



Catholic  
Charities  
Diocese of Kalamazoo

2024

## OUR MISSION

We are God's hands  
providing housing, health,  
and hope to His children



# VOLUNTEER/ INTERN HANDBOOK

# TABLE OF CONTENTS

<b>Welcome .....</b>	<b>page 3</b>
<b>Volunteer engagement .....</b>	<b>page 3</b>
<b>Definition of a Volunteer .....</b>	<b>page 4</b>
<b>Classifications of Volunteers .....</b>	<b>page 4</b>
Short-Term Volunteer (no client contact)	
Support Volunteers (no client contact)	
Support Volunteer (client contact)	
Volunteer Mentor (client contact)	
<b>Recruiting and Selection .....</b>	<b>page 5</b>
Recruitment	
Interviews	
Roles and Responsibilities	
Applications	
<b>Aspects of Volunteering .....</b>	<b>page 6</b>
Agency Orientation and Virtus Training	
Program Orientation and Training	
Supervision	
Volunteer/Intern Personnel Files	
Recording Volunteer/Intern Hours	
Open Door Policy	
Evaluation	
<b>Participation Guidelines .....</b>	<b>page 9</b>
Conduct and Appearance	
Accidents	
Covid-19	
Attendance	
Solicitation and Distribution	
<b>Additional Resources .....</b>	<b>page 11</b>

## Welcome!

Thank you for choosing to Volunteer with Catholic Charities Diocese of Kalamazoo!

This handbook has been prepared as a resource/reference guide to explain policies and procedures applicable to Volunteers/Interns at Catholic Charities Diocese of Kalamazoo (CCDOK). If you have questions about any of the following information, please contact the Volunteer Coordinator or your Supervisor. Updates will be provided upon policy changes, when available.



## Catholic Social Teaching Guiding Principles

As a Catholic Charities agency, we serve all who come to our doors for aid not because they're Catholic but because we are. Our mission is rooted in the seven principles of Catholic Social Teaching:

- Life & Dignity of the Human Person
- Call to Family, Community & Participation
- Rights & Responsibilities
- Option for the Poor and Vulnerable
- Dignity of Work and Rights of Workers
- Solidarity & Care of God's Creation

## Catholic Connection

CCDOK is a ministry of the Roman Catholic Diocese of Kalamazoo. The diocese was founded in 1971 and we operate under the Bishop; serving nine counties in Southwest Michigan: Allegan, Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren. This includes 59 parishes and 21 schools.

## Volunteer Engagement

To support our Mission, we are committed to creating opportunities for the community to be involved in our work, and many of our programs would not be able to carry out their goals if volunteers were not involved.

Our volunteers participate by:

- Maintaining material donations for various programs and locations,
- Assisting clients with selecting material and food donations,
- Serving on the Board of Directors and various committees,
- Providing support with quality assurance reviews, clerical support, cleaning/organization, handyman projects,
- Serving as a mentor to an individual in our programming that requests additional support,
- Packing and delivering food donations,
- Special event and fundraising planning, and/or
- Serving as an ambassador/connection to parish life.

## Definition of a Volunteer

Volunteers are one of the greatest resources we have at CCDOK ~ You help breathe life into our Mission! You are considered a volunteer if you, without compensation or expectation of compensation, perform a service at the direction of and on behalf of the agency. Thank you for freely giving your time, energy, and talents to help us deliver quality programs and services. At CCDOK, we're committed to volunteer engagement ~ creating opportunities for the community to be involved in our Mission.

At CCDOK, we strive to provide our volunteers with a positive work environment, necessary training, supervision, evaluation, and recognition. As a Volunteer, we expect you to honor your commitments to the agency, respect other staff and volunteers, and complete assigned duties to the best of your ability.

## Volunteering vs. Interning

Interns/internships are primarily educational experiences with an emphasis on learning academic or career-related skills. In accordance with COA (Council on Accreditation) standards, "interns will be directly supervised by licensed or otherwise accountable professionals." Interns may receive academic credit for their experiences if they arrange this with their school ahead of time.

