Benefits of Volunteering

“If our hopes of building a better and safer world are to become more than wishful thinking, we will need the engagement of volunteers more than ever.”

~ Kofi Annan

- **Gain Confidence**
  Volunteering can help you gain confidence by giving you the chance to try something new and build a real sense of achievement.

- **Make a difference**
  Volunteering can have a real and valuable positive affect on people, communities and society in general.

- **Meet people**
  Volunteering can help you meet different kinds of people and make new friends.

- **Be part of a community**
  Volunteering can help you feel part of something outside your friends and family.

- **Learn new skills**
  Volunteering can help you learn new skills, gain experience and sometimes even qualifications.

- **Take on a Challenge**
  Through volunteering you can challenge yourself to try something different, achieve personal goals, practice using your skills and discover hidden talents.

- **Have fun!**
  Most volunteer have a great time, regardless of why they do it.

---

Catholic Charities of the Diocese of La Crosse
3710 East Avenue South La Crosse, WI 54601
Phone: 608.782.0710

info@cclse.org
https://www.facebook.com/CatholicCharitiesoftheDioceseofLaCrosse
http://cclse.org/
Check us out on Facebook and YouTube
Thank you for volunteering with Catholic Charities!

About the Handbook

This handbook is designed to introduce you to Catholic Charities and to provide a basic overview of the policies and procedures all of us – paid and volunteer staff – with guidance and direction. Much of the information contained here is identical to the information contained in our Employee Handbook. As a volunteer staff member we extend to you many of the same rights as paid staff with regards to the work environment, necessary job training, supervision, and recognition.

In return we expect you to honor your commitment to Catholic Charities, respect other staff members – both paid and volunteer – and perform your assigned duties to the best of your abilities.

As our organization changes, there will be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, you will be notified by your supervisor or by an announcement. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook please contact the Volunteer Coordinator.
Table of Contents

About Catholic Charities of the Diocese of La Crosse ................................................................. 4
  Welcome
  Mission, Vision, & Values
  History
  Service Area
  Catholic Charities Programs and Services
  CCUSA Code of Ethics
  Agency Structure & Governance Structure
  Staff Directory

Catholic Charities Volunteer Policies and Procedures ............................................................... 11
  Position Opportunities & Descriptions
  Background Checks
  Required Training
  Recording Hours & Calling-in/Leave of Absence
  Behavioral Standards & Alcohol, Drug, & Tobacco Policies
  Appearance & Dress Guidelines
  Harassment/Sexual Harassment
  Affirmative Action/ Equal Opportunity
  Notification of Injury
  Safety and Emergency Procedures
  Use of Vehicles

Working with Clients .................................................................................................................. 15
  Service Recipient Rights and Responsibilities
  Confidentiality Policy & Ethics Policy
  Special Needs Clients
  Client Boundaries
  Summary Client Grievance Procedure
  Reporting Abuse or Neglect
  Duty to Warn
  Incident/Accident Reporting

Handbook Acknowledgment ........................................................................................................ 15
Welcome, Volunteers!

On behalf of Catholic Charities of the Diocese of La Crosse, I want to thank you for joining our team!

Achieving our vision of meeting needs, addressing issues, eliminating oppression, and building a just and compassionate society for each and every person requires a community-wide effort. In addition to the commitment of our caseworkers, administrators, board members, and support staff, we must have strong community partnerships. Contributing tens of thousands of hours each year, volunteers play a critical role in this effort. We depend on you, who are the feet, hands, eyes, and ears of Christ in our community. Catholic Charities serves thousands of people in our community who are poor or marginalized, or in need in any way, and without the help of you, our volunteers, we simply could not do Christ’s work.

Thank you for helping us to promote human dignity by alleviating poverty and strengthening individuals and families. I look forward to working with you as we unite to provide help and create hope.

Sincerely,

Roberto Partarrieu

Executive Director
Catholic Charities of the Diocese of La Crosse
MISSION STATEMENT

Catholic Charities of the Diocese of La Crosse proclaims Christ’s Gospel of Life and promotes human dignity by alleviating poverty and strengthening individuals and families.

