

VOLUNTEER MANUAL



Commonwealth Catholic Charities

JANUARY 1, 2007 Revised
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MISSION

The mission of Commonwealth Catholic Charities is to provide quality, compassionate human services to all people, especially the most vulnerable, regardless of faith.

VISION

We envision a world where poverty is alleviated, people of all races and faith are treated with respect, and all are inspired to serve.

OUR CORE VALUES

Faith – We are a faith-based organization rooted in scriptures and Catholic Social Teaching.

Dignity of human life – We respect the dignity of human life at every stage.

Family – We support and nurture families of all faiths.

Diversity – We recognize and appreciate our own differences and those of the people we serve.

Community – We partner with other organizations to serve community needs.

Accessibility – We strive to make services known and available to all.



1601 Rolling Hills Drive
Richmond, VA 23229

Welcome to Commonwealth Catholic Charities!

Thank you for your decision to volunteer with us.

Commonwealth Catholic Charities serves people in need at all stages of life. In sharing your time and talent, you help us fulfill our mission to provide quality and compassionate services for individuals and families and thereby advance the general welfare of the community.

We are a ministry of the Catholic Diocese of Richmond and our services are rooted in the principles of Catholic social teaching; as a Catholic agency, we welcome people from all walks of life to partner with us in safeguarding the dignity of every member of the Commonwealth. Together, we fulfill our mission and meet the needs of those who turn to us for help.

We are very enthusiastic about your volunteer contributions and want to ensure your time at Commonwealth Catholic Charities is both positive and rewarding. Do not hesitate to ask whatever questions you may have or turn to staff for help. Commonwealth Catholic Charities relies on the generosity of volunteers like you to augment the work of our dedicated professional staff, and to support our vital services. This booklet is also a valuable resource, orienting you to the Agency and elaborating on the benefits, responsibilities, and expectations of a volunteer.

Thank you for joining us in our mission to serve the most vulnerable.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Jay Brown', is written over the printed name and title.

Jason "Jay" Brown, MTS
Chief Executive Officer



INTRODUCTORY STATEMENT

Thank you for your decision to volunteer with Commonwealth Catholic Charities (CCC). We are pleased that you chose to join us. This handbook should help acquaint you with general information about CCC. One of our objectives is to provide an environment that fosters both personal and professional growth and we hope you will take pride in being a member of our team.

Volunteers, like employees, are vital at Commonwealth Catholic Charities. CCC is dependent on staff and volunteers to meet the requirements of the duties assigned in the individual position descriptions, have a method for evaluation and an opportunity to provide feedback to the Agency. For purposes of this manual, the terms volunteer/volunteerism and employee/employment may be interchanged as it outlines different areas of Agency policy.

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

This manual supersedes all previous manuals, revisions and personnel policy memos.

BUSINESS DESCRIPTION

Commonwealth Catholic Charities is a private, non-profit 501(c)(3) social service agency dedicated to serving those in need throughout the Catholic Diocese of Richmond. Commonwealth Catholic Charities is governed by a Board of Directors. The Agency is a member of Catholic Charities USA, a charter member of United Way and accredited by the Council on Accreditation (COA).

HISTORY OF CATHOLIC CHARITIES

On October 22, 1922, a group of Catholic laity and clergy under the leadership of Bishop D. J. O'Connell formed the Richmond Bureau of Catholic Charities. On October 23, 1923, Catholic Charities began operation. The purpose of the Agency was to coordinate efforts of individual parishes and to offer professional social casework with a basis of Catholic philosophy. Services were available to individuals, families and children. The Agency became a licensed child placement agency offering children placement away from their natural families when necessary. Financial assistance to families in need was also an early service of Catholic Charities.

In 1923 The Richmond Community Fund, now United Way, was organized and Catholic Charities was invited to become a charter member. On October 22, 1962, the Board of Directors voted to change the name of the Agency to Catholic Family and Children's Services of Richmond.

On January 1, 1984, Catholic Family and Children's Services changed its name to Catholic Charities of Richmond. The change was made to more adequately describe the mission and purpose of the Agency.

