ensure that it is effective in helping us fulfill our mission. This volunteer handbook replaces all previous volunteer handbooks and other oral or written statements of volunteer policy. It is provided for informational purposes only and is not a contract between Catholic Charities and its volunteers.

As a volunteer of Catholic Charities, you are subject to the standards and policies defined in this handbook and failure to adhere may be grounds for disciplinary action, up to and including termination.

Because of the nature of a growing, developing organization, the policies and procedures contained in this volunteer handbook are not a complete list and cannot cover all situations that may arise. Catholic Charities will add to and revise its policies and procedures as necessary, and while every effort will be made to communicate these changes, this may be done with or without prior notice.

For further information please contact:  
Volunteer Resources Department  
Catholic Charities of St. Paul & Minneapolis  
1200 Second Avenue South  
Minneapolis, MN 55403  
(612) 204-8435  
[volunteer@cctwincities.org](mailto:volunteer@cctwincities.org)

## Catholic Charities mission and core values

*The mission of Catholic Charities is to serve those most in need and to advocate for justice in the community.*

Catholic Charities serves all people, regardless of faith and as employees and volunteers, we demonstrate our core values through all of our actions:

**Compassion:** We demonstrate compassion and care for those who are most in need.

**Dignity:** We respect the inherent dignity of every person, for we believe that all human beings are made in God's image.

**Justice:** We work for justice in society and within Catholic Charities.

**Empowerment:** We foster an environment where all are supported in reaching their full human potential.

**Diversity:** We welcome differences in race, background, faith and thought. We are especially committed to naming and combating institutional racism.

**Collaboration:** We build effective working relationships within Catholic Charities and strong partnerships within the community.

**Integrity:** We assume responsibility for our actions by being honest, transparent, ethical and reliable.

## Catholic Social Teaching

The work of Catholic Charities is deeply rooted in Catholic Social Teaching. Catholic Social Teaching uses the Church's documents on matters of social justice - involving issues of poverty and wealth, economics, social organization and the role of the state - to establish universal principles for interacting with the world around us. The central message is simple: our faith is profoundly social; we are not living our faith unless we serve those in need and work for justice and peace.

The Catholic Social Teaching pages of our website ([www.cctwincities.org](http://www.cctwincities.org)), provide most of the official social teaching documents of the Catholic Church, along with a variety of resources to help you explore this rich body of moral teaching. You will also find tools to assist you in teaching others to know and appreciate the wisdom and the challenge that is embodied in this teaching.

## Code of conduct

To remain faithful to the mission and core values of Catholic Charities, all employees and volunteers are guided by the following code of conduct in carrying out work responsibilities:

### As a Catholic Charities volunteer:

- I recognize that all persons have emotional, intellectual, spiritual and physical aspects to their lives, and I will conduct myself, in my work, in a manner that will honor and respect each individual and his/her beliefs.
- I will represent the programs and services of Catholic Charities honestly, fairly, respectfully and openly. Through my professional endeavors, I will support the mission of Catholic Charities and will work within the framework of the agency's philosophy, practices, policies and procedures.

**In my relationships with clients:**

- I will not discriminate against or refuse professional services to anyone on the basis of race, color, marital status, creed, ancestry, status with regard to public assistance, age, sex, religion, disability, sexual orientation, status as a disabled veteran or veteran of the Vietnam conflict, or nation origin.
- I will respect the privacy of persons served and hold in confidence all information obtained in the course of professional service.
- I will disclose to Catholic Charities all relationships that may create or appear to create a conflict of interest, and I will not use my professional relationships to further my own interests.
- I will advocate for the support of appropriate professional standards and regulations that ensure the provision of the highest level of service possible to the clients in my care.
- I will provide clients effective services appropriate to their needs.

**In my relationships with employees and other volunteers:**

- I will respect the views, opinions, needs, values and actions of employees and other volunteers and will use appropriate channels to express my views and opinions on these matters. I will try to develop and maintain relationships based on mutual respect and trust. To this end, I will be direct, open, honest, considerate and respectful of others.
- I will respect the confidences of both employees and volunteers, except in situations that pose a threat to the safety and well-being of others or the property belonging to Catholic Charities or in cases where the agency must investigate an alleged wrong-doing.

**Becoming a volunteer**

A volunteer is defined as a person who provides regular services without compensation. They voluntarily contribute support through service to Catholic Charities and its clients. A volunteer does not receive services from Catholic Charities.

All volunteers must complete the registration process prior to placement. This process may vary depending on the type of service the volunteer provides. All information will be held strictly confidential and will be verified as deemed necessary.

Some volunteer positions require a criminal background investigation on volunteers 18 years of age and older. In addition, certain volunteer positions within Catholic Charities also require supplementary background investigations to be compliant with applicable law and accrediting agencies. Volunteers or student volunteers having direct contact with clients who are served at Catholic Charities facilities licensed by the Minnesota Department of Human Services (“DHS”) must have a DHS Background Study. If DHS disqualifies an individual from volunteering based on their criminal history, they must be removed from all DHS-licensed sites. All background investigation material must be completed and approved prior to placement. For a limited number of short-term positions with continual staff supervision, criminal background investigations may not be required.

Individuals seeking ongoing volunteer service opportunities will be interviewed by a volunteer specialist to determine suitable positions and placement opportunities. In some cases, the interview may be conducted in partnership with program staff. Once a prospective volunteer successfully completes the application process they can be considered for placement.

A Catholic Charities employee is not eligible to volunteer for a position in which they are currently being paid. If they wish to be considered for a volunteer position in another role at another Catholic Charities location, they must complete the volunteer application process. A former staff member of Catholic Charities may apply to serve as a volunteer. Any volunteer opportunities will be at

locations or in areas other than where you worked, unless the Human Resources Department and appropriate division director have approved the placement.

