



Volunteer & Intern Guide

Volunteer Services Galveston-Houston: (713) 874-6563

Volunteer Services Fort Bend: (281) 202-6222

Welcome!

Thank you for becoming a volunteer or intern to support the mission and work of Catholic Charities of the Archdiocese of Galveston-Houston.

PURPOSE & SCOPE

This guide establishes an overall guidance and direction to volunteers and interns engaged in volunteer/intern involvement of Catholic Charities of the Archdiocese of Galveston-Houston (Catholic Charities or Agency). It is intended to provide guidelines to foster better workplace relationships and to promote service.

1. This guide applies to all volunteers and interns associated with Catholic Charities. As used herein, the term "volunteer" shall mean: One who performs a service of his or her own free will; who contributes time, energy, or talents directly and/or on behalf of Catholic Charities and is not paid by Agency funds. All volunteers must be officially accepted and enrolled by the Agency prior to performance of assigned tasks. The term "intern" shall mean: a student or trainee who works, sometimes without pay, at a trade or occupation in order to gain work experience.

CATHOLIC CHARITIES OF THE ARCHDIOCESE OF GALVESTON-HOUSTON

Since 1943, Catholic Charities has been providing hope and healing to Houston communities. We serve by nurturing and caring for children, strengthening families, supporting refugees and immigrants, and promoting independence for seniors and other vulnerable adults.

MISSION

Guided by God's love, Catholic Charities helps people in southeast Texas by providing caring, compassionate services and advocating for social justice in collaboration with parishes and communities.

VISION

People of faith helping people in need achieve self-sufficiency and live with dignity.

CORE VALUES: FAITH, INTEGRITY, COLLABORATION

Faith: Inspired by the Gospel and our Catholic tradition, we serve as a healing presence with special concern for our neighbors who are vulnerable, respecting their diversity and dignity.

Integrity: We foster a high quality workplace and inspire trust through personal leadership. We are honest and ethical in all aspects of our organization.

Collaboration: We work together with people who support common values and vision to achieve shared goals

CATHOLIC SOCIAL TEACHING

Central to the mission of Catholic Charities and essential to our faith is Catholic social teaching. The roots of Catholic social teaching come from the Hebrew prophets who announced God's special love for the poor and called God's people to a covenant of love and justice. It is a teaching founded on the life and words of Jesus Christ, who came "to bring glad tidings to the poor . . . liberty to captives . . . recovery of sight to the blind"(Lk 4:18-19), and who identified himself with "the least of these," the hungry and the stranger (cf. Mt 25:45).

Catholic social teaching emerges from the truth of what God has revealed to us about himself. We believe in the triune God whose very nature is communal and social. God the Father sends his only Son Jesus Christ and shares the Holy Spirit as his gift of love. God reveals himself to us as one who is not alone, but rather one who is relational, one who is Trinity. Therefore, we who are made in God's image share this communal, social nature. We are called to reach out and to build relationships of love and justice.

Catholic social teaching is based on and inseparable from our understanding of human life and human dignity. Every human being is created in the image of God and redeemed by Jesus Christ, and therefore is invaluable and worthy of respect as a member of the human family. Every person, from the moment of conception to natural death, has inherent dignity and a right to life consistent with that dignity. Human dignity comes from God, not from any human quality or accomplishment. Our commitment to the Catholic social mission must be rooted in and strengthened by our spiritual lives. In our relationship with God we experience the conversion of heart that is necessary to truly love one another as God has loved us.

-from *Catholic Social Teaching: Challenges and Directions*

SEVEN THEMES OF CATHOLIC SOCIAL TEACHING

Life and Dignity of the Human Person

The Catholic Church proclaims that human life is sacred and that the dignity of the human person is the foundation of a moral vision for society. This belief is the foundation of all the principles of our social teaching. In our society, human life is under direct attack from abortion and euthanasia. The value of human life is being threatened by cloning, embryonic stem cell research, and the use of the death penalty. The intentional targeting of civilians in war or terrorist attacks is always wrong. Catholic teaching also calls on us to work to avoid war. Nations must protect the right to life by finding increasingly effective ways to prevent conflicts and resolve them by peaceful means. We believe that every person is precious, that people are more important than things, and that the measure of every institution is whether it threatens or enhances the life and dignity of the human person.

Call to Family, Community, and Participation

The person is not only sacred but also social. How we organize our society -- in economics and politics, in law and policy -- directly affects human dignity and the capacity of individuals to grow in community. Marriage and the family are the central social institutions that must be supported and strengthened, not undermined. We believe people have a right and a duty to participate in society, seeking together the common good and well-being of all, especially the poor and vulnerable.

Rights and Responsibilities

The Catholic tradition teaches that human dignity can be protected and a healthy community can be achieved only if human rights are protected and responsibilities are met. Therefore, every person has a fundamental right to life and a right to those things required for human decency. Corresponding to these rights are duties and responsibilities--to one another, to our families, and to the larger society.

Option for the Poor and Vulnerable

A basic moral test is how our most vulnerable members are faring. In a society marred by deepening divisions between rich and poor, our tradition recalls the story of the Last Judgment (Mt 25:31-46) and instructs us to put the needs of the poor and vulnerable first.

