



The Cathedral Center

A Nonsectarian Agency for Women and Families

Volunteer Policies & Guidelines

Policies:

- Cathedral Center, Inc. views volunteers as a valuable resource, however they are not considered employees
- Current shelter guests, clients and their relatives may not be accepted as volunteers
- All volunteers serve at the discretion of The Cathedral Center, Inc.
- 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 not having direct contact with guests, a child must have written consent of a parent/guardian
 - If having direct contact with guests, a child must be accompanied by a parent/guardian
 - Children younger than 8 years of age are not encouraged to join parents
- 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

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 involves overall agency business
- Volunteers are not to divulge to unauthorized persons any confidential information obtained from observation, conversation, correspondence, personal records or any other source
- Volunteers will not publish, orally disclose or otherwise make public any confidential information, except as legally required
- Failure to maintain confidentiality may result in termination of the volunteer's relationship with The Cathedral Center or other corrective action

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)
- Do not provide guests with your personal contact information
- Do not exchange money or gifts with the guests or clients
- Do not keep client or others' "secrets" from Cathedral Center staff

Core Values:

The following core values and ethical principles are the cornerstone of The Cathedral Center, Inc. Volunteers for the center are asked to be mindful of and demonstrate these core values when interacting with shelter guests and clients.

- Service – to 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 Worth 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 – to continually strive to increase knowledge and skills and to 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

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

Please retain this document for your records