



Volunteer Service Agreement

I, _____, agree to serve as a Volunteer for Catholic Community Services and Catholic Housing Services in the following capacity:

(Volunteer Position)

(CCS/CHS Program Name)

I agree to provide the services outlined in the attached Volunteer Job Description, or as described to me by my supervisor.

If my schedule changes or if I am not able to make it to my volunteer commitment at the scheduled time, I will inform my supervisor.

In return for my volunteer service, I will receive training for my position responsibilities, encouragement, evaluation and recognition from my supervisor. I am aware that I can bring any questions or concerns to my supervisor, the Volunteer Coordinator (if applicable), Program Manager or the CCS/CHS Human Resources office.

I understand that Catholic Community Services and Catholic Housing Services cannot guarantee placement in a volunteer environment which is free from exposure to infectious disease.

I will respect the confidential nature of any verbal or written information about clients, staff or other volunteers, both during the course of my volunteer service and after I leave CCS/CHS.

I understand and acknowledge that if I am injured during the course of my volunteer duties I will need to seek coverage under my own health or accident insurance and agree to pay my own medical bills. I agree to make no claim for any injury, harm or consequential damages for work related injury and release The Corporation of the Catholic Archbishop of Seattle and Catholic Community Services/Catholic Housing Services from all claims, demands, or causes of action arising from this agreement and my duties as a volunteer. The primary liability coverage for any volunteer transportation I provide will be through my own automobile insurance plan.

I understand that liability insurance is provided by the Archdiocese of Seattle, for injury or property damage that I may cause others in the course of my volunteer duties.

Additions or amendments (agreed to by both volunteer and supervisor):

This agreement will remain in effect unless terminated at the request of either volunteer or supervisor. No waiting period or written notice is required.

This agreement expresses all obligations between the volunteer, supervisor, and CCS/CHS. There are no other agreements between them, written or oral, involving the obligations outlined above.

Volunteer's Signature

Date

Supervisor's Signature

Date



Volunteer Policy Acknowledgement Form

I acknowledge that I have received a copy, read, and understand the following policies and notifications.

- Client Confidentiality Policy
- CCS HIPAA Policy for Volunteers*
- Sexual Abuse Prevention and Reporting Policy
- Volunteer Copyright Policy
- Email and Internet Use Policy
- Volunteer Driving Policy

I understand that these policies apply to me and I will comply with all the outlined provisions and/or requirements. I will adhere to these policies both in my present volunteer capacity and/or any future volunteer role that I may have with CCS/CHS. I will seek guidance and ask my volunteer supervisor if I have questions regarding any information contained in these policies. I further understand that should I violate any of these policies, I will not be allowed to continue to volunteer with the agency.

Volunteer Signature

Date

Print Name

**This notice only applies to volunteers working in the following service: Family Behavioral Health System, Mental Health Services, all Addiction Recovery Services, Supportive Housing Services Funded by Medicaid and Long Term Care.*



Client Confidentiality Policy

Confidentiality is a client right. Only a client can waive their right to confidentiality. It is the policy of Catholic Community Services and Catholic Housing Services of Western Washington to provide the maximum level of confidentiality between staff, volunteers, student interns, and clients that is consistent with accepted principles of social work. All information including the fact that an individual or family has received services from Catholic Community Services/Catholic Housing Services, as well as information and records related to those services is confidential. Volunteers are bound to protect that information from unauthorized disclosure.

When volunteering for CCS/CHS, individuals become agents of the organization. Information may be shared with volunteers if there is a need to know in order to fulfill assigned responsibilities and provided the volunteer has signed the Volunteer Policy Acknowledgement Form.

There are certain exceptions to this policy outlined under Federal and State regulations. Decisions about exceptions are made by program managers and their supervisors.



CATHOLIC COMMUNITY SERVICES
OF WESTERN WASHINGTON

CCS HIPAA Policy for Volunteers

This document only applies to volunteers working in the following services: a. Family Behavioral Health System; b. Mental Health Services, c. all Addiction Recovery Services; d. Supportive Housing Services funded by Medicaid; e. Long Term Care System;

Definitions:

“HIPAA” stands for the “Health Insurance Portability and Accountability Act of 1996” which includes rules about how organizations protect client health information.