The Dignity of Work and the Rights of Workers

The economy must serve people, not the other way around. Work is more than a way to make a living; it is a form of continuing participation in God's creation. If the dignity of work is to be protected, then the basic rights of workers must be respected-

-the right to productive work, to decent and fair wages, to the organization and joining of unions, to private property, and to economic initiative.

Solidarity

We are one human family whatever our national, racial, ethnic, economic, and ideological differences. We are our brothers and sisters keepers, wherever they may be. Loving our neighbor has global dimensions in a shrinking world. At the core of the virtue of solidarity is the pursuit of justice and peace. Pope Paul VI taught that if you want peace, work for justice. The Gospel calls us to be peacemakers. Our love for all our sisters and brothers demands that we promote peace in a world surrounded by violence and conflict.

Care for God's Creation

We show our respect for the Creator by our stewardship of creation. Care for the earth is not just an Earth Day slogan, it is a requirement of our faith. We are called to protect people and the planet, living our faith in relationship with all of God's creation. This environmental challenge has fundamental moral and ethical dimensions that cannot be ignored.

CODE OF CONDUCT

The practice of sound ethical standards is the responsibility of all volunteers and interns. It is Catholic Charities' policy to investigate thoroughly all reports of misconduct in the performance of volunteer/internship service for Catholic Charities, including, but not limited to, the following examples:

1. An act constituting breach of trust or dishonesty
2. Any action which renders a person unacceptable security risk, adversely affects the Agency's public image, and causes embarrassment to the Agency
3. Unauthorized disclosure of confidential information, or use of confidential information for personal gain
4. Unauthorized possession, distribution, or use of any illegal drug or narcotic, or any other violation of the Alcohol-Free and Drug-Free Work Place Policy
5. Fighting
6. Removal of Agency property without permission
7. Persistent personal financial irresponsibility
8. Failure to follow instructions
9. Possession of weapons on Agency property
10. Destruction of Agency property
11. Teaching doctrines contrary to the Mission, Beliefs, and Vision of Catholic Charities or the promotion of causes that are in direct conflict

12. Any violation of the anti-harassment policy, including sexual harassment

13. Conduct, including sexual conduct, that conflicts with or undermines the Mission, Vision and Values of Catholic Charities

As a Catholic Charities volunteer/intern, you are a valued asset to our organization. Catholic Charities, represented by you, continues the earthly ministry of Jesus Christ. Therefore, our expectations of your performance and your adherence to volunteer and intern rules and responsibilities are high. These include:

- **To work conscientiously** toward achieving the objectives of Catholic Charities in compliance with its Mission, Belief and Vision statements, and other agency policies and procedures.
- **To perform assigned duties at a satisfactory level** of quality, accuracy, effectiveness, and integrity.
- **To represent Catholic Charities in a professional manner** as reflected in appearance and behavior.
- **To work cooperatively with other staff members, volunteers, and interns** in a sincere, tactful and positive manner; to respect the findings, views and actions of other staff members/volunteers/interns; and to use appropriate channels to express judgment on these matters.
- **To be punctual and to plan assigned duties** to achieve effective and productive use of time.
- **To respect the privacy** of the people served by Catholic Charities and to use information gained in a responsible manner.
- **To keep and hold confidential** all information in accordance with Catholic Charities policy and state and federal laws. This includes facts regarding Catholic Charities, its clients and administrative data.
- **To protect the rights of all clients** in accordance with Catholic Charities Mutual Rights and Responsibilities policy.
- **To be responsive to the guidance, direction and instructions** of supervisors.
- **To be constantly mindful of the obligation** Catholic Charities and its staff/volunteers/interns have of portraying a positive image to the public.

YOUR VOLUNTEER & INTERN BILL OF RIGHTS

The Right to Suitable Assignment

Which will reflect personal preference, education and employment background, personality and experience.

The Right to Training

Well planned and effectively presented which included information on the organization, its policies, people and procedures.

The Right to Continuing Education

Training and greater responsibilities.

The Right to a Variety of Experiences

Through advancement to assignments with responsibility, through transfer to another service area presenting new opportunities and through special assignments.

The Right to be Heard

To feel free to make suggestions and to have respect shown when offering an honest opinion.

The Right to Recognition

To be viewed as a contributing member of the team through day-by-day expressions and volunteer/intern partner recognition activities.

The Right to Report Any Concerns to the Agency

Report concerns to the Volunteer department

If a volunteer or intern is dissatisfied with their assignment or wants to report an issue, concern, or may have any questions regarding their placement please contact the Volunteer Coordinator. If further assistance is required, the Director of Community Relations may also be contacted.

VOLUNTEER AND INTERN PROCESS

RECRUITMENT

The Volunteer Coordinator is responsible for the recruitment of volunteers and interns. They will maintain recruitment procedures to ensure that qualified individuals are recruited to fulfill volunteer/internship requests made by staff. The Agency will make reasonable efforts to accommodate physically handicapped volunteers and interns who qualify for volunteer/intern positions.

- **Youth Volunteers/Interns:** Youth volunteers/interns ages 14 and under are welcome to volunteer/intern but must be accompanied by an adult guardian or parent. Youth volunteers/interns ages 15-17 do not need to be accompanied by a parent or guardian, but must have parent or guardian permission as expressed in the signed waiver. Background checks for youth start at age 14.