All volunteer positions have a task description which indicates the major responsibilities for which the volunteer will be held accountable. Volunteers are invited and encouraged to share with their supervisor any concerns about their task descriptions and ideas for changes. Task descriptions are reviewed regularly to identify any changes to responsibilities. If any changes are made, a new task description is issued. Volunteers will also be given an orientation to the general operations of the agency. The responsibility for the orientation process is shared among the program staff and the volunteer resource department.

## **VOLUNTEER INFORMATION**

### **Volunteer hours collection**

It is the responsibility of each volunteer to keep record of the hours served at Catholic Charities. Tracking volunteer hours is critical in order for the agency to present accurate statistics when applying for funding and grants that benefit the entire agency and our ability to continue to offer services. An ongoing account of volunteer hours may also be significant in the event of an incident while volunteering with Catholic Charities. Please review the process and deadline for tracking your hours with the Volunteer Resources Department and your supervisor.

### **Youth and volunteering**

Catholic Charities strongly encourages and promotes youth volunteerism and recognizes that tomorrow's volunteer begins with the experience of volunteering as a young child, teenager or young adult. However, individuals under the age of 18 may not volunteer as an individual on their own. In some cases, youth volunteers can offer services under the supervision of an adult chaperone, either individually or as part of a larger group. Age restrictions apply to volunteer positions at Catholic Charities for the safety and protection of volunteers, employees and clients. Additionally, volunteers under the age of 18 must have a parent, guardian or adult's signature to participate.

### **Training and ongoing support**

Catholic Charities realizes that volunteers provide an important service to the agency and assist with tasks essential in supporting the work of Catholic Charities. Therefore, all volunteers have a task description and receive training and ongoing supervision in order to perform their duties accurately and effectively.

Each division and program unit will identify in-service training needs for volunteers. They will make use of the training resources offered through Catholic Charities in a manner that best suits the priority needs of the program and allocates resources on as equitable basis as possible. Volunteers who wish to attend a training session should let their supervisor know or contact their volunteer specialist so that they can register them. There may be a cost associated with some of the trainings, which would be the responsibility of the volunteers if the training is not required of their volunteer assignment.

## **Drug-free premises**

Catholic Charities is committed to providing a premises that is free of drugs and alcohol, so that their use does not pose a safety or health or otherwise adversely affect Catholic Charities, its employees, volunteer or clients. All volunteers must report to their assignment in a condition fit to perform their duties.

- Possession of drug paraphernalia, except with respect to medications used as properly prescribed, also is prohibited while volunteering or on Catholic Charities' premises.
- If you are taking medications that may affect your ability to safely perform your task, you must inform your supervisor and the Volunteer Resources Department.
- If impaired due to the use of drugs or alcohol, you may be asked to leave the work environment. A request for a volunteer to leave the work environment must be approved by the Director of Volunteer Resources. If the Director of Volunteer Resources is not available, the supervisor must seek approval of the department's director.

## **Smoke and tobacco-free environment**

Smoking as well as vaping-which includes inhaling or exhaling of vapor from any electronic-style delivery device-and the use of any form of tobacco is permitted only in designated areas, which in most instances are at least 25 feet from any of our building or facility entrances. Smoking and the use of any form of tobacco is not allowed in agency vehicles or in any vehicle in which a client is being transported.

## **Confidentiality**

If you have contact with and access to confidential information concerning the agency that is not generally known by persons outside the agency, you must keep such information confidential. Confidential information includes, but is not limited to, the following types of information and other information of a similar nature: operations manuals; donor information and development plans; client information; personnel and payroll records; records regarding vendors and suppliers; social security and credit card numbers; passwords; usernames or ID; information regarding garnishments of employee wages; employee phone numbers and home addresses or any information considered personal or private; agency financial information that is not made public by the agency; agency proposals and contracts; information on security weaknesses or systems within the agency; details of building security features; and network architecture and configuration files.

## **Culturally competent care**

Culturally competent care at Catholic Charities describes the ability of our programs to provide care for clients with diverse values, beliefs and behaviors; including the tailoring of health care delivery to meet our clients' social, cultural and linguistic needs. A culturally competent program is one that acknowledges the importance of culture, incorporates the assessment of cross-cultural relations, recognizes the potential impact of cultural differences, expands cultural knowledge, and adapts services to meet culturally unique needs. Ultimately, cultural competency is recognized as an essential means of reducing racial and ethnic disparities. One area in which we demonstrate cultural competency awareness is the inclusion of several ethnic foods in our dining menu. Specialty foods are shared and enjoyed by everyone so that culinary cultural horizons are expanded for all clients.

## **Gender issues – including the psychosocial development of children & youth**

The growth and development of children and youth is of utmost importance to us at Catholic Charities. Apart from physical, cognitive and emotional development, we also pay careful attention to issues surrounding gender, including the psychosocial development of children and youth. We understand that historically and currently, there are many biases and discrimination practices that are based on gender. It is inaccurate to associate behaviors or preferences with a person's gender. It is vitally important for us to remember when working with our clients, that we are gender neutral in our expectations and fair in our treatment of youth and families. We know that trauma affects the development of children and we pay careful attention to the functional level of our clients and interact with them accordingly. An example is the assumption that a child or youth knows how to maintain appropriate hygiene that would be typically expected of a specific age group. We have not asked the child or youth what their hygiene practices have been or what their expectations are for appropriate hygiene. When we dictate to youth what we expect, we need to be mindful of their history, experiences or ability to complete the expected tasks. It is essential for us to ask questions and teach in a way that is respectful to each individual and their needs.

## **Racial bias and racism issues**

Catholic Charities is keenly aware that many of our clients have experienced racial bias and are affected by racial discrimination in their lives. To address those concerns, we confront our biases and focus on how clients are experiencing our environment. We are proactive in our approach to clients in a way that is respectful and equal. At the same time, we must be aware of the historical trauma and biases that clients have lived with, so we do not judge or make assumptions based on our own perceptions or beliefs. Catholic Charities is fully committed to the vitally important issue of racial equity and social justice. Our Racial Equity and Social Justice Steering Committee has been specifically formed to examine our practices and policies for services to clients, tenants and guests: Ensuring that race does not determine or predict our client's ability to experience stability and dignity; creating easy access to our services and resources for all clients; and, providing environments where all clients are supported by staff who are culturally competent. We are creating an organizational culture that promotes inclusion and belonging; helping staff and volunteers effectively confront bias; being courageous and respectful in both listening and speaking; and exploring privilege and power and their impact.