“Health information” might be information about a disease, condition, or mental health status. It might also be information on enrollment documents.

“Confidential Information” is information about a client’s medical or mental health condition or treatment that has enough information so someone could figure out who the client is. For example, these are things that could allow someone to identify a client:

- name, birthdate, telephone numbers
- social security number
- address information: street address, city, county, zip code

Why Volunteers?

Because in volunteering for CCS, you will have information about and may hear about health conditions. Because you play an important part in clients’ lives and have access to private information about their children and their families.

There are penalties for organizations that do not follow the law. This means that CCS, and YOU, as part of the organization, must act under these guidelines. HIPAA is about protecting our clients’ privacy, the security of their information, and the good name of CCS.

How volunteers can protect clients’ privacy & rights:

Because CCS is all about serving clients, we need to protect their private information as if it were our own. We can do this every day by being aware of these practices:

- Do not share client information with anyone unless approved by your supervisor.
- Do not leave client information in the open where others can see it.
- If you are ever asked to disclose information about a client, call your supervisor.
- The client has a right to find out what private information CCS has and to know who we share that information with for billing, insurance or other business issues. If you are asked, refer them to your supervisor.

Summary

Caring for people is what we do. As we care for our clients, we may have access to private information about them. This information is protected by laws, the HIPAA regulations that went into effect on April 14, 2003.



CATHOLIC COMMUNITY SERVICES
CATHOLIC HOUSING SERVICES
OF WESTERN WASHINGTON

Sexual Abuse Prevention and Reporting Policy: What CCS/CHS Volunteers Should Know When Serving Youth and/or Vulnerable Adults (Supervised and Potentially Unsupervised Settings)

Thank you for volunteering for Catholic Community Services/Catholic Housing Services!

Your work is very important to the youth and vulnerable adults we serve, to CCS/CHS, and to the entire community. Please take a moment before you begin your service to read this page regarding sexual abuse. With a few simple guidelines, you will learn how to recognize and report this problem. Because a one-page summary can't cover everything, please use your common sense - it is the best resource you have!

Catholic Community Services and Catholic Housing Services have a zero tolerance policy for sexual abuse. Sexual abuse is defined as any sexualized activity(s) with a minor or vulnerable person for the sexual gratification of the abuser. Of course it includes intercourse or any kind of sexual touch, but it can also mean looking at pornography with a youth or vulnerable adult, voyeurism, and sexualized conversation. **These activities are never allowed in any service context at CCS/CHS.**

The following rules help us maintain a good and safe environment for both clients and volunteers:

- No volunteer, regardless of age, will have unsupervised access to any infants, children, and/or youth who are under the age of 18.
- Volunteers who are 21 or older and who have unsupervised access to adults (volunteers younger than 21 years of age are not allowed unsupervised access to adult clients) should be sure that the setting is appropriate and, wherever possible, that others are nearby.
- Report questions or problems immediately. When in doubt ASK! If a young person or vulnerable adult confides something to you that concerns you, it cannot be kept confidential. Share it with your volunteer supervisor and ask for advice.
- Avoid dual relationships. For example, don't develop a special friendship, meet outside of work, or exchange personal gifts with clients you have served.
- Keep your own good boundaries, even if the person you are serving has poor boundaries (i.e., if someone tells you a dirty joke, you don't have to respond with a similar joke).
- Be on the lookout for situations that make you uncomfortable. Your inner warning signals are the best way to identify risky situations or problem areas.