SELECTION, SCREENING, AND PLACEMENT OF VOLUNTEERS & INTERNS

There are several steps to becoming a volunteer/intern of the Catholic Charities. All Agency practices are in compliance with applicable law or regulations. **The Volunteer Coordinator will refer volunteers/inters to department supervisors according to desired placement, availability of opportunities, qualification, interview and screening clearance.**

While volunteers/interns may express a preference, Catholic Charities reserves the right to determine the specific assignment for each volunteer/intern. No volunteer or intern shall begin performance of any position until he/she has been officially accepted for a position and all necessary paperwork, any necessary screenings, and/or trainings are completed.

- **Application:**
All interested volunteers and interns must complete an application in its entirety. Applications can be found at www.catholiccharities.org.
- **Orientation:**
All volunteers and interns will be oriented to Agency goals, mission, services, and volunteer/intern policies and procedures during regularly scheduled Volunteer Orientations. The volunteer and intern will review and sign the Volunteer Acknowledgment & Waiver that they receive and review this Guide including the Policies and Procedures.
- **Background and Reference checks:**
As appropriate for the protection of our volunteers, interns, clients, and staff, all volunteers/interns who have reached 14 years of age will be asked to consent to a background check. The background provider is Verified Volunteers for volunteer opportunities outside of St. Michael's Homes for Children and St. Jerome Emiliani's International Foster Care and Group Home programs. Health and Humans Services is the provider of background checks for St. Michael's Homes for Children and St. Jerome Emiliani's International Foster Care and Group Home programs. The level of background check needed is determined by the Volunteer Coordinator based on the volunteer/intern's program of interest as indicated on their application. Possible screenings are: national and or state child abuse/neglect registry, sex offender

registry, drug test, TB test, national criminal check, FBI fingerprint check, motor vehicle record check. Screening will be completed before a volunteer/intern assumes assigned position. Volunteers and interns who do not agree to the background check will be refused assignment. Additional screening is required of volunteers/interns in certain programs. Volunteers and interns are also asked to provide two character references. If the volunteer or intern finds their background check results to be incorrect, they are asked to contact the Volunteer Services department so they may connect them to the necessary entity.

- **CMG Connect: Safe Environment Training:**

As required by the Archdiocese of Galveston-Houston, all volunteers and interns who have reached the age of 18 are to complete *CMG Connect: Safe Environment Training: Safe Haven* within 30 days of their start date as a volunteer or intern. Volunteers and interns can complete the course online at <https://galvestonhouston.cmgconnect.org/>. The Archdiocese conducts their own online background check when one registers for the training.

- **Jeremiah 1:7/Circle of Grace – Youth Training**

Youth volunteers and interns (17 and under) are invited and recommended to attend the Jeremiah 1:7 or Circle of Grace training. It is an Archdiocesan safe environment program which provides formation for high school-age youth who assist adults in ministry to children and youth under the age of 18 (<https://www.archgh.org/offices-ministries/office-of-child-and-youth-protection/safe-environment-training-for-youth/#>). Please contact Norma Torok 713-741-8773 or ntorok@archgh.org for more information.

- **Time Commitment:**

Catholic Charities actively seeks volunteers and interns to assist the Agency in fulfilling its mission, therefore, it has a Volunteer Services department. The Agency asks that volunteers commit the time listed by each specific placement. All volunteer opportunities are 20 hours or less of service per week. Interns are allowed to serve for no more than 40 hours a week.

- **Training:**

Program Supervisors, in which the volunteer service or internship will take place, will provide training to each volunteer and intern and include information that should improve the volunteers' or interns' skills, knowledge, and ability to promote awareness of the needs of clients served by the Agency. Some programs require mandated trainings that will need to be completed before the volunteer or intern begins his or her assigned placement.

- **Internships:**

There are different levels of intern opportunities. All internships at Catholic Charities are unpaid internships, unless otherwise notified by the program. Most graduate student interns are expected to attend trainings that staff attend (this depends on the degree), such as the 2-day Agency Orientation. Undergraduate students are not expected to participate in staff trainings. In order to become an intern at Catholic Charities, interns are expected to fulfill a majority of their required hours during regular work hours. Interns are allowed to serve for no more than 40 hours a week. A schedule will be agreed upon between the program and the intern. Interns are interviewed by the program directly for which they have shown interest. If approved by the program, interns are then processed by the Volunteer Services department. First, Volunteer Services will review the University/School Agreements with the student and seek approval by the Catholic Charities program, the COO and, at times, by the CEO of Catholic Charities. Once the agreement has been approved (timeframe of approval varies), the pre-placement screening process (e.g. criminal background check, references etc.) begins. Interns may also be asked to complete

specified training. Once screening and trainings are complete, all relevant parties will be notified of eligibility to start and a badge will be provided to the intern.

VOLUNTEER & INTERN FILE

Volunteer/intern files provide a resource for documenting the volunteer/intern's personal information and assignment history. The Volunteer Coordinator will maintain confidential files for each volunteer/intern, and will keep current records concerning the volunteer/intern's screening, training, and assignment records in a locked filing cabinet.

Volunteers and interns are responsible for submitting all appropriate records to Volunteer Services. The file may be used only for legitimate purposes relating to the work of the volunteer and intern at Catholic Charities. Information may not be released for use outside our Agency without the written consent of the volunteer and intern. Documents kept on file include: volunteer/intern application, reference documentation, and a copy of background check, training records, and all documents relating to process.