## **Sexual and other harassment**

Catholic Charities is committed to providing an environment free from unlawful harassment based on protected class status including race, color, religion, sex, national origin, age, disability, creed, marital or familial status, status with regard to public assistance, membership or activity in a local commission, genetic history, veterans status, sexual or affectional preference or orientation or any other class status protected pursuant to applicable local, state or federal laws. We prohibit conduct that denigrates or shows hostility or aversion toward an individual because of his or her protected class status and that has the purpose or effect of creating an intimidating, hostile or offensive work environment or has the purpose or effect of unreasonably interfering with an individual's work performance. Depending on the circumstances, prohibited harassment may include, without limitation, slurs, graphic material, or threatening or intimidating acts, regardless of whether they purport to be jokes, horseplay, hazing or pranks. All volunteers are expected to live Catholic Charities' values every day and to treat clients, other volunteers and staff with dignity and respect.

Sexual harassment is one form of and can involve members of the same or opposite gender. Sexual harassment includes unwelcome sexual advances, requests for sexual favor and other verbal or physical conduct of a sexual nature.

The following are some examples of conduct that may be sexual harassment: use of offensive or demeaning terms that have sexual connotations; objectionable physical closeness, behavior, actions or contact; unwelcome suggestions regarding, or invitations to, social engagements or work-related social events; any indication, expressed or implied, that a volunteer's assignment security, task assignment, conditions of assignment or opportunities for advancement may depend on the granting of sexual favors; any action relating to a volunteer's task status which is, in fact, affected by consideration of the granting or refusal of social or sexual favors; deliberate or careless creation of an atmosphere of sexual harassment or intimidation; deliberate or careless jokes or remarks of a sexual nature to or in the presence of any employee or volunteer who may find the remarks or jokes offensive; showing or sending materials (such as cartoons, articles, picture, etc.), whether by written or electronic communications, of a sexual nature to employees or volunteers who may find such materials offensive.

This policy covers all volunteers. Catholic Charities will not tolerate discrimination or harassment of any nature, whether engaged in by fellow volunteers, employees, supervisors or by other non-employees who conduct business with the agency.

If you believe that you have been harassed by anyone you encounter in the course of your assignment (for example, by a fellow volunteer, employee, supervisor, consultant, vendor or client) or that there has been a violation of this policy, immediately report the conduct to your supervisor or department head or a Volunteer Resources Department representative. Catholic Charities does not tolerate retaliation or intimidation directed toward anyone who makes a complaint of harassment or who participates in an investigation of a complaint. Confidentiality will be maintained throughout the investigation process to the extent possible and appropriate under the circumstances. Individuals found to have engaged in misconduct constituting discrimination and/or harassment shall be disciplined, up to and including termination.

## **Sexual orientation and sexual identify issues**

Sexual orientation at Catholic Charities is always acknowledged in a very respectful way. All LGBTQ clients are treated as they identify and not as we may see them. Clients have the right to express the gender that they identify with without any judgement from staff and volunteers. All Catholic Charities staff and volunteers must affirmatively meet the individual needs of clients regardless of their biological or perceived sexual orientation, gender identity, gender expression, or relationship/partnership status. Discrimination based on these categories is prohibited, and under no circumstance is any staff member or volunteer to attempt to convince an LGBTQ client to reject or modify their sexual orientation, gender identity, or gender expression. Furthermore, staff members and volunteers are prohibited from imposing their personal, organizational and/or religious beliefs on all clients. Staff and volunteers should not assume that all clients in our care are heterosexual, non-transgender, or gender conforming. Similarly, staff and volunteers should not assume that LGBTQ clients are identifiable by stereotypical mannerisms or characteristics. Staff and volunteers should also avoid the assumption that all LGBTQ clients have similar life experiences or share a common sense of community. Staff and volunteers should create a positive environment that welcomes and affirms LGBTQ clients. Displaying recognizable symbols of support, such as rainbow flags is a signal to LGBTQ clients that they are in a safe, welcoming, and trusted setting.

## **Equal opportunity**

Catholic Charities provides equal opportunity to all volunteers and applicants for volunteer opportunities and does not tolerate discrimination against or harassment of any volunteer, client, employee, contractor, partner or other individual based on protected class status.

## **Physical, mental, sensory and health-related disabilities, bias and discrimination**

Catholic Charities' mission mandates that we are aware and well-equipped to provide appropriate care for those clients with physical, mental, sensory, and health-related disabilities, and those who have experienced bias, and discrimination. We serve a number of clients who have mental health concerns such as Posttraumatic Stress Disorder, Depression and Anxiety, and ADHD. Catholic Charities works with community providers to ensure that clients' needs are met. Some programs may have nursing staff to help meet the needs of clients with health related or physical disabilities as well as adaptive and appropriate spaces for those with physical and sensory needs. We are innovative in our approach to mental health care and have adopted the Attachment, Regulation and Competency (ARC) model of trauma informed care to help us better understand and meet the needs of youth and families. ARC encourages us to focus on teaching and supporting youth rather than punishing them. As a result, we have a model of care that is tremendously effective for the youth and families we serve. The physical, mental, sensory, and health-related disabilities, bias, and discrimination issues faced by our youth and families are responding well to our compassionate partnerships and resources that offer promising solutions and excellent outcomes. Catholic Charities staff and volunteers shall not discriminate against clients based on any protected class, including disability.

## **Attendance and reporting absences**

Due to the critical nature of the services provided by Catholic Charities, it is essential that volunteers report to their assignment as scheduled. In the event a volunteer is unable to report, they are asked to either submit a cancellation notice in VolunteerHub or personally notify their supervisor as soon as possible.

## **Holidays**

Catholic Charities observes the following holidays: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day.