On November 1, 1995, Catholic Charities of Southwest Virginia merged with Catholic Charities of Richmond to form Commonwealth Catholic Charities. The new agency brought together two long traditions of caring, representing multiple locations and over 75 years of service in the community. St. Francis House in Roanoke, a food pantry and clothes closet established in 1989, became a part of Commonwealth Catholic Charities in 2010. Refugee and Immigration Services (RIS) of the Catholic Diocese of Richmond came into being in the spring of 1975 in response to the exodus of refugees from Southeast Asia. Refugee and Immigration Services merged with Commonwealth Catholic Charities in 2010.

In August 2017 the Commonwealth Catholic Charities Housing Corporation was created to provide affordable housing and housing related services within the Catholic Diocese of Richmond.

Today the Board and staff have developed a Strategic Plan to meet the community's emerging needs and to help expand and enhance programs into the future.

AFFIRMATIVE ACTION

Commonwealth Catholic Charities adheres to the principles of affirmative action. This includes, among other personnel decisions, opportunities for employment and advancement with the Agency. CCC's personnel processes are fair and decisions are solely based on valid reasons that support the purposes of the Agency.

We encourage volunteer applications from women, minorities and disabled candidates along with any other groups that have traditionally been discriminated against. Applicants, volunteers or employees who are disabled, if they wish, may identify themselves as having a disability. The Agency will make any reasonable accommodation that it can in the job placement decision.

I. CODE OF ETHICS

It is the policy of CCC to require volunteers to follow rules of conduct including all federal and state laws to protect the interests and safety of all volunteers and the Agency. As a Catholic Charities agency, we also expect all volunteers to follow official church teachings and the Agency Code of Ethics found herein.

OFFICIAL CHURCH TEACHINGS

CCC has staff from various religious, racial and ethnic origins. When becoming a volunteer at CCC, the volunteer becomes an official representative of CCC. The volunteer when acting as a representative of the Agency must operate in accord with the position of the Catholic Church and the values and philosophy of CCC. It is possible that some clients or staff may have a personal or private value system different from CCC; however, in public service CCC's philosophy and values must prevail. The teachings are fully expressed in the published Catechism of the Catholic Church.

RESPECT FOR LIFE

The overall goal in the development and implementation of programs and services at CCC is to enhance and preserve the quality and dignity of human life for all with whom we come in contact. Every service we provide has one common element – the dignity of human life.

CCC's delivery of services is based on a system of values. These values are derived from the Church and the human service professions. Basically, these values are a respect for every human person as a member of the family of God and the ordering of society at large which would provide opportunity for all individuals to function at the highest level of their human potential. Information, referral and direct service to our clients must always be rendered in conformity with these values.

One example of CCC's strong efforts to safeguard the respect for human life is the case of abortion. The Catholic Church teaches that abortion is a grave moral evil and CCC embraces this teaching within our overall pro-life philosophy. Therefore, abortion referral or abortion counseling is contrary to our values and never permissible within the Agency.

When met with a situation whereby a client has decided to obtain an abortion, staff of CCC has a responsibility to appropriately inform the client of our value system, i.e., abortion is in contradiction with our values. Hence, the worker must not make a referral nor accompany the client to an abortion clinic.

Once a client is appropriately informed within the parameters of CCC's value system, their subsequent actions are their responsibility morally and ethically. While promoting the client's self help coping mechanisms, i.e., self-determination, we appropriately discuss pro-life alternatives. If their decisions are in line with our value system, we will render assistance to the extent of our resources and expertise. If, however, the client in contradiction to our value system reaches a decision, we may render assistance only in appropriate pro-life services.