SAFE WORK ENVIRONMENT

Catholic Charities is concerned with the safety of all employees, volunteers, interns and clients. The prevention of injuries and accidents is an essential part of your daily work. If an injury or accident occurs, please report it to your supervisor. You may be required to complete an incident form.

SUPERVISION

Each volunteer/intern will be assigned a staff supervisor. The supervisor and volunteer/intern will establish the scope and timeframe of the volunteer/intern's commitment. The supervisor will provide the volunteer/intern with job-specific training, forms, materials, and provide ongoing supervision and recognition. Frequency of supervision is arranged according to the skill level of the volunteer/intern and the complexity and size of workload.

VOLUNTEER & INTERN BADGE

Volunteers and interns must wear a volunteer badge where it is clearly visible to staff and clients while performing volunteer service or internship. Badges are issued to the volunteer/intern once they have completed the on-boarding process. Temporary badges are issued at the Front Desk as needed. Replacement badges are \$5.

DRESS CODE

As representatives of the Agency, volunteers and interns are responsible to exhibit a good image to clients and to the community. Volunteers and interns shall dress appropriately for the conditions and performance of their duties. The Agency will not be held liable for damage to volunteer/intern's clothing or accessories while performing their duties. Volunteers/interns should speak with their direct supervisor to discuss their working conditions and dress code.

TRACKING HOURS

Volunteers and interns are responsible for accurately signing in and out each day they perform volunteer service or internship either via Agency online volunteer database or handwritten documentation on sign-in sheets provided by the agency.

RECOGNITION

Catholic Charities recognizes the importance of volunteers/interns and will continue to acknowledge volunteers/interns for their commitment and dedication to the Agency. Regular initiatives are driven by Volunteer Services.

OUT-OF-POCKET EXPENSES

Volunteers and interns will not be asked to purchase items for Agency programs. Under special circumstance, a volunteer/intern may receive advance approval from his/her supervisor. All necessary paperwork must be completed with signatures of both the supervisor and volunteer/intern. The volunteer/intern will be reimbursed the exact amount shown on the receipt unless stipulated otherwise. The supervisor approving the purchase will provide the volunteer/intern with the appropriate forms for approval and reimbursement.

INSURANCE

Volunteers and interns who are assigned to a position that requires transportation of Agency clients will have to show proof of automobile insurance for the car he/she will be using to transport the clients. Volunteers/Interns are not allowed to drive Agency vehicles. A Texas Department of Public Safety Driving Record Check will be conducted by the Agency prior to service and the check will then occur on an annual basis.

All volunteers and interns who have completed the volunteer or internship enrollment will be covered by an agency volunteer/intern insurance policy. The policy covers accidental bodily injury and the volunteer/intern must be performing services for the agency at the time of injury. A copy of the policy is available to all volunteers/interns upon request.

AGENCY CLOSURES

- **Emergency Weather:**
At the discretion of the CEO, Catholic Charities offices may be closed due to an emergency weather development. Supervisors will notify volunteers and interns in the event of the Agency closing.
- **Holidays:**
Catholic Charities will be closed for the following holidays: New Year's Day, Martin Luther King Jr. Day, Good Friday, Easter Monday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve, Christmas Day, and some Holy Days of Obligation (Catholic Church).

LEAVE OF ABSENCE

The Agency recognizes at times volunteers and interns may need to take a leave of absence. It is asked that each volunteer and intern notify his/her supervisor prior to the leave.

DISMISSAL

Volunteers and interns who do not adhere to the rules and procedures of the Agency or who fail to satisfactorily perform their volunteer or intern assignment are subject to dismissal. No volunteer/intern will be terminated until the volunteer/intern has had an opportunity to discuss the reason for possible dismissal with his/her supervisor.

- **Reasons for dismissal:**
Misconduct with staff, other volunteers, interns, or clients; being under the influence of drugs or alcohol; theft of property; misuse of Agency equipment or materials; abuse or mistreatment to clients, staff, or other volunteers and interns; failure to abide by Agency policies and procedures, and failure to perform assigned duties.

POLICY STATEMENT FOR DISQUALIFICATION OF VOLUNTEERS & INTERNS WITH CRIMINAL BACKGROUND

It is the policy of Catholic Charities to conduct a criminal history background check on persons seeking consideration of many volunteer or intern positions. Due to the sensitive nature of the services provided by Catholic Charities, acceptance or rejection of an applicant may be influenced by information received from the background check.

The following items will lead to instant rejection of a volunteer or intern if they appear on a background check or if it applies to their current situation:

- Child abuse or neglect findings
- Any felony conviction
- Any assault conviction (sexual or physical)
- Any DWI conviction within the last ten years
- Current warrant for arrest
- Any misdemeanor within 5 years or less is automatic disqualification of volunteering or interning at Catholic Charities

A volunteer or intern who is on probation, parole, or referred for community service through the courts is prohibited from volunteering or interning at Catholic Charities of the Archdiocese of Galveston-Houston.

Misdemeanor offenses will require close examination by the Volunteer Coordinator, on a case by case basis. Depending on the severity and/or history, volunteers or interns may be denied opportunities to serve at the Agency. We adhere to Fair Credit Reporting Act "FCRA." If a volunteer or intern wishes to dispute the information which appears on the background check, he/she may do so and must see the Volunteer Coordinator regarding the process.