Should a holiday fall on Saturday, the preceding Friday shall be observed. Should one of these holidays fall on Sunday, the following Monday shall be observed. Volunteers should confirm with their supervisor how holidays influence volunteer scheduling as many of our sites do NOT close on these observed holidays.

## **Emergency closings**

Due to the critical services Catholic Charities provides to its clients and the community in general, it is the policy of Catholic Charities that volunteers make every reasonable effort to report to their assignment. However, in the event of a weather emergency or other emergency, such as fire,

power outage or other severe damage to any Catholic Charities facility that creates an unsafe situation, the CEO or designee has the authority to close the facility.

### **Volunteer expense and reimbursement**

Volunteers are not reimbursed by Catholic Charities for mileage expenses, public transportation or parking expenses. However, with appropriate substantiation, an income tax deduction might be allowed when calculating charitable contributions. For further information, volunteers must consult with their tax accountant.

If Catholic Charities requires volunteers to travel or incur expenses as a result of their volunteer work, approval for expenses must be granted prior to incurring the actual expense.

### **Visitors on Catholic Charities properties**

Because Catholic Charities is responsible for protecting client privacy rights at all times, social visits during volunteer working hours should be kept to a minimum. Volunteers who wish to receive non-service related visitors may do so with the written approval of their supervisor.

### **Personal property**

Catholic Charities is not responsible for the loss of or damage to a volunteer's personal property on Catholic Charities premises. All volunteers are to ensure that their personal property is maintained in a secure location. Volunteers are advised to keep office doors and file cabinets locked when personal property is stored in those areas. If a volunteer's personal property is stolen or damaged, it should be immediately reported to a supervisor. Volunteers are also advised to not carry large sums of cash or other valuables with them during their service.

Damage to personal property such as eyeglasses or clothing may be reimbursable based on the situation causing the damage. Volunteers should immediately bring these incidents to their supervisor's attention for remediation.

### **Application for paid positions at Catholic Charities**

Catholic Charities values hiring from within and encourages volunteers to consider employment opportunities. It is the volunteer's responsibility to review current openings via public postings and submit an application to Human resources to express interest in a particular position.

### **Service categories defined**

**Volunteer:** Under the law, a *volunteer* is a person who provides regular services without compensation. They voluntarily contribute support through service to Catholic Charities and its clients. A volunteer does not receive services from Catholic Charities.

**Intern:** Under the law, an intern participating in an internship is receiving training similar to the training which would be given in an educational environment. The placement is to the benefit of the intern rather than the organization and may actually impede Catholic Charities' operations. The intern does not displace regular employees, but works under close supervision of existing staff, and the placement does not entitle the individual to a job at the conclusion of the internship. Internships are of a fixed duration and are established prior to the outset of the internship. The majority of internships are

unpaid, but some stipend opportunities may be available. Catholic Charities considers interns to be volunteers. If an intern is receiving compensation equal to or greater than minimum wage, they are considered a different classification type (e.g., employee or contractor) and are NOT a volunteer.

**Service Assistant:** A service assistant is a client of Catholic Charities who voluntarily helps achieve program goals by contributing time engaged in service to the program. Service Assistants are also former clients who have accessed Catholic Charities services at any point within the 12 months prior to beginning their service. The beginning and end of the 12-month period is designated by the program that provided the service. Service Assistants are also former clients who continue to contribute service time as a Service Assistant indefinitely beyond the 12 months after the last date of having accessed a program service.

## **Volunteer grievance**

A grievance is a concern or disagreement raised by a volunteer because of an interpretation, application or violation of a Catholic Charities' policy or standard. Policies include the provisions of this Handbook, the policies of a division or program, and agency-wide policies of Catholic Charities. Catholic Charities welcomes volunteer feedback about their volunteer experience. Catholic Charities also encourages open and honest communication and exchanges of ideas. Although we believe most concerns can be settled promptly by an informal discussion of the facts by a volunteer and his or her supervisor, we recognize the need for a formal system to resolve grievances. The volunteer has 20 calendar days from application of the policy being grieved to start the grievance procedure by submitting a written statement to:

Catholic Charities of St. Paul & Minneapolis  
Director of Volunteer Resources  
1200 Second Avenue South  
Minneapolis, MN 55403

## **AGENCY RULES**

### **Volunteer/Client boundaries**

Volunteers must observe the highest of professional and ethical standards. Any behavior that is detrimental to the professionalism of Catholic Charities or has the appearance of a conflict of interest is prohibited. This may be in the judgment of a supervisor, in that there are unique circumstances that Catholic Charities reserves the right to evaluate on a fact-specific basis to determine the appropriateness of the volunteer's behavior.

To achieve the highest standards of professional conduct, the following activities are illustrative of prohibited activities:

- Lending or borrowing money, vehicles or other items to or from clients
- Paying clients to perform work or services
- Accepting gifts of more than nominal value from clients or accepting personal favors from clients, such as yard work, car washes, etc.
- Requesting favors from clients or former clients
- Buying or selling merchandise of more than a nominal value of any kind to or from clients, except within an approved program activity
- Co-signing for client loans

- Becoming emotionally, sexually or socially involved with clients, whether while during or outside of work hours or off Catholic Charities' premises and any pre-existing relationships should be disclosed to the employee's supervisor
- Giving rides, transporting or visiting clients during or outside of regular work hours without prior supervisory approval
- Divulging client information with anyone, or within range of hearing of anyone, who is not legally authorized to have that information

Catholic Charities discourages personal relationships between former adult clients and volunteers and prohibits volunteers from becoming socially involved with former adult clients within two years of the client having received the assistance of Catholic Charities. This period of time may be extended for certain professions. Personal relationships with current or former clients under the age of 18 are always strictly prohibited.

## Dress code

Generally, Catholic Charities follows a "business casual" dress code. Employees and volunteers are expected to present a professional image to our clients, clients' families, visitors and each other. Professionalism is portrayed through personal appearance, appropriate dress, grooming and personal hygiene. Certain employees and volunteers may be required to meet special dress, grooming and hygiene standards, such as uniforms, depending on the nature of their task and safety standards.