CODE OF ETHICS

Commonwealth Catholic Charities agrees that:

1. All policies, program and practices shall support the sanctity and dignity of human life from the moment of its initiation until death, the value and integrity of the human person, the sacredness of the union of man and woman in marriage, the value of people's social relationships to one another and to community, and the central role of the family in human life and in society.
2. It will reach out to help those who are suffering and shall adopt, in the allocation of limited resources, a preference for serving the neediest and most vulnerable members of the community.
3. It will acknowledge and support the right of all people to set and pursue their own life goals within the limits of the common good; whereby, they can freely enter into participation with others in order to fulfill their common human potential and contribute to the building of a more humane community.
4. It will identify itself to the pluralistic community as a mechanism by which the Church community seeks to fulfill its social mission. It will seek full support and participation of the Church as the

people of God through representation on policy making Boards of Directors and advisory committees, through cooperation as appropriate to the mission of the Agency, with diocesanwide development of parish based programs of social ministry and through the involvement of volunteers in the programs of the Agency.

5. It will collaborate with other individuals, groups and social agencies on issues, policies and programs which are compatible with a Christian value system in the interest of achieving the fullest measure of charity and justice.
6. In all its policies, procedures and practices, it will be faithful to Biblical values, the social teaching of the Church and the code of Canon Law.
7. It will function faithfully within the mission and structures of the diocese with proper respect for the role of the Diocesan Bishop.
8. It will assure conformity with relevant civil law in its governance, and at the same time it will hold free to seek peacefully to change oppressive civil laws.
9. It will seek to realize in action the virtues of charity and justice in all relationships with staff, volunteers, the people served and the larger community.
10. It will recognize confidentiality as a living principle within the Agency, and establish policies and procedures to assure protection of the privacy of the relationship established with its clients and other relevant bodies.
11. It will hold itself fully, consistently and publicly accountable for its programs and fiscal operations and seek objective certification that it meets those standards of quality in its performance that have been established for the field of social service through accreditation and licensing as appropriate.
12. It will support and advocate for those freedoms and structures in society that contribute to pluralism in social welfare and cooperation between public and voluntary sectors.
13. It will subscribe to and advocate for the principle of subsidiarity, with its concern to leave the highest degree of freedom to the individual that is consonant with the common good, to recognize the family as the primary institution for meeting human needs of its members, and for active, vigorous, mediating groups and voluntary organizations in society with particular reference to the the parish as a caring community.
14. In conformity with Catholic Social Teaching, it will support the legitimate, necessary and important responsibility of government for programs essential for the general welfare.

This Agency further agrees that it will expect all Board members, committee and service volunteers, administrators, professional and support staff to accept and conform to these organizational norms. These norms will be an essential part of orientation of new members of the staff and governing bodies. Clients who use the Agency service will be helped to understand how the Agency and its policies work with respect to Catholic moral teaching, client privacy and client rights and responsibilities.

Staff should refer to individual department policy and procedure manuals for program specific directives related to service delivery consistent with this Code of Ethics.

Any uncertainty or questions regarding the Code of Ethics should be immediately brought to the attention of supervision.

II. VOLUNTEER STAFFING

RECRUITMENT AND SELECTION

The success of the Agency is very dependent on attracting qualified volunteers. Each volunteer can contribute to this effort by encouraging talented and interested individuals to volunteer.

Both employment and volunteer opportunities are posted internally and advertised in appropriate media as necessary. Selection is based on factors found in the current job descriptions in accordance with the Agency's Equal Employment Opportunity Policy.

VOLUNTEER APPLICATIONS

It is the policy of CCC to obtain a volunteer application and/or resume for all applicants with exception of board and committee members.

BACKGROUND AND REFERENCE CHECKS

It is the policy of CCC to check background and references on volunteer applicants in some instances. This verification process will depend on the volunteer's duties and could be any of the following: verification of education credentials, criminal record check, child protective service investigation, drug screening, DMV driving record check and a credit check. References contacted will only be those listed and inquiries will be limited to factual information that can be substantiated.

DRUG TESTING

CCC is committed to providing a safe, efficient and productive work environment for all staff. Prospective volunteers may be drug tested as part of the initial screening. Furthermore, volunteers may be tested regularly on a random basis and may be tested for reasonable suspicion.

HEALTH INQUIRIES

The Agency reserves the right to act in the best interest of its clients to protect them from potentially hazardous or contagious conditions. Volunteers with contagious health conditions will be restricted from work until released from a licensed physician's care.