POLICIES & PROCEDURES

All policies apply to all Catholic Charities of the Archdiocese of Galveston-Houston (Catholic Charities) Volunteers and Interns.

EQUAL OPPORTUNITY

PURPOSE

Catholic Charities supports and is firmly committed to the principle of equal opportunity. It is the Catholic Charities policy to recruit and train volunteers and interns without regard to race, sex, age, national origin or disability, in accordance with applicable laws. Catholic Charities does not tolerate unlawful discrimination. Any incident of apparent discrimination should be brought to the immediate attention of the Volunteer Coordinator.

POLICY

It is our policy to recruit and train individuals, without regard to race, sex, religion, national origin or disability, in accordance with applicable laws. Catholic Charities does not tolerate unlawful discrimination. Any incident of apparent discrimination should be brought to the immediate attention to the Volunteer Coordinator.

ETHICAL AND PERSONAL CONDUCT POLICY

PURPOSE

This policy establishes some basic standards of ethical behavior and personal conduct for all volunteers and interns affiliated with Catholic Charities of the Archdiocese of Galveston-Houston. Fundamental to our mission is the personal integrity and the highest ethical standards of all those who represent Catholic Charities. **The intent of this policy is to ensure that Catholic Charities' strong moral, ethical, and social standards of conduct dictated by our Mission, Vision, and Beliefs are followed by all volunteers and interns.**

POLICY

A volunteer or intern of Catholic Charities performs services built not only on ethical conduct but on the teachings of Jesus Christ, as well as public trust and confidence. The success of our mission depends on a favorable perception of the conduct of Catholic Charities personnel including volunteers and interns by the public at large. It is essential that volunteers and interns view their own actions and intentions objectively to assure that no observer would have grounds to believe the slightest irregularity in conduct exists.

1. CONFIDENTIALITY

Some volunteers and interns may deal from time to time with sensitive and confidential information. In no instance should confidential information be used for one's own or another's benefit. In no instance should confidential information be disclosed to non-Agency personnel, including family or associates, or even to other Catholic Charities personnel who have no need for such information. All volunteers and interns are required to sign a confidentiality acknowledgment stating their responsibility and commitment in regards to client information. Failure to maintain confidentiality may result in dismissal of the volunteer or intern from the Agency's volunteer or internship position.

2. PUBLIC STATEMENTS

All statements to the media will be handled by the President/CEO and/or the Development & Stewardship Department. Volunteers and interns, at their own discretion, may be included in media coverage for Catholic Charities, which may include but is not limited to: printed materials, photographs, promotional videos, etc.

SEXUAL HARASSMENT/MISCONDUCT, CHILD ABUSE, AND OTHER ABUSIVE CONDUCT POLICIES

PURPOSE

Catholic Charities strongly asserts a zero-tolerance approach in order to prevent, detect, and respond to all forms of sexual misconduct. All volunteers and interns are expected to comply with Catholic Charities policies and all state and federal laws regarding sexual harassment, sexual misconduct, child abuse, and other abusive conduct.

- 1.** Sexual harassment is immoral and reprehensible and will not be tolerated by Catholic Charities. It subverts the mission of Catholic Charities, and threatens the well-being of all affected persons. In both obvious and subtle ways, the very possibility of sexual harassment is destructive to individuals and to the community as a whole. When through fear of reprisal a person submits, or is pressured to submit, to unwanted sexual attention, the ability of Catholic Charities to carry out its mission is undermined.
- 2.** Sexual harassment is especially reprehensible when it evolves from relationships such as between staff and client, staff and volunteer/intern, supervisor and subordinate, or staff and other Catholic Charities Personnel.

3. Catholic Charities will not tolerate behavior which is demeaning to any person or which creates an unacceptable working environment.
4. Sexual misconduct is immoral, contrary to Christian principles and undermines the mission of Catholic Charities. Trust and respect are diminished when those in positions of authority engage in immoral conduct or abuse of, or appear to abuse, their power.
5. Catholic Charities views it as unethical for Catholic Charities volunteers or interns to engage in relations with clients, even when both parties appear to have consented to the relationship.

Abuse of children is immoral and reprehensible and will not be tolerated by Catholic Charities. Additionally, the law requires that anyone who has cause to believe that a child's physical or mental health or welfare has been or may be adversely affected by abuse or neglect must report his or her own suspicions to the Texas Department of Protective and Regulatory Services (*please see subheading: **REPORTING PROCEDURES FOR VOLUNTEERS & INTERNS***) or a local or state law enforcement agency. Therefore, all volunteers and interns must immediately report knowledge or suspicions of child abuse to their supervisor so that appropriate agencies may be contacted.

DEFINITIONS

“Sexual harassment” may include any unwelcome sexual advances, requests for favors or other verbal or physical conduct of a sexual nature when, to a reasonable person, (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or (3) when such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Examples of conduct that may constitute sexual harassment include, but are not limited to:

1. Physical assault
2. Direct or implied threats that submission to sexual advances will be a condition of employment
3. Direct propositions of a sexual nature
4. Subtle pressure for sexual activity, an element of which may be conduct such as repeated and unwanted staring
5. A pattern of conduct intended to cause discomfort or humiliation, or both, that includes one or more of the following: (1) comments of a sexual nature or (2) sexually explicit statements, questions, or jokes
6. A pattern of conduct that would cause discomfort for or humiliate, or both, a reasonable person at whom the conduct was directed that includes one or more of the following: (1) unnecessary touching or brushing against a person's body, (2) remarks of a sexual nature about a person's clothing or body, (3) remarks about sexual activity or speculations about previous sexual experience.