VISION STATEMENT

Believing in the presence of God in our midst, and called by the Diocesan Bishop, Catholic Charities proclaims the sanctity of human life and the dignity of the person by sharing in the mission of Jesus given to the Church.

To this end, Catholic Charities works with individuals, families, and communities to help them meet their needs, address their issues, eliminate oppression, and build a just and compassionate society.
Values

Respect, Dignity, Integrity, Compassion, Hospitality, Excellence, Stewardship

History

Beginning in 1872 as the Catholic Welfare Bureau, Catholic Charities of the Diocese of La Crosse (CCDL) has a rich history of programming that seeks to continue addressing the unmet needs of our community. At its start, CCDL was best known for its orphanages in La Crosse and Sparta, which evolved into the current Adoption programs. In the 1980s CCDL began its Consumer Credit Counseling program which over time grew into the more comprehensive St. Lawrence Community Services program, expanding to a broader range of financial wellness efforts. In the early 2000s, CCDL began its Disability Services, Domestic Abuse, and Immigration programs. In the past decade, CCLSE has expanded its focus on economic aid and financial wellness to include efforts to assist individuals experiencing homelessness or on the verge of being homeless by opening Community Homeless Facilities in Eau Claire, Wausau, and La Crosse, and most recently, opening Beyond Shelter in Wausau and House of Mercy in Loyal that provide transitional/permanent housing to homeless individuals and families. See a more detailed timeline of CC history on our website www.cclse.org.

Service Area

CCDL serves 19 counties in Central and Western Wisconsin and has 6 office locations. We serve clients in the whole Diocese of La Crosse. Some of our programs serve other dioceses in Wisconsin and Minnesota as well.

Locations:
- Eau Claire
- La Crosse
- La Crosse Downtown
- Loyal (House of Mercy)
- Prairie du Chien
- Wausau
Catholic Charities of the Diocese of La Crosse Services

Catholic Charities works with individuals, families, and communities to help them meet their needs, address their issues, eliminate oppression, and build a just and compassionate society. We offer a variety of services to all who come to our door, including:

- **Adoption, Post Adoption Resources, and Pregnancy Support Services** for expectant parents and adoptive families in any stage of the process;
- **Beyond Shelter** transitional or permanent housing services for chronically homeless individuals that links safe, affordable housing with flexible, voluntary support services designed to help the individual stay housed and live a more productive life in the community;
- **Community Homeless Facilities** that provide overnight shelter for many poor, hurting, homeless and often “faceless” people in our communities, including the Franciscan Hospitality House, La Crosse Warming Center, Wausau Warming Center, and Sojourner House;
- **Disability Services** that focus on individual dignity and strengthening families for those dealing with developmental and emotional disabilities;
- **Disaster Response** relief and recovery services including emergency food, shelter, direct financial assistance, and recovery support;
- **Domestic Abuse** support that seeks to increase safety and decrease isolation for victims and to challenge attitudes and behaviors that perpetuate the cycle of violence;
- **Immigration** assistance, direct legal or general, and/or referrals for special needs to all immigrants;
- **St. Lawrence Community Services** that provides charitable outreach, advocacy, and financial education and enrichment to struggling families and individuals.

CCUSA Code of Ethics

We abide by the Catholic Charities USA Code of Ethics. It is a 44 page document and can be found on our webpage: www.cclse.org.
Agency and Governance Structure

Corporate Structure:

Membership Corporation (501(c)(3)WI Charitable)

Board of Directors:
Our board consists of 12-16 members from various communities across the Diocese. It includes 3 members of the Diocese (Bishop, Chancellor, and Moderator of the Curia).
## Staff Directory:

<table>
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Policies and Procedures
Contact supervisor with any questions or requests to view policies and procedures.

Position Opportunities & Descriptions
All volunteers will be provided with a position description detailing the duties and responsibilities for the position which they are expected to fill. Prior to any assignment or recruitment effort, a position description must be developed for each position.

Background Checks
The agency will follow all procedures outlined in the Wisconsin Caregiver Program Manual when conducting background checks on its paid employees and applicants and tier 3 volunteers. All paid employees and tier 3 volunteers shall be required to undergo a general criminal background check. Results of the background check will be considered in accordance with applicable laws governing employment. All background checks shall be conducted by the Director of Human Resources or designate.

