

Volunteer Policies & Guidelines

Mission Statement: *To provide a safe environment for women and families, while working to end homelessness one life at a time.*

Core Values:

The following core values and ethical principles are the cornerstone of The Cathedral Center, Inc. We ask that volunteers be mindful of and demonstrate these core values when interacting with shelter guests and clients.

- **Service**
 - Draw upon your knowledge, values and skills to help people in need and to address social problems
- **Social Justice**
 - use knowledge, values and skills to help people in need
- **Dignity and Worthy of the Person**
 - treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity
- **Integrity**
 - to act honestly and responsibly and promote ethical practices
- **Competence**
 - Continually strive to increase knowledge and skills and apply them
- **Importance of Human Relationships**
 - strengthen relationships among people in a purposeful effort to promote, restore, maintain, and enhance the wellbeing of individuals, families, social groups, organizations and communities

Policies

How do we view volunteers?

Volunteers at The Cathedral Center, Inc. are a valuable resource to our agency and are relied upon to enhance services provided for our clients. They are neither considered employees nor expected to complete employee tasks. They are, however, held to the same high standard as employees in terms of client interaction and representation of our organization.

Who can serve as a volunteer?

All volunteers serve at the discretion of The Cathedral Center, Inc.

- Current shelter guests, clients and their relatives may not be accepted as volunteers
- All candidates interested in volunteering must be at least 18 years of age and go through a screening process, which includes a background check
- Minor children are allowed under the following conditions:
 - If having direct contact with guests, a child must be accompanied by a parent/guardian
 - If not having direct contact with guests, a child must have written consent of a parent/guardian
 - Children must be at least 8 years old
- Previous criminal behavior may preclude volunteer service at The Cathedral Center, Inc.
- Volunteers must not use or be under the influence of alcohol or a controlled substance while volunteering
- In the event that misconduct occurs, volunteers may be dismissed from further service

Please retain this policies document for your records and turn in your application and agreement sheet (below) to the Volunteer Coordinator

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a staff person, guest, volunteer, or overall agency business. Any exceptions would be specific to the health and safety of clients (see Mandated Reporting).

Failure to maintain confidentiality may result in termination of the volunteer's relationship with the Cathedral Center or other corrective action. Specifically, volunteers agree to the following:

- DO NOT divulge to unauthorized persons any confidential information obtained from observation, conversation, correspondence, personal records or any other source.
- DO NOT divulge to anyone that a person is or is not residing in our shelter.
- DO NOT take pictures of clients or include clients in pictures
- In the event that you recognize someone staying in the shelter while you are here or if you recognize someone in public from our shelter, please refrain from acknowledging them unless they first acknowledge you.

Boundaries

- Do not engage in personal relationships with any guests or client actively engaged in receiving services from The Cathedral Center, Inc. (shelter or case management). This includes contacting or interacting with clients outside of your role as a hospitality volunteer and outside of our facility.
- Do not provide guests with your personal contact information
- Do not exchange money or gifts with the clients
- Do not keep client or others' "secrets" from Cathedral Center staff

Mandated Reporting and Volunteers

Any physical or verbal indication of physical, sexual or verbal abuse or neglect of a client must be reported to Volunteer Coordinator or Shelter manager immediately.

Conflict of Interest

It is the policy of The Cathedral Center, Inc. that its relationships with individuals, organizations and businesses be conducted at all times on a highly ethical basis. All such relationships and transactions must be in the best interest of the center. Consequently, decisions made regarding such relationships and transactions must not be influenced by self-interest on the part of Board members, employees or designated volunteers. Any actual or potential conflict of interest must be disclosed.

Potential conflicts of interest include, but are not limited to:

- Ownership by a volunteer or member of his or her family of a financial interest in any organization doing business with CCI as a supplier
- Any relationship as officer, Board member, employee or volunteer, whether or not for personal gain, with a CCI supplier or such relationship with any other individual or business concern under conditions limiting performance of his/her service with CCI
- Receipt of payment, compensation, valuable gifts or favors from an organization doing business with CCI
- Use of a position with CCI to exercise influence for the purpose of benefiting the volunteer or member of the volunteer's family
- Use of CCI's assets for individuals or firms with which CCI does business
- Use of one's position with CCI for personal gain.

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