“Sexual Misconduct” means any sexual conduct which is:

1. Unlawful
2. Conflicts with the Mission, Vision, and Values of the Agency

“Child Abuse” includes the following acts or omissions by any person: (For purposes of this policy, “child” is defined as anyone under the age of 18 and who has not been married or is not an emancipated minor)

1. Mental or emotional injury to a child that results in observable and material impairment in the child's growth, development, or psychological functioning
2. Causing or permitting the child to be in a situation in which the child sustains a mental or emotional injury that results in an observable and material impairment in the child's growth, development, or psychological functioning
3. Physical injury that results in substantial harm to the child or the genuine threat of substantial harm from physical injury to a child

4. Failure to make a reasonable effort to prevent an action by another person that results in physical injury that results in substantial harm to the child
5. Sexual contact, sexual intercourse, or sexual conduct (as defined by the Penal Code), sexual penetration with a foreign object, incest, sexual assault, or sodomy inflicted on, shown, or intentionally practiced in the presence of a child
6. Failure to make reasonable effort to prevent sexual conduct, contact, intercourse, penetration with a foreign object, incest, assault, or sodomy being inflicted on or shown to a child by another person, or intentionally practiced in the presence of a child by another person only to arouse or gratify the sexual desires of any person present
7. Compelling or encouraging the child to engage in sexual conduct
8. Causing, permitting, encouraging, engaging in, or allowing the photographing, filming, or depicting of the child if the person knew or should have known that the resulting photograph, film, or depiction of the child is obscene or pornographic (as defined in the Penal Code)

“**Other abusive conduct**” includes any conduct that, to a reasonable person, reflects a disregard for the mental or physical dignity of an individual.

POLICY

Catholic Charities is committed to a zero-tolerance standard for all forms of sexual abuse, sexual harassment, and inappropriate sexual behavior. This policy applies to all employees, contractors, volunteers, interns, and clients at Catholic Charities.

Violations of this policy must be reported immediately to a supervisor. Catholic Charities will not tolerate violations of this policy and following an investigation, appropriate action will be taken.

GENERAL PROCEDURES

1. Sexual exploitation and abuse by volunteers or interns constitute acts of gross misconduct, and are therefore grounds for immediate removal of placement.
2. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
3. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.
4. Sexual relationships between volunteers, interns, and clients are not allowed since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of social service work.
5. Whenever a volunteer or intern develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether within the agency or not, he or she must report such concerns via established agency reporting mechanisms.

REPORTING PROCEDURES FOR VOLUNTEERS & INTERNS

In the event that an act of sexual misconduct is witnessed or suspected by a volunteer or intern, the following procedures must be followed:

1. Report the incident immediately either to the Program Vice President or Volunteer Coordinator.
2. Follow all agency procedures subsequently provided by the Program Manager, Vice President or Volunteer Coordinator.
3. Ensure that all state laws as outlined below have been followed.

STATE LAW REGARDING REPORTING OF CHILD ABUSE

The following is a summary of the reporting requirements of applicable state law relating to incidents of child abuse:

State Law: Any person who has cause to believe that a child's physical or mental health or welfare has been or may be adversely affected by abuse or neglect, or that a child has died of abuse or neglect, must report his or her suspicions to the Texas Department of Protective and Regulatory services or to a local or state law enforcement agency.

An oral report must be made immediately to the nearest office of Child Protective Services, TDPRS, or to the 24-hour Child Abuse Hotline (1-800-252-5400), or to a local or state law enforcement Agency. A written report must be made within five days thereafter to the same Agency or department.

Immunity: A person who, without malice, makes a report of suspected child abuse or neglect is immune from civil or criminal liability.

Confidentiality: Reports of child abuse or neglect are confidential. Information in the reports, including the name of the person who makes the report, may be used only for purposes consistent with the investigation of abuse or neglect.

Failure: Failure to report suspected physical or mental abuse or neglect of a child in Texas is a crime punishable by fine, imprisonment, or both.

BACKGROUND AND REFERENCE CHECKS

As appropriate for the protection of our volunteers, interns, and clients - volunteers and interns, who will have direct responsibility and contact with children, elderly, and/or other persons whom the Agency finds it necessary, will be asked to submit to a background check. Screening will be completed before a volunteer/intern assumes his or her job. Volunteers and interns who do not agree to the background check will be refused assignment.

WEAPONS AND FIREARMS USE POLICY

PURPOSE

To guide Catholic Charities Personnel in the provision of overall Agency safety and security.

POLICY

Catholic Charities seeks to provide a safe, secure environment in which to pursue its mission.

Consequently, all Catholic Charities volunteers and interns are prohibited from possessing firearms, explosives, other dangerous weapons, and replicas of dangerous weapons (as described in this Policy) while on Agency property or in Agency vehicles (owned, leased, or operated by). This prohibition against weapons possession is in effect to the fullest extent allowed under Texas laws, including laws pertaining to weapons generally (Texas Penal Code § 46.03) and to concealed handgun licenses (Texas Penal Code § 46.035).

