



Code of Professional Conduct for Volunteers

Standards of Conduct with Clients

1. Volunteers will maintain an open and trustworthy relationship with clients including youth (an individual who has not reached the legal age of majority -18 years of age).
2. Volunteers will not use or possess alcohol and/or illicit drugs while working with any client.
3. Volunteers will be aware of the potential impropriety and even the appearance of impropriety, when working with clients. Volunteers will not work alone with a youth.
4. Volunteers, will not share overnight accommodations alone with youth including, but not limited to, accommodations in any church-owned facility, private residence, hotel room, or any other place. In an emergency situation, when accommodation is necessary for the health and well-being of youth and the above prohibition cannot be avoided, extraordinary care will be necessary for the protection of all parties from the risk of harm and even the appearance of impropriety.
5. Volunteers should exercise discretion in having any physical contact with any client.
6. All volunteers must respect the faith and/or beliefs of the client. Volunteers will not proselytize or impose personal religious beliefs upon the client
7. Volunteers will understand their relationship with the client is not legal or financial in nature.
8. Volunteers are prohibited from dating or having sexual contact with any client.

Reporting Standards

1. CCNLA personnel and volunteers will hold one another accountable for maintaining the highest ethical, moral and professional standards. Volunteers will take seriously every allegation or report of unethical behavior and/or professional misconduct.
2. In the event that the allegation or report involves any form of abuse, either mental, physical, or both, or the substantial risk of danger to the health or welfare of any client, then volunteers will report same to local law enforcement authorities immediately and thereafter report same to their immediate supervisor.

Administration

1. Personnel and other administrative decisions made by volunteers will meet civil and canon law obligations; reflect Catholic social teachings and the standards of this Code.
2. Volunteers will not use their positions to exercise unreasonable or inappropriate power and authority or take advantage of anyone to further their personal, religious, political, or business interest.
3. Volunteers will avoid any situation that might present a conflict of interest or even the appearance of a conflict of interest.
4. Volunteers should inform all affected parties including their supervisor, when a real or potential conflict of interest exists.

Well-Being of Volunteers

1. Volunteers should be aware of warning signs that indicate potential problems with their own spiritual, physical, mental and/or emotional health.

2. Volunteers should seek help immediately whenever they notice behavioral or emotional warning signs in their own lives.
3. CCNLA personnel and volunteers should cooperate with and support one another.

Harassment

1. Volunteers will not engage in any form of physical, psychological, written and/or oral harassment of any person and will not tolerate any such conduct by any other CCNLA personnel.
2. CCNLA personnel and volunteers will maintain a professional work environment that is free from all forms of physical, psychological, written and/or oral intimidation or harassment.
3. This prohibition against harassment encompasses a broad range of physical, psychological, written and/or oral behavior including without limitation: physical or mental abuse; racial insults, comments or jokes; derogatory ethnic slurs; unwelcome sexual advances or touching; sexual comments or jokes; display of offensive materials; or requests for sexual activity or behavior of any kind for any reason. CCNLA personnel and volunteers will take every report or allegation of harassment seriously and will report same to their immediate supervisor.

Communication Standards

1. CCNLA personnel and volunteers should be open to and accessible to one another and to all parishioners.
2. CCNLA personnel and volunteers should address and seek to resolve all matters promptly, efficiently and fairly.
3. CCNLA personnel and volunteers will not create, send, forward, or transmit any message containing hostile, intimidating and/or offensive material pertaining to race, sex, religion, national origin, disability, or age in any form or medium including, without limitation: verbal, handwritten, typewritten, electronic communication, using any equipment, computer, CCNLA-owned telephone and/or cellular phone, PDA or other device used in connection with CCNLA-related activities.



Disaster Response Volunteer Application

Name _____ Age: _____ Date: _____

Home Address: _____

Phone #'s: Home _____ Cell _____ Work _____

Emergency contact _____

Email _____ Employer _____

Your Church: _____

Which type of volunteer work would you prefer to do? (Please check all that apply)

- Work at a community distribution site
- Collect/sort donated goods
- Prepare meals
- Office help
- Other _____

Can you lift at least 30 lbs? Yes No

Can you withstand working outdoors? Yes No

Special training, skills, hobbies, etc. you have that might be helpful: _____

Have you ever been convicted of a crime? Yes No (If yes, please explain the nature of the crime and the date of the conviction and disposition.) _____ Are you currently under court supervision Yes No If yes, Please explain _____

Conviction of a crime is not an automatic disqualification for volunteer work We may conduct a criminal background check if you are working in special situations.

Please read the following carefully: I understand this is an application for volunteering and not a commitment from CCNLA and certify the information provided is true, correct and complete. I understand misrepresentations or omissions by me may be cause for my immediate rejection or termination as a volunteer. I acknowledge I have read and understand the CCNLA code of Profession Conduct for Volunteers and authorize a criminal background check. I understand that any action inconsistent with this Code, failure to take action mandated by this Code on my part, or an omission or error in this application may result in disciplinary action, including but not limited to termination of my volunteer services. Waiver: I agree to assume the risk of any accident or injury to person or property that may be sustained in connection with my participation with CCNLA. In addition, I agree to release and discharge CCNLA and any of its directors, officers, employees, volunteers, partners, affiliates and successors from all liability or responsibility for any such accident or injury. I will disclose any physical or psychological ailment that might impede my work. If I enter a course of treatment that might adversely affect my performance of volunteer duties, I will disclose such to my supervisor. Permission for Public Release: I hereby authorize Catholic Charities and the Diocese of Shreveport to use or broadcast photos, film and audio recordings of me and to publish any copy I have written. I further authorize Catholic Charities and the Diocese of Shreveport to release or circulate the same in any manner for all purposes in any form without my name. I understand the copy, photos and/or videos will be viewed by the public and that other use may be made of them. Volunteer Confidentiality Statement: All volunteers have a responsibility to CCNLA, their clients and donors to maintain the confidentiality of their circumstances and personal matters. I agree to the following: No identifying information about CCNLA clients or donors (names, addresses, social security numbers, physical disabilities, etc.) will be revealed to anyone outside CCNLA and only to those CCNLA personnel to whom the information is necessary for service to the client or donor. Discussing personal circumstances concerning a client or donor, even if names, addresses or social security numbers are not revealed, is also considered a breach of confidentiality. A volunteer must not describe in detail personal circumstances or information concerning any client or donor for whom services were provided, even if a name or address is not revealed. Discussion of or description of any client or donor's personal information or circumstances is considered detrimental to the client and donor's rights to privacy. The fact that a client's name or donor's name has been made public through the media does not alter the fact that the individual still has confidentiality privileges within CCNLA and its programs and agencies. Confidentiality must at all times be maintained.

I agree to the above policies.

CCNLA Volunteer Signature _____ **Date** _____

FOR THOSE UNDER THE AGE OF 18, Parent's or guardian's permission is required. References must be adults who have known the applicant at least one year. I, as the parent/guardian of _____ give permission for him/her to volunteer with Catholic Charities, Diocese of Shreveport, and agree to the policies stated contained herein.

Signature of Parent or Guardian

Date