- *Hygiene* – maintain appropriate personal hygiene and personal habits to avoid body odors and smelling of cigarette smoke. Fingernails and teeth must be clean.
- *Pants and Skirts* – should not be tight-fitting, excessively baggy or expose skin or undergarments. Skirts should be at or below the knee.
- *Shorts* – generally not permitted, unless appropriate and is based upon program needs.
- *Shirts* – tank tops, halter tops, backless tops, clothing that reveals bare backs, and tube tops are not allowed. Necklines should be conservative.
- *Underclothing* – undergarments should be worn and not visible.
- *Jewelry & Body Piercing* – each program is responsible for establishing standards relative to jewelry and body piercing. However, due to potential safety issues, generally no dangling or large earrings, long necklaces or excessive body piercing that may create safety issues are allowed.
- *Hair & Facial Hair* – hair, beards, sideburns and mustaches must be neat and clean. Hairnets or hats must always be worn when working with food. Hair falling below shoulders must be tied back when working in areas where long hair may pose a safety threat.
- *Make-Up & Colognes* – make-up should be moderate, and colognes/perfumes should be used sparingly and may be restricted due to allergies and sensitivities.
- *Shoes* - shoes must be clean and appropriate for the work area and the employee's task responsibilities. Flip-flops are not allowed. Open-toed shoes are not allowed in areas where tasks have safety, food service considerations or where client care requirements apply. Additional safety-related footwear requirements may apply for certain positions.
- *Clothing & Body-Art* – messages on clothing and body art that is inconsistent with Catholic Charities' mission and values or is generally offensive, profane or politically provocative is prohibited.
- Supervisors are responsible for implementing and enforcing appropriate dress code policies within their area and ensuring that personal appearance is appropriate to the work setting and the image of the organization. Volunteers failing to comply with these dress code requirements may be sent home to change, bathe or remove inappropriate clothing.

## Information Technology acceptable use

Catholic Charities' Information Technology (IT) includes, but is not limited to, computer hardware and software, fax machines, printers, e-mail, voice mail, internet services and all other associated computer, communications, network facilities, pagers, telephones, copiers, equipment and related services. All volunteers having access, either directly or indirectly, to Catholic Charities' IT must be aware of and abide by the following:

**No Personal Right to Privacy** – All IT and information received, sent, or stored is the property of Catholic Charities. Volunteers are specifically advised that they do not have a personal privacy right in any matter created, received or sent via Catholic Charities' IT. IT may monitor at any time, with or without notice, to verify that Catholic Charities' property is being used in a manner consistent with this policy. A volunteer's use of e-mail, voice mail and other IT is considered consent to such monitoring. Catholic Charities reserves the right to override passwords and/or codes. Volunteers are expected to provide passwords or codes upon request to facilitate access. In addition to Catholic Charities monitoring discussed above, volunteers should be aware that information carried by IT systems may be revealed to others by accidental or intentional transmission to a third party, or access by technical staff when trouble-shooting hardware or software.

**IT Business Use** – IT is intended for business-related purposes. Volunteers are not permitted to use Catholic Charities' IT for business or commercial purposes unrelated to Catholic Charities. Personal communications should occur on a volunteer's own time. Catholic Charities' IT services may not be used as a personal mailing address or phone number. Volunteers are not permitted to install personally owned software, including screen savers or game software on Catholic Charities' computers.

Examples of prohibited IT use:

- Sending or forwarding jokes, chain letters and other like communications. If unsolicited messages of this type are received, the receiver must request the sender not send messages of this sort.
- Allowing anyone other than Catholic Charities volunteers and employees to use Catholic Charities' IT resources. Accessing, downloading or transmitting pornographic, obscene or sexually explicit or offensive materials is prohibited. This prohibition includes any communication that is inconsistent with any Catholic Charities policy.
- Accessing or attempting to access the e-mail or voice mail systems of other users, without the specific permission of that individual, except in the case of authorized personnel who are charged with maintaining and/or monitoring the usage of such systems, investigating possible misconduct or complying with discovery procedures under the rules of any local, state or federal court.
- Sending confidential information to external parties not authorized to receive such information, or to Catholic Charities volunteers who have no authorized business reason for such information. Confidential information shall not be stored on volunteer-owned computers.
- Downloading and/or distributing data and materials on the Internet that may be copyrighted. Where copyright is unclear, volunteers should seek advice from Catholic Charities' management.
- Posting any message on an Internet bulletin board, in a forum or on any other publicly available Internet site that in any manner refers to Catholic Charities or its services, or which might be interpreted as stating a Catholic Charities position or policy, without prior approval by Catholic Charities management. Internet access is issued to employees and designated volunteers for business-related purposes.
- Soliciting anyone for commercial ventures, religious or political causes, outside organizations or other non-service-related solicitations. IT should not be used to advocate non-service interests, or used in any manner prohibited by any Catholic Charities policy.

- Copying Catholic Charities-owned or licensed software programs to another computer without prior approval is prohibited. All users must adhere to the license agreement and copyright statement for each software package.
- Entering or attempting to enter (“break in”) to other computing systems or resources to which the volunteer does not have authorized access.
- Using Catholic Charities’ IT to damage, disrupt or interfere with business operations or other computers or communications equipment.
- Using Catholic Charities’ IT to commit a crime, stalk, abuse, harass or threaten another individual.
- Using IT in a manner that is wasteful of any technology resource, and/or intentionally distributing a computer virus or other deceptive procedure.

Volunteers are expected to immediately report any suspected violations of the IT policy to their supervisor or to Catholic Charities management. Any examples noted above are intended as a guide and are not all-inclusive.

### **Personal communication devices**

You may carry a cellular phone during your volunteer work time but telephone calls, text messages and emails must be kept to a minimum and may only be made during break periods or limited to emergency situations. Specific programs may have additional restrictions for cell phone use, especially while a volunteer is engaged with clients. However, volunteers may never record or photograph clients.