VOLUNTEER CATEGORIES

Volunteers are individuals who donate their services for public, religious or humanitarian reasons without contemplation of pay.

Volunteers help Commonwealth Catholic Charities serve clients by providing support that may otherwise not be offered, help programs to operate more efficiently and effectively and enhance the working environment by offering a new perspective and spirit.

As a volunteer, an individual may be classified in one or more of the following classifications. Please refer to job descriptions for more precise definition of duties.

BOARD MEMBER/OFFICER - May serve as a member and/or officer on any of the Agency's boards of directors.

COMMITTEE MEMBER/OFFICER - May serve as a member and/or officer of a standing committee of a board, an advisory committee or adhoc committee.

SPECIAL EVENTS PARTICIPANT - May serve as a member of one or more special events committees and/or provide services at special event function(s) of the Agency.

PROGRAM VOLUNTEER – May complete specific tasks within agency program according to agency volunteer job description. These specific job descriptions are posted on the agency portal.

STUDENT/INTERN - May perform duties to complete student/intern agreement with accredited school of higher education.

VOLUNTEER RELATIONS

Our experience has shown that when volunteers deal openly and directly with supervisors, the work environment can be excellent, communications can be clear and attitudes can be positive. Commonwealth Catholic Charities demonstrates its commitment to volunteers by responding effectively to volunteer concerns.

All volunteers who have a work-related concern or complaint should first discuss the matter with their immediate supervisor. If the issue is not resolved to the volunteer's satisfaction, the complaint should be submitted in writing to the Human Resources Department where the matter will be reviewed and a decision rendered. If the complaint is not resolved at this level, the issue may be referred to the Executive Director for adjudication. Any decision by the Executive Director is final and binding.

Any volunteer who feels their issue is too sensitive to be discussed with their immediate supervisor is encouraged to present the matter to the Human Resources Department. No one who exercises their right to file a complaint either verbally or in writing shall be intimidated, threatened, coerced or subjected to any type of retaliation. The volunteer and supervisor should make every reasonable effort to resolve disputes prior to pursuing the concern through this administrative process.

All service volunteers are directly supervised by licensed or otherwise accountable professionals. The exception would be Board and Committee volunteers.

WHISTLEBLOWER POLICY

Reporting Responsibility

It is the responsibility of all volunteers to comply with the Agency's Policy on Ethics and Conduct and to report violations or suspected violations in accordance with this Whistleblower Policy.

Reporting Violations

All volunteers who suspect violations of the Agency's Policy on Ethics and Conduct should first discuss the matter with their immediate supervisor. If you are not comfortable speaking with your supervisor about the matter or you are not satisfied with your supervisor's response, you are encouraged to present the matter directly to the Human Resources department or to anyone in management who you are comfortable in approaching. If the complaint is not resolved at this level, the issue may be referred to the Executive Director for adjudication. Supervisors and managers are required to report violations or suspected violations of the Agency's Code of Ethics and Conduct to the Executive Director who has specific and exclusive responsibility to investigate all reported violations. Any decision by the Executive Director is final and binding.

Handling of Reported Violations

The Executive Director will notify the sender and acknowledge receipt of the reported violation or suspected violation within a reasonable time frame. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

No Retaliation

No volunteer who in good faith reports a violation of the Agency's Policy on Ethics and Conduct shall suffer harassment, retaliation or adverse employment consequence. An employee who willfully retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible consistent with the need to conduct an adequate investigation.

TRAINING AND DEVELOPMENT

It is the policy of CCC to use orientation, training and development programs to help volunteers improve their knowledge, skills and abilities in relation to improving their job performance. Volunteers and supervisors are to use the annual performance evaluation process to identify training and professional development needs and develop a plan to meet those needs.

III. VOLUNTEER CONDUCT

ATTENDANCE AND PUNCTUALITY

CCC expects its volunteers to be reliable and punctual in reporting for scheduled work and meetings. Poor attendance and excessive tardiness can be disruptive and result in poor client service.