## Classifications of Volunteers

There are several classifications of volunteers at Catholic Charities:

### **Short-Term Volunteer (no client contact)**

People who serve as volunteer only once or occasionally in an event situation and have no direct client contact. No screening requirements for this position.

### **Support Volunteer (no client contact)**

People who serve as volunteer in a support role, such as cleaning, sorting donations, handyman projects, etc. that have no client contact. Certain screening requirements are required for these volunteers, depending on location of volunteering.

### **Support Volunteer (client contact)**

People who serve as volunteer providing direct service to clients. Usually, CCDOK staff are present. There are screening requirements for these volunteers.

### **Volunteer Mentor (unsupervised client contact)**

People who serve as volunteers providing direct support to clients without CCDOK staff present. There are additional training and screening requirements for these volunteers.

## **Recruiting and Selection**

### **Recruitment**

Catholic Charities uses a variety of methods to recruit volunteers. We engage with potential volunteers via our CCDOK website and events, parish engagement, social media platforms, community activities, print publications, and word of mouth. We also encourage you to invite your family and friends to learn about our volunteer opportunities.

All information related to our volunteer opportunities can be found on our Community Event Registration and Volunteer Information System, or CERVIS!

### **Interviews**

Most volunteer/intern positions require an interview with the Volunteer Coordinator or staff member who will be supervising you. This interview will help clarify the responsibilities of the opportunity and help us to decide if the prospective volunteer/intern is a good fit. If you are participating in a one-time event or project, an interview may not be necessary.

### **Roles and Responsibilities**

Details of roles and responsibilities for volunteers are maintained in CERVIS. Interns shall receive a copy of their position description. It is your responsibility to be knowledgeable about your position, gain an understanding of the requirements, and seek any necessary clarification from your supervisor or the Volunteer Coordinator.

## **Applications**

All volunteer applications are completed online through CERVIS and can be accessed through our website. Our Volunteer Coordinator or designee will assist you in this process. Interns must complete an Internship Application and also a CERVIS application. A letter from the school/college that you attend and is sponsoring your internship is required.

## **Aspects of Volunteering**

### **Agency Orientation and VIRTUS Training**

Agency Orientation is recommended for all volunteer/intern roles except the short-term volunteer with no client contact. While we strive to have all volunteers/interns attend Agency Orientation in order to better understand our organization and mission, due to scheduling and availability, it is not always feasible. Therefore, it will not prevent a person from being eligible to begin volunteering.

VIRTUS training is a mandatory requirement before a volunteer may interact with minors or vulnerable adults. The volunteer may begin service in no client contact roles until VIRTUS training is complete.

### **Program Orientation and Training**

Catholic Charities Diocese of Kalamazoo has established an orientation/training period for all direct service volunteer/interns and on-the-job training for all remaining volunteers/interns. This training period may be extended at the sole discretion of Catholic Charities.

The training period is designed to help you learn about Catholic Charities Diocese of Kalamazoo and your job, get acquainted with agency policies and procedures that include mission, confidentiality and HIPAA, and to become familiar with the daily workings of the Agency. During this initial training period, you should clarify your job responsibilities and establish a positive working relationship with the other staff members. Training will be tailored to experience of the position to assure an understanding of policies and procedures and how they pertain to volunteer role.

### **Supervision**

As a volunteer/intern, you will have a clearly identified supervisor who will directly oversee your role within the program. This supervisor will be available to you for consultation and assistance. One-time volunteers will also be informed of their supervisor in case questions or problems arise. The Volunteer Coordinator is another source of information and assistance.



## **Volunteer/Intern Personnel Files**

Only the Executive Director, HR Designee, the Supervisor/Volunteer Coordinator, or the volunteer/intern shall have access to a volunteer/ intern's personnel file. Volunteers/interns shall have the right to review their personnel files at reasonable times and upon reasonable notice, in the presence of his/her Supervisor/Volunteer Coordinator or the HR Designee.