What to do if you have questions about a concern or suspicion of abuse? All CCS/CHS staff are trained to handle questions about problem behavior or suspected abuse. If you see something that concerns you or if a problem is informally reported to you, **TELL YOUR VOLUNTEER SUPERVISOR IMMEDIATELY.**



CATHOLIC COMMUNITY SERVICES
CATHOLIC HOUSING SERVICES
OF WESTERN WASHINGTON

Volunteer Copyright Policy

CCS/CHS respects intellectual property rights and we make it a priority to ensure all volunteers respect the copyrights of others. Every volunteer of CCS/CHS is required to comply with copyright law pertaining to their access to software, electronic transmissions and any other materials protected by U.S. copyright law, including CCS/CHS properties protected by such laws, and to adhere to this Copyright Policy. Copyright infringement by volunteers through inappropriate copying or distribution of copyrighted content is a personal as well as a CCS/CHS liability.

If a volunteer wants to use material that is not covered by copyright, he or she should confirm that the material is not protected by any other area of law, such as trademark or trade secret law. If a work has been created by a volunteer of CCS/CHS, they can use the materials subject to the guidelines set forth below on the use of company-generated materials. If there is any doubt whether a work is covered by copyright it is best to be cautious and follow the procedures established for use of copyrighted works below. Unless the use of a copyrighted work fits within a recognized exception to the copyright owner's exclusive rights, such as the Fair Use Exception, volunteers must seek out and receive the right to reuse the copyrighted work through a license or the express written permission of the copyright holder.

If copyrighted work is to be used for nonprofit, personal or educational purposes, exceptions to the copyright laws apply. The most commonly relied-upon exception is "fair use." (17 U.S.C. 107) This is a four-factor test that balances the rights of copyright owners in their creations against the public interest in the free exchange of ideas. The four factors are:

- 1.0 *The character of the use.* Nonprofit, personal or educational uses are generally factors in favor of fair use.
- 2.0 *The nature of the work to be used.* Facts and published works favor fair use. Imaginative and unpublished works are more likely to require permission to use.
- 3.0 *Extent of the work used.* This factor requires some judgment. Copying an article from a journal for students in a class would lean towards fair use.
- 4.0 *The effect of the use on the market for the work.* If use would negatively impact a person's income from their copyrighted work, it would likely not be fair use.

The factors favoring fair use must outweigh the factors favoring obtaining permission.

CCS/CHS has developed certain proprietary products (i.e., IRIS, policies, etc.), written information and/or processes that are unique to the organization. The organization protects proprietary information by restricting volunteer and visitor access to certain designated areas and access to documents to only those who have business reasons to view them.

No volunteer of CCS/CHS may reproduce any copyrighted work in print, video or digital form in violation of the law. Works are considered protected even if they are not registered with the U.S. Copyright Office and volunteers must assume that most materials used are copyrighted until otherwise proven.

CCS/CHS volunteers shall not make, store, transmit or make available copies of copyrighted materials on CCS/CHS systems, equipment or storage media, unless the use falls within the Fair Use Exception.

CCS/CHS volunteers shall not download, upload, store or make available copies of copyrighted material via the Internet using CCS/CHS systems and/or equipment of storage media, unless the use falls within the Fair Use Exception.

CCS/CHS volunteers shall not install or run peer-to-peer 'file sharing' software or operate a peer-to-peer index or server on CCS/CHS systems or equipment without the IT Director or Associate IT Director's consent.



Email and Internet Use Policy

CCS/CHS provides computing and network resources at various locations to be used by CCS/CHS volunteers to help them do their volunteer assignment efficiently and effectively.

This policy outlines the acceptable use of email and the Internet CCS/CHS. The purpose of this policy is to ensure that the CCS/CHS email and Internet resources are utilized in a manner that:

- Is consistent with the CCS/CHS Mission
- Is responsible, appropriate, professional, ethical, and lawful
- Maintains the highest standards of confidentiality
- Prevents network breakdowns, security breaches, and/or the interruption of CCS/CHS services

CCS/CHS reserves the right to determine whether any use is inappropriate, excessive and/or violates this policy. Violations will be taken very seriously and may result in the discontinuation of volunteer activities and civil and criminal liability.

The following policies are designed to help volunteers understand CCS/CHS' expectations for the use of these resources.