Required Training
All volunteers are accepted with the reasonable assurance that they have the necessary qualifications to assume the responsibilities of the position. The agency realizes that volunteers will need to be acclimated to the agency’s policies and procedures and approaches for serving a diverse population. The employee’s supervisor is responsible for ensuring that they receive all necessary training.

Recording Hours & Calling-in/Leave of Absence
All volunteers are responsible to keep an up to date record of the hours they have worked through the use of the agency computer time keeping system.

If expecting to be absent from a scheduled duty, volunteers should inform their supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer’s work assignment or term of service.

Volunteer Personnel Files
Your personnel files are confidential and consists of electronic and written documents retained by the Volunteer Coordinator. The file can be reviewed by the volunteer, the Executive Director, Supervisor and the Volunteer Coordinator.

Representing the Organization
Volunteers are only authorized to act as a representative of Catholic Charities if specifically tasked with this responsibility in your job description. Please consult with, and receive permission from the Director of Marketing and Public Relations before engaging in any actions which may affect or hold the organization liable including but not limited to, public statements to the press, signing contracts or entering into financial agreements, or lobbying or forming partnerships with other organizations.
Behavioral Standards & Alcohol, Drug, & Tobacco Policies
Volunteers shall refrain from engaging in any use of non-prescribed controlled substances at all times. Employees shall not use tobacco products during their work hours, nor shall they drink or be under the influence of alcoholic beverages during their work hours. All CCDL offices and vehicles are smoke-free environments.

Appearance & Dress Guidelines
Volunteers shall wear appropriate dress during their work hours. Dress style is discretionary, but should present a professional appearance to members of the public. Shorts are generally unacceptable in the workplace.

Harassment/Sexual Harassment
All employees and volunteers are prohibited from harassing another employee, volunteer, client or any other person or group with whom they have contact with as a representative of Catholic Charities. Prohibited harassment includes any conduct, language or behavior which is used to embarrass, ridicule or degrade another person, or any unwelcome verbal or physical conduct of a sexual nature including, but not limited to, the deliberate, repeated making of unsolicited gestures or comments, or the deliberate, repeated display of offensive sexually graphic materials which is not necessary for work purposes. Harassment based upon race, ethnicity, disability or gender is strictly forbidden and is subject to appropriate sanction. Any person who believes he or she has been subject to harassment as described above should report the matter as soon as possible to The Director of Human Resources. In the absence of the Director of Human Resources, they should notify their immediate supervisor. If the employee or volunteer believes that the supervisor is involved in the harassment, the matter should be brought to the attention of that person’s supervisor.

Affirmative Action/ Equal Opportunity
No otherwise qualified persons shall be excluded from employment, be denied the benefits of employment or otherwise be subject to discrimination in employment in any manner on the basis of age, race, religion, color, sex, national origin or ancestry, handicap, physical condition, developmental disability, arrest or conviction record, sexual orientation, marital status or military participation subject to any exceptions provided under State or Federal law. All employees and volunteers are expected to support CCDL’s goals and programmatic activities relating to nondiscrimination in employment.

Notification of Injury
Employees and volunteers injured on the job, no matter how slightly, must report the accident or injury to the Director of Human Resources and seek medical attention if necessary. Further, an Incident/Accident Report must be completed by the close of the next business day after the accident or injury.
Safety and Emergency Procedures

Each office will have an Emergency Response binder that outlines proper procedures that should be carried out during an emergency. The binder will contain information specific to each individual office location. Emergency Manuals for each office can be found on the Shared Drive, in the Risk Management folder.

Use of Vehicles

All employees or volunteers who may be required to operate a vehicle in the commission of their duties for CCDL must hold a valid driver’s license unless a waiver is obtained from their supervisor at the time of employment. Only those who meet the following criteria shall be allowed to operate a vehicle in the course of their employment with CCDL:

- They have not been convicted of a serious traffic violation within the past three (3) years; and
- They have not been convicted of two or more serious offenses in the last eight (8) years; and
- They have not been involved in three moving-vehicle accidents within the last three (3) year period

Ending your Volunteer Service

You may resign your volunteer service with Catholic Charites at any time. We request that you notify your Supervisor or the Volunteer Coordinator ideally two weeks prior to your departure and request that you complete an Exit Interview.