### **Social media**

Blogs, chat rooms and social media sites such as Facebook, LinkedIn, YouTube, Twitter or similar websites can be highly effective tools for sharing ideas, networking or exchanging information. In other circumstances, the use of social media may present certain risks and carry with it certain responsibilities. To assist you in making responsible decisions related to social media, we have established the following guidelines. These guidelines apply regardless of whether you are on or off duty and regardless of whether the agency’s equipment or your personal equipment is used.

- You should refrain from using social media while on assignment or while using equipment provided by the agency, unless it is work-related, and you are authorized to do so.
- Before creating online content, consider the potential risks and rewards involved.
- Do not harass or threaten anyone and avoid using language or media that reasonably could be viewed as malicious, obscene or threatening.
- You must comply with all applicable laws and our policies both online and off-line, including all applicable laws and policies governing non-discrimination, non-harassment, confidentiality and copyright.
- Posting confidential or proprietary information about the agency, our clients, employees, donors, vendors or other volunteers is strictly prohibited.
- The use of Catholic Charities’ logo and any other of its images or iconography is prohibited on personal social media sites, as is the use of the Catholic Charities name to receive any type of personal gain or to promote a product, cause, political party, candidate or office.
- You may not post or transmit images of other employees, clients, vendors or suppliers on personal blogs or social networking sites. You are also prohibited from posting images of persons at agency events or otherwise engaged in our business.

- You may not insert links to a blog or similar personal page of a social networking site onto a Catholic Charities internal or external website.
- If you are contacted by the media or press about a post relating to agency business, you are required to speak with your supervisor, who will coordinate with the External Affairs Department before responding.
- You should not represent the agency or speak on behalf of the agency, unless expressly authorized to do so.
- If you are authorized to represent the agency online, you are expected to exercise good business judgment and common sense about your postings online. Remember that the internet archives almost everything and that even deleted postings may be searchable.

## **Media relations**

Catholic Charities of St. Paul and Minneapolis complies with federal and state privacy laws and vigorously protects the privacy of its clients, employees and volunteers. Because of those laws and the need for consistency, all requests (calls, in-person, e-mail, etc.) for information from the media or press (including electronic, digital, online or print) must be sent to the Director of Communications.

No Catholic Charities volunteer shall speak to or provide any information (written or verbal) about Catholic Charities, its clients, business operations, or programs to any member of the media or press, arrange for interviews with themselves or clients, or allow any member of the media/press onto Catholic Charities property or into its program sites without explicit permission from the Director of Communications or the designated representative in the Director's absence. No Catholic Charities volunteer shall put him/herself in a position of acting as spokesperson for the agency. Procedures for reaching the Communications Director after hours and on weekends/holidays can be found at each program site.

## **Publications**

Any volunteer who wishes to use information about Catholic Charities (including clients) must receive prior written approval from the Executive Vice President and Chief Operating Officer, and from our Legal Counsel for privacy considerations. Publications include articles, manuscripts, theses and reports that are contained in printed and/or graphical form in newspapers, books and journals.

## **Gifts and gratuities**

Volunteers may not accept gifts, gratuities or favors from any outside organization or person doing business with or seeking to do business with Catholic Charities so as to not infer any possible influence on the volunteer and/or Catholic Charities. In addition, volunteers may not benefit from Catholic Charities' services because of their volunteer status, but rather may apply for and/or receive services in accordance with Catholic Charities program policies and procedures as available to the general public.

This policy does not include accepting items of nominal value or of an advertising nature not related to any agency activity or small tokens of appreciation. Any volunteer who needs further clarification of appropriateness of gifts or favors should talk to his/her supervisor.

## **Gift solicitation**

Solicitation of ANY kind (monetary and in-kind items) must be coordinated through Catholic Charities Development Department. Please contact your direct supervisor or any staff member from the Volunteer Resources Department to help facilitate this request. The Board of Directors of Catholic Charities and its staff solicit current and deferred gifts from individuals, corporations, organizations and foundations. These policies and guidelines govern the acceptance of gifts by Catholic Charities. The provisions of these policies shall apply to all gifts received by Catholic Charities for any of its programs or services.

## **Personal representation**

Catholic Charities volunteers may not personally represent any employee, volunteer, client, former client, donor, prospective donor or other person(s) associated with Catholic Charities for the purpose of serving as trustee, executor, conservator, guardian, payee, power of attorney, health care power of attorney, personal representative of their estate or financial representative.

Volunteers should in no instances be named as beneficiary in the estate or will of any individual with whom they have worked in their capacity at Catholic Charities. It is expressly prohibited for a volunteer to accept any bequest that provides direct or indirect financial benefit to them or to members of their immediate family.

## **Fraud and theft prevention**

Catholic Charities is a non-profit social service agency that operates on government contracts and charitable contributions from individuals and corporations. Catholic Charities' contributors, clients and the community expect the agency to safeguard Catholic Charities' financial resources and to use them wisely for service to those in need and for the improvement of the community. Consequently, all Catholic Charities volunteers must conduct themselves in an honest and ethical manner in all matters, including but not limited to handling the organization's assets, finances, donations (financial and in-kind), equipment, facilities and other property.

In keeping with this philosophy, Catholic Charities' volunteers should never take, use, give away, invest, borrow, divert, misappropriate or misuse the organization's funds, investments, financial resources, supplies, facilities or equipment – directly or indirectly by deceit, fraud or misrepresentation for personal reasons or personal benefit.

Similarly, volunteers are not permitted to use, take, give away, invest, borrow, divert, misappropriate or misuse the organization's funds (including gift cards and bus passes), investments, financial resources, facilities, equipment or supplies (including food) for the benefit of any individual, including the volunteer, or group, except in keeping with approved guidelines or rules or by first going through all appropriate channels to obtain approval for the proposed use of resources.