- CCS/CHS volunteers are obligated to create only email messages that are factually accurate, thoughtful, and prudent.
- Volunteers should not expect privacy in the use of email messages created on the CCS/CHS electronic mail system:
- Volunteers may not use the CCS/CHS email or internet system in any way deemed fraudulent, harassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful or inappropriate.
- Concealing or misrepresenting your name or volunteer affiliation is prohibited.
- The email or Internet systems will not be used for the transmission of confidential information either internally or externally unless an IT approved encryption method is used.
- Volunteers should refrain from distributing their email addresses on non-business related activities.
- Volunteers should be careful not to open emails and attachments unless the sender and their intentions are known.
- CCS/CHS email and the Internet should not be used to conduct private business.
- Volunteers are not authorized to send out mass addressed emails to a large number of recipients or to distributions lists labeled "All Staff."

Password Guidelines

All passwords are to be treated as sensitive, confidential CCS/CHS information. If an account or password is suspected to have been compromised or tampered with, report the incident to volunteer supervisor **immediately**.

- Never show, give, tell or send your password to anyone.
- Passwords must not be inserted into email messages or other forms of electronic communication.
- Never write your password down or leave it out on your desk or in a desk drawer, or on your workstation.
- Change your password whenever you suspect someone may have accidentally or intentionally detected your password.
- It is required that user-chosen passwords contain at least two (2) of the following: uppercase letters, lowercase letters, and numerals PLUS one (1) special character.
- All passwords must be at least eight (8) characters in length.
- Passwords must not contain your username, or any form of your name.
- Users will be required to change their passwords at least once every 180 days.
- After three unsuccessful attempts to enter a password, the involved user account will be either: (a) suspended until reset by an IT staff member or (b) temporarily disabled for a specific amount of time.
- All users must use different passwords for various CCSWW access needs or network resources. For example, select a separate password to be used for a user account and a critical application account. This reduces the damage should one of your passwords become compromised.



CATHOLIC COMMUNITY SERVICES
OF WESTERN WASHINGTON

Volunteer Driving Policy

The well-being of our volunteers and clients is of critical importance to Catholic Community Services and Catholic Housing Services. Program managers/directors are responsible for ensuring that volunteers who drive as part of their volunteer activities with CCS/CHS are familiar with the requirements below and submit the appropriate paperwork as required. Volunteers must be 21 years of age or older to transport clients.

- A. Volunteers who drive as part of their volunteer work are expected to consistently follow the procedures below. Failure to adhere to any of the requirements may result in termination of the volunteer position.
1. Volunteers for whom driving is an essential function of their volunteer work with Catholic Community Services or Catholic Housing Services are required to maintain a valid driver's license and auto insurance that meets or exceeds the minimum requirements established by the State of Washington (liability per person, \$25,000; liability per occurrence, \$50,000; property damage per occurrence, \$10,000).
 2. Documented proof of these requirements must be submitted to the program manager/director on or before the expiration date. Failure to provide current proof of coverage will result in suspension and/or termination of volunteer activities requiring driving.
 3. Volunteer vehicles must be equipped with working seatbelts, car seats, booster seats, and/or other appropriate safety devices for all passengers as required by law. Volunteers should never allow anyone to ride in any part of the vehicle not specifically intended for passenger use.
 4. Volunteers are expected to wear seat belts at all times while in a moving vehicle being used for company business, whether they are the driver or a passenger. The driver of the vehicle is responsible for ensuring that passengers are using their seat belts or approved child passenger restraint system as appropriate for age and that they are safe and secure before starting their vehicle. The number of passengers shall not exceed the vehicle's number of working seat belts.
 5. Drivers, including volunteers who drive CCS/CHS fleet vehicles, otherwise transport clients and/or drive as part of their volunteer work with CCS/CHS must agree to follow Washington State law regarding seatbelt use.
 6. All volunteers are required to adhere to Washington State Law governing distracted driving while driving during the course of their volunteer activities with CCS/CHS. Under this law, the following rules apply:
 - iv. No hand-held cell phone use while driving:
 - Even when stopped in traffic or at a traffic light;
 - Includes all electronic devices or even tablets, laptops, and video games;
 - No typing messages or accessing information;
 - No watching videos or using cameras.
 - v. You CAN use your device if you are:
 - Hands-free and can start use by a single touch or swipe of your finger;
 - Parked or out-of-the-flow of traffic;
 - Contacting emergency services.
 - vi. Other activities prohibited while driving include grooming, smoking, or eating.
 7. A volunteer who does not adhere to this requirement and is involved in a traffic related incident is taking the responsibility into their *own hands* and may be held individually liable for any fines, damages, harm, or any other related consequences. This applies whether the volunteer was using an employer provided or personal cell phone or other communications device.
 8. Use of any drug (illegal or prescribed) that may impair driving ability or alcohol is prohibited.
 9. Good judgment and discretion is expected if the volunteer is taking over the counter medication that may impair driving ability.
 10. Smoking in a personal vehicle with a client present is prohibited. Smoking in any CCS/CHS Fleet Vehicle is also prohibited.
 11. Volunteers are expected to follow all driving laws and safety rules, including posted speed limits and directional signs, use of turn signals, and avoidance of confrontational or offensive behavior while driving.
 12. Volunteers transporting clients must promptly report any accidents to local law enforcement and to their immediate supervisor. A Client Incident Report must be completed by the supervisor. If the volunteer is injured as well, the Staff/Volunteer/Visitor Safety Accident Report must also be completed.