Your records should be kept up to date at all times. Whenever you change your address, telephone number, name, or other pertinent information, you should update your volunteer profile in CERVIS in addition to notifying the Volunteer Coordinator and your supervisor.

## **Recording Volunteer/Intern Hours**

Accurate recording of volunteer/intern hours is essential to the continued functioning of the program. Whether the volunteer/intern is at one of Catholic Charities Diocese of Kalamazoo's sites or working on a project at home, hours worked as a Catholic Charities Diocese of Kalamazoo's volunteer/intern should be reported. All volunteer hours are tracked in CERVIS. When registered for an event, no further action is required on your part. When performing service project activities whether on-site or performed off-site (i.e., completion of projects, committee work for the agency, Mother/Friend hours, etc.), you may log your hours manually in CERVIS or communicate your hours to the Volunteer Coordinator or Supervisor by the first of the month. All intern hours must be tracked in CERVIS for grant reporting purposes.

Mother/Friend Mentor volunteers are to provide progress notes which represent the hours of volunteer work and are to be sent monthly to the Volunteer Coordinator.

## **Open Door Policy**

Catholic Charities Diocese of Kalamazoo encourages the early resolution of any problem or conflict. The act of filing a complaint is viewed as a positive step towards resolution of problems. The purpose of the Open-Door Policy is to provide an orderly system in which to resolve volunteer complaints in a timely manner at the first possible administrative level.

If a volunteer/intern feels that a grievance, dissatisfaction, or misunderstanding regarding working conditions, job expectations, or the application of the volunteer handbook exists, the following procedures exist to provide the volunteer/intern with the opportunity to engage in the established guidelines:

- A.** If the problem is not resolved when initially discussed with the supervisor, the volunteer/intern must present the complaint in writing to his/her immediate supervisor within five (5) working days after the initial discussion. Within five (5) working days after receiving the written complaint the supervisor shall inform the volunteer/intern in writing of the proposed resolution.
- B.** If the proposed resolution is not satisfactory to the volunteer/intern, or if the supervisor fails to respond in a timely fashion, the volunteer/intern may present the written complaint to the supervisor's supervisor. Both the volunteer/intern's written complaint and the supervisor's written resolution shall be presented to the supervisor's supervisor within five (5) working days following the supervisor's proposed resolution, or within five (5) working days of when the supervisor should have responded. The supervisor's supervisor shall schedule a conference with the volunteer/intern and volunteer's/intern's supervisor within five (5) working days after receiving the written complaint and a reasonable resolution of the complaint shall be attempted. The supervisor's supervisor shall inform the volunteer/intern in writing of the proposed resolution within five (5) workdays after the conference.
- C.** If the proposed resolution is not yet satisfactory to the volunteer/intern, or if a timely written response is not received, the volunteer/intern may present the complaint in writing to the Executive Director within five (5) working days. A meeting with the volunteer/intern and Executive Director may be arranged within this time frame.
- D.** If the volunteer/intern is dissatisfied with the Executive Director proposed resolution, or if a timely response is not received from the Executive Director, and if the volunteer/intern wishes to proceed, the written complaint along with all other conference material, will be submitted to the chairperson to the Board of Directors within five (5) working days from the date of the Executive Director's written reply, or within five (5) working days of the Executive Director's non-response. The Board of Director's chairperson will then call a meeting within ten (10) working days to review the complaint. Attendance of those involved will be at the discretion of the chairperson of the Board of Directors. Following a discussion and further investigation, if needed, the Board of Directors will render its resolution in writing. The decision of the Board of Directors shall be final and binding on all parties.



Complaints shall be processed as described above unless time limits are extended by mutual written agreement. If at any level Catholic Charities Diocese of Kalamazoo's representative fails to respond in a timely manner, the volunteer/intern should proceed to the next step as if a timely answer from the Agency had been rendered. If at any step the volunteer/intern fails to proceed in the indicated time frame, the complaint shall be resolved on the basis of the last proposed resolution.