Catholic Charities expects all Catholic Charities volunteers and interns to help safeguard the community by reporting violation of this Policy immediately to the Vice President of Human Resources. Any Catholic Charities volunteers and interns discovered to be in possession of a weapon or explosive material in violation of this Policy or applicable law may be subject to disciplinary action up to and including employment termination. When appropriate, anyone violating this Policy may also be subject to removal and/or prohibition from Agency property, and/or criminal prosecution.

The only exceptions to this weapons prohibition is when an individual is a commissioned law enforcement official and/or an approved Agency commissioned security officer who is trained and certified to carry a firearm.

DEFINITIONS

Weapons prohibited by Texas Penal Code Chapter 46 (which includes a variety of firearms, handguns, zip guns, clubs, knives, fake bombs, explosive weapons and components of explosives that are possessed with the intent to create an explosive weapon).

Firearm is defined as a device which projects either single or multiple projectiles at high velocity through a controlled explosion. This includes handguns, rifles, paint guns, other types of projectiles and toys such as BB guns.

Weapon is defined as a tool used to apply force for the purpose of causing harm or damage to person, animals, or structures. This includes pocket knives and archery equipment.

Explosives is defined as a substance that contains a great amount of stored energy that can produce an explosion, or a sudden expansion of the material after initiation, usually accompanied by the production of light, heat, and pressure. This includes explosive weapons, cap guns, gun powder, and fireworks.

EXCEPTIONS TO THE POLICY

The only exceptions to this prohibition on possession or storage of weapons on Agency property are the following:

- 1) State law (Texas Labor Code § 52.061) permits employees who hold concealed handgun licenses and lawfully possess a firearm or ammunition, to store or transport the firearm or ammunition in a locked, privately owned vehicle in a parking lot, garage or other Agency provided parking. This permission extends only to employees and not to volunteers, interns, or visitors; it pertains only to locked, employee owned vehicles in Agency parking facilities, and does not extend to Catholic Charities-owned/leased vehicles.
- 2) In addition, state law (Texas Government Code § 411.2032) permits persons who hold concealed handgun licenses to store or transport firearms or ammunition in a locked, privately owned or leased vehicle located in Agency parking lots or driveways.
- 3) Exceptions permitted in writing only by Agency Vice President of Human Resources.
- 4) Commissioned law enforcement officers, military personnel, and approved Agency commissioned security guards in the performance of their official duties, to the extent they are legally permitted to possess weapons within the city in which an Agency property is located.

IMPLEMENTATION

Volunteers and interns licensed by the state to carry concealed handguns may not bring such weapons into any Agency property including Agency vehicle nor any area not permitted by law (including Agency foster care residences), and should instead store their weapons in a secure manner that does not violate state law or this Policy. The Agency does not provide storage for firearms.

Responsible Officer

The responsible officer for this Policy is the Chief Administrative Officer.

ALCOHOL & DRUG-FREE WORKPLACE POLICY

PURPOSE

This policy establishes the Agency's basic standards relative to use, abuse, sale, distribution, and possession of illegal drugs or abuse of alcohol or drugs (legal or illegal), which may impair the ability to perform one's job, volunteer opportunity, internship, and poses risk/liability to employees or others.

ALCOHOL AND DRUG-FREE WORKPLACE POLICY

It is the policy of Catholic Charities of the Archdiocese of Galveston-Houston (the Agency) to provide a work environment free of illegal drugs and free of abuse of alcohol or drugs.

All Agency volunteers and interns are prohibited from unlawfully manufacturing, distributing, dispensing, possessing, or using controlled substances or any prescription strength medication that has not been prescribed to the user. Any volunteers and interns violating this policy is subject to removal of volunteer placement. Controlled substances may include, but are not limited to: non-prescribed narcotics, marijuana, stimulants, depressants, and hallucinogens. Any personnel convicted of, pleading guilty to, or sentenced to misdemeanor and/or felony charges (including pleas of guilty or nolo contendere) involving alcohol or an illegal drug are required to report the conviction, plea, or sentence to the Volunteer Coordinator. Failure to notify Volunteer Coordinator may be grounds for removal of volunteer placement.

The consumption of alcohol during work hours is also prohibited. Furthermore, volunteers and interns may not volunteer or intern and will not be permitted to remain on any Agency site while in possession or under the influence of alcohol and/or illegal drugs, or who may be impaired from the use of alcohol or abuse of prescription or illicit drugs. If any volunteer/intern is under a physician-prescribed drug that may affect work performance, he/she must inform the Volunteer Coordinator immediately.

The sole exception to this policy is when alcohol is served during Agency-sanctioned fundraising, socials, or public relations events where only moderate and responsible consumption is permitted and is authorized by the President & CEO and/or Chief Administration Officer. Agency polices and Code of Conduct remain in full force and effect at all Agency events.

DRUG & ALCOHOL TESTING

The Agency may use drug and alcohol testing to help continue the administration of this policy. Volunteers and interns who display actions, appearance, speech, or bodily odors that reasonably cause a supervisor to conclude that a volunteer/intern may be impaired because of alcohol or drug use, fails random drug and/or alcohol testing, and/or violates Agency policy will be subject to testing.