Examples of the types of prohibited conduct include, but are not limited to:

- Unauthorized alteration or manipulation of computer files
- Fraudulent financial reporting or manipulating financial data
- Misappropriation or misuse of Catholic Charities' resources, including funds, supplies or other assets
- Giving away food to employees or those other than designated clients or taking food home

Catholic Charities provides a confidential and anonymous way to report concerns about illegal or improper activities. Each Catholic Charities location posts instructions for how to report alleged

incidents. Reasonable suspicion about possible violations of this policy can also be reported to the volunteer's department/division director or Volunteer Resources.

Reports of suspected policy violations will be investigated as determined appropriate by Catholic Charities. Catholic Charities prohibits retaliation against a volunteer who has made a report of a suspected violation of this policy to the volunteers noted above or who has provided information to law enforcement.

### **Volunteer records**

Catholic Charities maintains a record for each volunteer. This is a confidential record and is only available to the volunteer and their division director/manager/supervisor. Pursuant to state law, volunteers may examine their files up to two times per year, at reasonable times, and upon prior 24-hour notice submitted to the Volunteer Resources Department. This review must take place within the Volunteer Resources Department with a Volunteer Resource Representative present.

### **Driving for agency business**

Volunteers may not drive an agency vehicle or their own vehicle for business without the proper clearance. All drivers are required to complete a driver's checklist with the Volunteer Resources Department. This involves the completion of training prior to operating a vehicle for agency purposes. Additionally, any volunteer using a personal vehicle for Catholic Charities business must have automobile liability insurance as required by state law. Volunteers must be able to show proof of this coverage prior to using a vehicle for Catholic Charities business.

In the event of a claim resulting from the use of a personal vehicle for Catholic Charities business, the volunteer is not covered by the agency's liability insurance policy. If an accident occurs while a volunteer is operating a vehicle on agency business, the accident must be reported immediately to the volunteer's supervisor and the division/department director. The accident must be reported whether an agency vehicle or a volunteer's personal vehicle is involved.

### **Use of vehicles for agency purposes**

Agency vehicles are to be used for agency purposes only. Volunteers must have written authorization prior to operating an agency vehicle. Only authorized volunteers may operate an agency vehicle. Only employees, volunteers and authorized clients are permitted to occupy an agency vehicle. Agency vehicles must remain on agency property when not in use.

Use of private automobiles for Catholic Charities' purposes must be authorized by the volunteer's supervisor. Any trips outside the immediate Twin Cities metro area require the approval of a program manager or higher.

Traffic citations and other violations, such as for parking, received while on agency business are considered the responsibility of the volunteer receiving them. Any exceptions for unusual circumstances require approval of the Executive Vice President and Chief Operating Officer.

### **Sexual exploitation of clients**

Catholic Charities serves many people considered vulnerable under the law and thus, prohibits sexual contact between any volunteer and any client, regardless of age. This applies to both present and

former clients who have received the assistance of Catholic Charities within two years prior to the sexual contact with a volunteer. This period of time may be extended for certain professions.

Sexual contact with an adult client will be considered sexual exploitation with or without the client's consent to the contact. This is the case whether or not the contact occurs on Catholic Charities' premises and whether or not the contact occurs during the volunteer's work time. Sexual contact includes requests by the volunteer for sexual contact.

Any suspected incident of sexual exploitation of an adult client involving staff or occurring on Catholic Charities' premises must be reported immediately to the division director or the Director of Volunteer Resources. Such reports will be promptly reported to the proper legal authorities. Catholic Charities reserves the right to suspend or terminate volunteers, pending the outcome of the investigation.

Sexual contact with children who are current or former clients is always strictly prohibited and is a violation of the law. Catholic Charities fully cooperates with any law enforcement investigation involving the alleged sexual exploitation of a child.

### **Mandatory reporting requirements of suspected child abuse**

Minnesota law requires workers in a number of professions, including health care, social services, psychological treatment, child care, education, corrections, law enforcement and clergy, to report suspected child maltreatment. This includes the employees of Catholic Charities. As a result, staff will report any suspected maltreatment to the County Department of Human Services or the State of Minnesota Department of Human Services.

There are four main categories of abuse that are required to be reported:

**Neglect** – Neglect usually involves the caregivers' failure to - supply the child with necessary food, clothing, shelter, medical or mental health care, or appropriate supervision; protect the child from conditions or actions that endanger the child; take steps to ensure that a child is educated according to the law or exposing a child to certain drugs during pregnancy and causing emotional harm to a child may also be considered neglect.

**Physical Abuse** - Physical abuse is any physical injury or threat of harm or substantial injury, inflicted by a caregiver upon a child other than by accidental means. The impact of physical abuse can range from minor bruises to severe internal injuries and death. Physical abuse does not include reasonable and moderate physical discipline of a child that does not result in an injury.

**Mental Injury** - Mental injury is harm to the child's psychological capacity or emotional stability evidenced by an observable and substantial impairment of the child's functioning.

**Sexual Abuse** - Sexual abuse is the subjection of a child to a criminal sexual act or threatened act by a person responsible for the child's care or by a person who has a significant relationship to the child or is in a position of authority.

As a volunteer, if you become aware or concerned about potential abuse of a Catholic Charities client, you are encouraged to report this concern to any Catholic Charities staff member or local authorities.

### **Health Insurance Portability and Accountability Act of 1996 (HIPAA) explained**

The Privacy Rule protects "Protected Health Information whatever its form – electronic, written or oral." Protected Health Information is any individually identifiable health information listed on any form or databases that is being retained for a client.

HIPAA Privacy Rule requires Catholic Charities to create a legal document called the Notice of Privacy Practices and maintain a HIPAA Policy and Procedure Manual. This Notice forms the foundation for Catholic Charities Privacy compliance infrastructure.

Each HIPAA compliant program is required to provide clients with a copy of the Notice of Privacy Practices on the first service delivery date or when a form requiring medical information is being filled out. Additionally, the notice must be posted on the website and in a clear and prominent location at each program site.