CONFLICTS OF INTEREST AND DISCLOSURE

A conflict of interest arises whenever a volunteer has the opportunity to influence Agency operations or decisions in ways that could result in a personal benefit, financial or otherwise, to the volunteer or a member of the volunteer's immediate family. Although certain specific examples of conflicts of interest are provided in this manual, these are only illustrations and all volunteers are expected to use good judgment to identify possible conflicts of interest and to manage such so as not to adversely influence CCC operations.

Examples:

- Self-dealing in which public and private interests collide, for example, issues involving privately held business interests.
- Outside employment or other activities in which the interests contradict those of the Agency.
- Family interests where goods or services are used or purchased from a relative or a firm controlled by a relative.
- Gifts received from those who provide or receive services from the Agency. (Such gifts may include non-tangible things of value such as transportation and lodging.)

Volunteers shall disclose fully, accurately and in a timely manner the existence and relevant material facts pertaining to any potential conflict of interest. If an individual is uncertain whether or not a potential conflict of interest exists, he or she shall disclose it to the Human Resources Manager, Executive Director, Board Chair or other appropriate person so that an objective determination can be made.

CONFIDENTIALITY AND NON-DISCLOSURE

It is the policy of CCC to protect all Agency business and client matters by only releasing information to others with a clear right to know. Client files are the property of CCC and may not be shared unless authorization has been given (and documented) by the client or approved by the Program Manager or Executive Director.

CORPORAL PUNISHMENT

It is the policy of CCC to protect our clients from harm while in our care. Employees, interns, volunteers or any other person acting as an agent of Commonwealth Catholic Charities and working with clients is prohibited from using corporal punishment or physical restraint as defined by law or applicable standards.

PERSONAL APPEARANCE

It is the policy of CCC to require volunteers to present a clean, neat, professional and tasteful appearance at all times while representing the Agency especially when dealing in person with clients or visitors.

SEXUAL AND OTHER FORMS OF HARASSMENT

CCC is committed to providing a work environment that is free from all forms of discrimination and conduct that is considered harassing, coercive or disruptive including sexual harassment. Actions, words, jokes or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation or any other protected characteristic will not be tolerated. Any complaints about violations to this policy should be made to the Human Resources Department or to the Executive Director.

SMOKING

In keeping with the Agency's intent to provide a safe and healthful work environment, smoking in the work place is not permitted. This policy applies equally to all employees, volunteers, clients and visitors.

USE OF DRUGS AND ALCOHOL

It is the policy of CCC to require that volunteers report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. In that regard, no volunteer may conduct business on or off the premises while using, possessing, distributing and selling or under the influence of alcohol or illegal drugs.

SOCIAL MEDIA POLICY

At Commonwealth Catholic Charities, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all staff, volunteers and board members who work for Commonwealth Catholic Charities.

Guidelines

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Commonwealth Catholic Charities, as well as any other form of electronic communication.

The same principles and guidelines found in Commonwealth Catholic Charities policies and mission apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of Commonwealth Catholic Charities or Commonwealth Catholic Charities' legitimate business interests may result in termination of the volunteer opportunity.

Know and follow the rules

Carefully read these guidelines, the Commonwealth Catholic Charities Code of Ethics Policy, the Commonwealth Catholic Charities Information Technology Policy and the Sexual and Other Harassment Policy, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to termination of the volunteer opportunity.

Be respectful

Always be fair and courteous to fellow associates, clients, board members, suppliers or people who work on behalf of Commonwealth Catholic Charities. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our Dispute Resolution Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage clients, board members, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or agency policy.

Be honest and accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Commonwealth Catholic Charities, fellow associates, board members, clients, suppliers, and people working on behalf of Commonwealth Catholic Charities or competitors.