### **Evaluation**

Periodic reviews are done on interns and serve as an aid to the development of the intern and to the administrative needs of the Agency. These informal reviews of an intern's work are a continuing process between the supervisor and intern. External review forms from an intern's school can substitute for the agency's review form if the supervisor chooses. A copy of this form needs to be placed in the intern's file at the main office.

Annual surveys are sent to all volunteers to determine the success/failure of their volunteer experience and to determine whether there are ways their volunteer experience could be more effective. However, we encourage feedback regarding your volunteer role at any time.

## **Participation Guidelines**

### **Conduct and Appearance**

An attitude of understanding, consideration, and respect for those who seek assistance, and for co-workers is essential. Dress should be appropriate to the specific task in accordance with the Dress Code as outlined in the Training Operations and Procedures (TOPs) Manual . All volunteers/interns are expected to have a clean appearance.

### **Accidents**

Any accident or injury occurring while on Agency property or while in the service of the Agency must be reported by the volunteer/intern, on an incident report form, to the Executive Director as soon as possible, but no later than twenty-four (24) hours after the incident.

## **COVID-19**

In an effort to protect clients, staff, volunteers, interns, and our community in general from COVID-19, Catholic Charities Diocese of Kalamazoo has adopted a Covid-19 Policy which outlines masking and social distancing requirements as well as circumstances when staff are exposed or have tested positive for Covid-19. Because this is an ever-changing public health concern, the Agency's Covid-19 policy will continue to be updated. You can request to see a copy of this policy from your Supervisor or Volunteer Coordinator.

## **Attendance**

Regular attendance is essential to the success of Catholic Charities Diocese of Kalamazoo. As such, Catholic Charities Diocese of Kalamazoo volunteers/interns are expected to be dependable and reliable.

If for any reason, you are unable to adhere to your established work schedule, you must notify your supervisor or an agency designee. Volunteers/interns are asked to give at least 24-hour notice if they will not be working a scheduled shift.

## **Solicitation and Distribution**

In order to prevent disruption in operations, interference with work and inconvenience and discomfort to other employees, no solicitation of any kind is permitted in working areas of the building during work hours. This does not include lunch breaks. In addition, the distribution of any and all literature which is not necessary to the performance of your work is prohibited during working and non-working hours in all areas of the building. Official notice will be given about any program to which you may contribute by payroll deduction.

## ADDITIONAL RESOURCES

Policies and procedures of Catholic Charities Diocese of Kalamazoo are maintained in the Training, Operations, and Procedures (TOPs) Manual. All policies and procedures of the agency are important, but in particular, the policies/procedures listed below may directly pertain to your volunteer/intern position. If you would like to read any of the procedures/policies listed below, please request a copy from your supervisor or the Volunteer Coordinator.

<b>ANTI-HARASSMENT AND COMPLAINT PROCEDURE .....</b>	<b>HR 31</b>
<b>DRESS CODE FOR PERSONNEL .....</b>	<b>HR 15</b>
<b>DRUG FREE WORKPLACE .....</b>	<b>HR 18</b>
<b>TOBACCO AND VAPING AT WORK SITES .....</b>	<b>ASE 01</b>
<b>LIABILITY INSURANCE COVERAGE .....</b>	<b>RPM 03</b>
<b>CONFIDENTIALITY – CLIENT INFORMATION .....</b>	<b>CR 05</b>
<b>DUTY TO WARN .....</b>	<b>CR 09</b>
<b>DRIVERS OF AGENCY VEHICLES .....</b>	<b>ASE 10</b>
<b>USE OF PERSONAL VEHICLES FOR AGENCY BUSINESS .....</b>	<b>ASE 11</b>
<b>COVID-19 VACCINATION, TESTING, &amp; FACE COVERING POLICY ....</b>	<b>ASE 22</b>

Once again, we truly appreciate your willingness to volunteer/intern with Catholic Charities Diocese of Kalamazoo. For questions or more information about this handbook, or your role as a volunteer, please contact our Volunteer Coordinator at (269) 381-1234.



*we love our  
Volunteers*