What are the penalties for misuse of Protected Health Information? Civil Penalties: \$100 per violation, up to \$25,000 per person, per year for each requirement violated. Federal Crime Penalties: \$50,000 and one year in prison for improperly obtaining or disclosing Protected Health Information. \$100,000 and up to five years in prison for obtaining or disclosing Protected Health information under "false pretenses." \$250,000 and up to 10 years in prison for obtaining or disclosing Protected Health Information with the intent to sell, transfer or use it for commercial advantage, personal gain or malicious harm.

In summary, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) was enacted by congress to protect an individual's health information. The Privacy Rule standards of the HIPAA Act describes how health information may be used and "protects" protected Health Information whatever it's form: electronic, written or oral. Protected Health Information is considered any health information listed on any form or databases that is being retained for a client. The Notice of Privacy Practices details the permitted uses and disclosures of Protected Health Information and Patient's Rights with respect to Protected Health Information. There are penalties for misuse of Protected Health Information that can result in fines and/or prison sentences when improperly disclosing a client's health information.

## **PERFORMANCE MANAGEMENT**

### **Performance**

Catholic Charities values the partnerships that we have with our volunteers. We want a volunteer's work experience to be productive, meaningful and beneficial for both the volunteer and the clients in our care. In addition to informal interactions, with their supervisors, volunteers and supervisors annually meet together to review past performance and look at future activity goals. The results of that meeting are documented on the performance evaluation form, which is placed in the volunteer's file. Volunteers may request to meet with their supervisor's superior or Volunteer Specialist regarding performance evaluations if they believe their evaluation does not accurately assess their performance, attendance or behavior.

Catholic Charities reserves the right to determine what action or conduct will result in a disciplinary process if one is warranted. If a problem is determined to be severe, it may dictate that a progressive step approach to resolve it is inappropriate. In all instances where a volunteer's conduct is of a criminal nature, Catholic Charities will fully cooperate with the proper authorities.

The following conduct infractions are considered to be gross misconduct and are likely to result in immediate termination. These include, but are not limited to: Breach of confidentiality, HIPAA or other privacy violations; drug or alcohol use during service; dishonesty; ; any form of discrimination and/or harassment; theft or misuse of Catholic Charities' resources (e.g. taking clients' food from the kitchen); willful destruction of Catholic Charities' property; fighting and other forms of workforce violence; mental, emotional, physical or sexual abuse of a client; disrespectful or aggressive behavior

toward a supervisor, employee, volunteer, client or contractor; and any general misconduct that endangers clients or employees and/or infringes on their rights.

Catholic Charities' relationship with volunteers is voluntary and does not establish any type of employment relationship or contract. This means that Catholic Charities or the volunteer may terminate the relationship at any time. For example, if management of Catholic Charities determines that a volunteer violates or is believed to have violated policies or guidelines, or has engaged in inappropriate conduct, management may decide to terminate the volunteer relationship.

Supervisors may choose to administer disciplinary action when they believe that a problem will be resolved through such discipline. Supervisors retain sole discretion in determining whether, when, and how a volunteer will be disciplined or terminated. Depending on the circumstances, supervisors may choose to conduct a problem-solving meeting, issue a verbal warning, written warning or suspension. Supervisors will retain documentation of all disciplinary action taken.

## **HEALTH, SAFETY and SECURITY**

### **Health and safety**

Questions about the delivery of client care services where there is concern for exposure to infection or infectious waste should be forwarded to the volunteer's supervisor for resolution, in consultation with the Director of Human Resources.

To ensure that client care is in no way compromised, a volunteer should make known in advance to the division director/manager any safety concerns they may have regarding their involvement in a treatment to a client, to allow for clarification, education and resolution. If the volunteer ultimately requests re-assignment and the division director/manager decides that reassignment is not an alternative, an employee is obliged to provide care for the client. The volunteer may, consistent with personnel policy, apply for a transfer to another available open position for which she/he is qualified.

Volunteers must provide care without regard to a client's specific disease process. A volunteer may request a break or reprieve from a difficult client assignment but may be required to return to the assignment in order to achieve consistency in provision of services for the clients.

If an employee or volunteer is injured or exposed on the task, Catholic Charities has specific procedures to follow to ensure that the employee or volunteer is provided with timely care and appropriate support. Incident Reports and First Report of Injury forms must be completed within 24 hours of the incident.

### **Weapons ban**

Carrying and/or possessing handguns or other weapons on the premises, by any person (and anyone other than a law enforcement officer), will not be tolerated, regardless of whether you are licensed to do so or not. You are not allowed to carry and/or possess handguns or other weapons at any time while on agency premises. "Premises" for purposes of ban on weapons is defined as the physical place of business of Catholic Charities.

You are also prohibited from carrying and/or possessing weapons, including handguns at any time during the course and scope of your volunteering with Catholic Charities. This is defined as all activities conducted on our premises or at other locations on our behalf, except to the extent that state law prohibits bans of guns in certain places.

If you believe that any person is violating the weapons ban policy, immediately report the suspected violation to your supervisor. If your supervisor is not available, contact a security officer if one

is onsite. All reports of violations will be investigated, and if the investigation indicates that a violation of this policy may have occurred, timely and appropriate action will be taken. You are encouraged to discuss any questions you have about this policy with your supervisor.

## **Health and safety compliance**

In accordance with the Federal and State Occupational Safety and Health Administration (OSHA), Catholic Charities makes good faith effort to ensure a working environment that is free from recognized hazards likely to cause serious physical harm to its employees, volunteers and clients. Health and safety policies and procedures are documented in the Safety Management Plan.

Volunteers will be held responsible at all times for observing and practicing the established standards of health and safety in carrying out assigned duties.

Issued by: Mary T. Bachman, Director Volunteer Resources July 2011  
Reissued by: Mary T. Bachman, Director Volunteer Resources July 2018  
Mary T. Bachman, Director Volunteer Resources August 2019  
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Patricia Wilder, Exec Vice President Programs July 2011  
Mary Jerome, Director Human Resources July 2011  
Elizabeth Knight, Legal Counsel July 2018  
Elizabeth Knight, Legal Counsel August 2019