Exit Interview

We encourage all volunteers to participate in an exit interview before leaving the Organization, regardless of your reason for leaving. You may also request a letter of reference or referral at this time.

The exit interview is your opportunity to communicate your views about the position, your department, management, the operations of the company, and any other relevant information you feel it is important for us to know.

Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Volunteer Coordinator, and if appropriate, the Director of Human Resources. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of Catholic Charities.
Administrative Recourse for Personnel Difficulties

General

It is the policy of Catholic Charities to provide appropriate means for the resolution of work related personnel difficulties, according to Catholic Charities’ norms for administrative recourse, as they from time to time are altered, amended or changed, and the following provisions.

An employee or volunteer who experiences an unresolved work-related difficulty should discuss the matter with his or her immediate supervisor to affect a satisfactory resolution of the difficulty. If the difficulty is with the immediate supervisor, the employee should discuss the matter with the next level of supervision or with the Human Resource Director after adhering to the steps that follow:

- If the employee or volunteer and his or her immediate supervisor are unable to resolve the matter within five (5) working days, the employee or volunteer and the supervisor shall reduce their positions to writing and present them to the program director or administrator, who shall meet with both parties and attempt to adjudicate and resolve the dispute.

- If the employee or volunteer, his or her immediate supervisor and the program director or administrator are unable to resolve the matter within five (5) working days, the employee and the program director or administrator shall consult with the Director of Human Resources and/ or the Executive Director. The Human Resource Director and/ or the Executive Director shall meet with all parties and resolve the matter.

- An employee or volunteer who experiences a work related difficulty with the Executive Director should follow the procedures listed above. If this process has been exhausted and the matter continues to go unresolved within twenty (20) working days, the matter shall be referred to the Chairman of the Board of Directors of Catholic Charities of the Diocese of La Crosse for handling.

- Matters concerning the operation of the business affairs of Catholic Charities shall not be subject to appeal. In addition, warning notices and evaluations are excluded from this procedure.

- No employee or volunteer shall be subject to any type of retaliation or discipline for filing a complaint or invoking the procedures described herein.
Working with Clients

Service Recipient Rights and Responsibilities
This form is given to each client upon receiving services through Catholic Charities and outlines the mutual expectations between staff and clients.

Confidentiality Policy & Ethics Policy
These forms are critically important in protecting clients and co-workers to make Catholic Charities a safe, respectful environment.

Special Needs Clients
Catholic Charities abides by the Civil Rights Laws set forth by the Department of Children and Families. The rights and dignity of all of our staff and clients will be respected by abiding by these laws, which include: Age Discrimination Act of 1975 and Americans with Disabilities Act of 1990.

Client Boundaries
General guidelines can be found in the ethics, conflict of interest and confidentiality policies. However, specific guidelines can be found in each program’s policies and procedures.

Summary Client Grievance Procedure
This form provides information on how to file a grievance. It states, “If you have a complaint about the manner or quality of assistance rendered by a program of Catholic Charities (CCDL), about the denial of services, or alleged violations of state or federal laws and regulations or the Service Recipient Rights, you may file a grievance.” All clients are given this information at the beginning of service.

Reporting Abuse or Neglect, Duty to Warn, & Incident Accident Reporting
At Catholic Charities, all paid staff members are classified as mandatory reporters, and must complete Incident Accident reports after taking necessary precautions in each situation. All volunteers have the right to complete an Incident Accident Report, but are not required to. However, all volunteers are required to notify paid staff in situations requiring mandatory reporting.
I acknowledge that I have reviewed all policies and procedures listed in this handbook. I also acknowledge that my position at Catholic Charities is at will and that the policies do not constitute a contract but rather a guide to my involvement.

I also acknowledge that I reviewed and understand the following policies and procedures for the following topics:

- Confidentiality
- Ethics
- Clients’ Rights and Responsibilities
- Duty to Warn
- Reporting of Abuse or Neglect
- Incident/Accident Reporting
- General and Sexual Harassment

______________________________________________         ___________________
Staff Signature                                                           Date

______________________________________________                        ___________________
Supervisor Signature                                                      Date