13. CCS/CHS Volunteers must notify their supervisor of any driving infraction including speeding, reckless driving, and driving under the influence (DUI) convictions.

B. Additional requirements for volunteers who transport clients and/or use agency owned vehicles

1. Volunteers who transport clients and/or use agency owned vehicles are required to submit an annual validation of vehicle registration. Volunteers must immediately notify their supervisor if their driver's license is suspended, their insurance is cancelled, their vehicle registration changes or lapses or they are convicted of driving while under the influence of drugs and/or alcohol. Volunteers who do not report these occurrences and continue to drive while transporting clients will be subject to termination of their volunteer activities with CCS/CHS.
2. Volunteers must be physically capable of driving in order to transport clients for any reason. In addition, they must not take any over-the-counter medication or prescription medication that affect or impair driving. If volunteers are unable to drive safely or if their ability to drive safely changes, they must inform their supervisor immediately.

C. Driving Abstract Standards: Initial and annual driving record abstract reviews and validation of vehicle registration will be performed on/required of all volunteers who transport clients in their vehicle as part of their volunteer work with CCS/CHS and/or who drive agency owned vehicles. Volunteers in this category will be subject to the following guidelines:

1. A driver is considered "unacceptable" if any of the following violations are reflected on a driver's abstract during a three year period immediately preceding the date of review:
 - a. Driving under the influence of alcohol or drugs
 - b. Hit and run - felony
 - c. Failure to report an accident
 - d. Operating a vehicle during a period of license suspension or revocation
 - e. Permitting an unlicensed person to drive
 - f. Reckless driving
 - g. Speed contests
2. Catholic Community Services and Catholic Housing Services reserve the right to use discretion when reviewing and evaluating initial and/or ongoing abstracts to determine whether or not a volunteer will be eligible to drive clients and/or fleet vehicles.
3. Immediate termination of volunteer work with CCS/CHS may result for any volunteer who is convicted of any of the crimes in #1 above while transporting a client.
4. Any combination of three accidents and/or moving violations during the previous three year period will be considered "unacceptable" and subject to the same terms and guidelines stated above.
5. Accidents are defined as "at fault" and "no fault." Accidents where the other party was at fault and the volunteer was not charged will not show on a driving abstract and will not count against them.
6. Moving violations will include but are not limited to speeding, failure to stop, improper lane change, failing to signal, failure to yield, negligent driving, talking on a phone, or texting.

D. Vehicle Registration, Insurance, and Driver's License

Volunteers who transport clients are required to submit an annual validation of vehicle registration, a proof of insurance, and a current driver's license.