Post only appropriate and respectful content

- Social media encourages candid dialogue, but that candor does not constitute permission to publish confidential information of others. Maintain the confidentiality of Commonwealth Catholic Charities trade secrets and private or confidential information. Trade secrets may include information regarding the development of programs, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications. In addition, other organization's materials may be covered by copyright, and it is

important that you research whether or not the material you plan to place online has been copyrighted, which would preclude using it without permission

- Do not create a link from your blog, website or other social networking site to a Commonwealth Catholic Charities website without identifying yourself as a Commonwealth Catholic Charities associate.
- Express only your personal opinions. Never represent yourself as a spokesperson for Commonwealth Catholic Charities. If Commonwealth Catholic Charities is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of Commonwealth Catholic Charities, fellow associates, members, customers, suppliers or people working on behalf of Commonwealth Catholic Charities. If you do publish a blog or post online related to the work you do or subjects associated with Commonwealth Catholic Charities, make it clear that you are not speaking on behalf of Commonwealth Catholic Charities. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Commonwealth Catholic Charities."

Using social media while volunteering

Refrain from using social media while volunteering or on equipment we provide, unless it is work-related as authorized by your supervisor or consistent with the Acceptable Use of Electronic and Communications Equipment Policy. Do not use Commonwealth Catholic Charities email addresses, if applicable, to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is prohibited

Commonwealth Catholic Charities prohibits taking negative action against any associate for reporting a possible deviation from this policy or for cooperating in an investigation. Any associate who retaliates against another associate for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to termination of the volunteer opportunity.

Media contacts

It is the policy of Commonwealth Catholic Charities for all media inquiries to be directed to the executive director or designee. In addition, all public representations made by employees need to be consistent with Commonwealth Catholic Charities' mission, values and ethics.

For more information

If you have questions or need further guidance, please contact Human Resources.

IV. MISCELLENOUS

AGENCY EQUIPMENT USAGE

It is the policy of CCC for all volunteers to exercise care, perform required maintenance and follow all operating instructions, safety standards and guidelines.

ELECTRONIC AND COMMUNICATIONS EQUIPMENT USAGE

Certain volunteer positions may be assigned electronic and communication equipment access. . These technologies are to be used in a manner that supports the mission/vision of the Agency. Information technologies at Commonwealth Catholic Charities refer to all computers owned or operated by the Agency and includes electronic equipment and communications systems such as computers, phones, cell phones, pagers, voicemail, Internet/Intranet access, faxes and email. The systems range from multi-user systems to single-user personal and/or laptop computers whether free-standing or connected to networks.

Use of computers, communications equipment and systems are intended for Agency business and activities. The equipment, messages and information sent on this equipment are Agency property. The

Agency may view, monitor, retrieve or copy any information or messages stored or sent on this equipment.

Personal Use

Under no circumstances should personal use of the Agency's electronic and communications equipment interfere with the Agency's ability to conduct its business. Employees have no personal privacy rights regarding the use of Agency equipment and systems.

Access Privileges

Access to hardware, software and network is provided to workforce members of the Agency for the primary purpose of performing his/her job function. To be granted the use of a computer account, users must abide by certain rules and regulations related to appropriate, legal and ethical use of Agency computing systems.

Users do not own accounts on Agency computers, but are granted the privilege of their use. Information technology resources are the property of the Agency.

Use of Personal Smart Phone Devices on CCC's Network

In order to protect the integrity of the confidential and business data that resides within CCC's technology infrastructure, workforce members who use their personal Smart Phone devices on CCC's network must take responsible precautions in order to protect the business confidentiality, integrity, and availability of sensitive data contained on their mobile device.

- Access to CCC's network by workforce members' personal Smart Phones is controlled with the use of authenticated usernames and passwords.
- The following settings guidelines must be followed. Your provider will be able to assist you with the settings should you need assistance.
 1. Pass code: CCC requires the Pass code Lock feature is enabled.
 2. Auto Lock: CCC requires the Auto Lock feature is enabled.
- Each workforce member using a personal Smart Phone on CCC's network is required to immediately report to CCC's IT Department the theft, loss or unauthorized duplication of their personal Smart Phone to ensure the confidentiality, security, and integrity of electronic information assets and to prevent unauthorized access or disclosure.

Once notified of the theft, loss or unauthorized duplication of a workforce member's personal Smart Phone device, CCC's IT department will discuss options with the workforce member which may include the need to remote wipe the device if deemed necessary to protect the integrity of CCC's data.

All workforce members using personal Smart Phone devices to access CCC's network are responsible to act in accordance with Agency policies and procedures. Failure to follow these instructions may result in disciplinary action up to and including termination of employment.

Unacceptable Use

Misuse can be prosecuted under applicable statutes. Users will be held accountable for their conduct under any applicable Agency policies or procedures or state or federal laws and regulations.

Examples of Unacceptable Use

Conduct which involves the misuse of computer facilities and data networks includes, but is not limited to, the following.

- Violating Agency security or damaging Agency systems.
- Attempts to circumvent data protection schemes or uncover security loopholes. This includes creating and/or running programs that are designed to identify security loopholes and/or decrypt intentionally secure data.
- Knowingly running or installing on any computer system or network or giving to another user a program intended to damage or to place excessive load on a computer system or network. This includes, but is not limited to, programs known as computer viruses, Trojan Horses and worms.
- Attempted use, or possession in one's Agency account, of programs intended to crash the system, fraudulently imitate system responses, "sniff" secure or encrypted information or gain unauthorized access to privileges, accounts, data, software, computers or networks.
- Transmitting or reproducing materials that are slanderous or defamatory in nature or that otherwise violate existing laws or regulations.
- Displaying obscene, lewd, or sexually harassing images or text on an Agency's computer.
- Violating copyright and software agreements, including but not limited to, copying Agency-owned or licensed software or data to another computer system.
- Attempting to make unauthorized modifications to Agency-owned or licensed software or data.
- Installing or running any software that the Agency has not granted you express permission to install or run.
- Knowingly accepting or using software or data obtained by illegal means or by methods violating Agency policy.
- Accessing data belonging to another individual or Agency department even if access was inadvertently given to such information. For example, if a person fails to log off the computer system and another individual comes along and uses the account that was accidentally left open. In this situation, the person finding the open account should report it to the IT Department so the account can be safely logged out.
- Misrepresenting your identity or affiliation or the falsification of information.
- Disrupting or monitoring the activity or communications of other users. This includes, but is not limited to, electronic "stalking" and harassment of others, sending electronic chain letters or using information technology resources for unauthorized commercial or profit-making purposes.
- Allowing another person the use of your computer passwords. Computer accounts are to be used only for the person to whom they are issued. The individual to whom an account is issued will be held responsible for all activity on that account.
- Defacing or unauthorized removal of hardware or software from Agency sites.

As a condition of employment/affiliation and continued employment/affiliation, employees, interns, volunteers and Agency contractors are required to sign a Commonwealth Catholic Charities Acceptable Use of Electronic and Communications Equipment Policy Acknowledgement Form.

EMERGENCY CLOSINGS

Extreme weather conditions or other emergencies may cause the Agency to close following procedures established by location or service.

NEWS MEDIA CONTACT

It is the policy of CCC for all media inquiries to be directed to the Executive Director or designee. In addition, all public representations made by volunteers need to be consistent with CCC's mission, values and Code of Ethics.

PERIODIC MANAGEMENT REVIEW OF POLICY

A periodic review of volunteer policies is conducted by the Human Resources Manager and Executive Director in conjunction with the Personnel Committee. Volunteer input is encouraged through periodic surveys and written suggestions. All revisions must be approved by the Executive Director and by the Personnel Committee and Board of Directors as appropriate. All volunteers will be required to sign an acknowledgment of receipt in writing for all new manual revisions.

SAFETY

It is the policy of CCC to provide a safe and healthful work environment for employees, volunteers, clients and visitors. As part of a workplace safety program, employees and supervisors receive periodic workplace safety training. Volunteers are expected to follow safety rules and to exercise caution in all work activities. Any unsafe condition must be reported to the appropriate supervisor immediately.

SECURITY INSPECTIONS

CCC wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives or other improper materials. To this end, CCC prohibits the possession, transfer, sale or use of such materials on its premises. The Agency requires the cooperation of volunteers; and in administering this policy, the Agency retains the right to unannounced inspections of desks, offices, computers, files, packages and other belongings on premises or in volunteer vehicles on Agency premises.