Post-Accident

Testing may be conducted following a work-related accident or injury including, but not limited to, damage to Agency vehicle, machinery, equipment, or property, or circumstances resulting in an injury to themselves or another employee requiring medical attention. Return-to-duty and follow-up testing will be conducted when an employee has violated the Alcohol and Drug-Free Workplace Policy standards.

Pre-Placement

Volunteers and Interns must pass a drug test before volunteering or interning as a condition of placement.

Drug & Alcohol Testing

Same day post-accident testing is required and must be completed under this policy. Return-to-volunteering or interning and follow-up testing may be conducted before returning to their placement. All drug and/or alcohol testing conforms to federal and state laws. All test results are kept confidential.

Volunteers and interns with questions or concerns related to this policy should contact the Volunteer Services Department.

DRUG-FREE WORKPLACE PROCEDURE

A. Volunteers and interns reporting to work in possession of, or under the influence of illegal drugs, or who may be impaired from use of alcohol or abuse of prescription drugs, will not be permitted to remain on Agency premises.

B. Volunteers and interns who observe actions, appearance, speech, or bodily odors associated with alcohol, drug abuse, or illegal drug use should contact their supervisor immediately. In the absence of a supervisor, Volunteer Coordinator should be informed. Supervisors should notify Volunteer Coordinator immediately.

C. If there is a question as to whether an individual may be impaired by either alcohol or drugs, it is the responsibility of the individual's supervisor or the Volunteer Coordinator to make the determination with a primary concern for the safety of the individual and others present.

D. Any volunteers and interns determined to be under the influence of illegal drugs, or impaired by use of alcohol or abuse of prescription drugs, will be escorted from the premises and provided transportation home and/or to the Agency's contracted testing center. Under no circumstances should the affected person be allowed to drive.

E. In cases where chemical dependence, addiction, or persistent abuse is suspected, the Agency may require that the suspected individual be tested for substance abuse, and/or search and inspection of work areas and personal items on Agency property, including private vehicles.

INFORMATION TECHNOLOGY RESOURCES POLICY

PURPOSE

Agency information technology (I.T.) resources including computer systems, communications networks, company-related work records, and other information stored electronically, is the property of the Agency, and is not the property of any employee, volunteer, or intern. I.T. resources are defined as all electronic devices whether hardwired, wireless or handheld, hardware (desktop, tablet, or laptop), software, electronic files (current or deleted), portable media, portable storage devices, mobile devices, email (including attachments) and the Internet.

POLICY

Catholic Charities of the Archdiocese of Galveston-Houston (CCGH) I.T. resources are the legal property of the Agency and are provided to Catholic Charities personnel for use both on and offsite in order to better serve clients.

Incidental personal use of Agency-owned electronic resources must not adversely affect the performance of official duties or the organization's business needs, must not be disruptive to co-

workers or clients, must be of limited duration and frequency, and should be restricted to matters that cannot be addressed outside of work hours.

Guidelines

- A. Abide by rules and conditions of Catholic Charities of the Archdiocese of Galveston-Houston's Information Technology Policies and Procedures in addition to the rules within this policy.
- B. Additional Agency authorized software and educational/professional software may be installed on computers by the I.T. Department only.
 - a. Agency-standard software may not be duplicated, transferred, or downloaded to any other system or media.
 - b. Catholic Charities of the Archdiocese of Galveston-Houston is not responsible for any service interruptions or loss of data.
 - c. Any data corruption or configuration errors caused by the installation of unauthorized software may require a complete re-imaging of the electronic devices and may result in disciplinary action up to and including employment termination.
 - d. Any unauthorized use or installation of software may result in disciplinary action up to and including employment termination.
- C. Consent from the I.T. Department is required to add or delete any hardware, and adjust or alter electronic devices.
- D. Save all files to an Agency network drive. Backups of files on Agency network drives is the responsibility of the I.T. Department.
- E. Maintain issued electronic devices in good working order and notify the I.T. Department of any defect or malfunction during use.
- F. Maintain confidentiality and security of identifiable client information or other sensitive data as it pertains to electronic devices.
- G. Ensure issued electronic devices are not shared or used by an unknown or unauthorized user.
- H. Ensure personal network user account and password are not shared.
- I. Secure and care for electronic devices and:
 - a. create an Incident Report if any accessories are lost, stolen, or damaged while on or off of CCGH property. Incident reports must be reported within 24 hours to the I.T. Department, the employee's supervisor, Human Resources, and/or local police.
 - b. assume full financial responsibility to replace or repair any lost, stolen, or broken I.T.-issued equipment including, but not limited to, electronic devices and/or accessories, if at-fault negligence or failure to properly secure Agency asset(s) is determined.
- J. Return I.T.-issued equipment, including case, accessories, and peripherals upon employment termination, transfer, or retirement in accordance with the Agency's exit procedures.

Agency electronic devices used on a wireless network outside of the Agency is permitted as long as it does not require installation of any additional firewall software or change to any network configurations. Antivirus software has been installed and configured for all electronic devices and will automatically download from an Internet connection. No user interaction is required.

AGENCY'S RIGHT TO MONITOR AND CONSEQUENCES FOR MISUSE

The I.T. Department routinely monitors activity and use patterns. This includes, but is not limited to, accessing stored information and electronic equipment, and reviewing logs of incoming and outgoing messages, and the content contained therein. Catholic Charities volunteers and interns should observe appropriate workplace discretion in their use and maintenance of company assets.

All company policies apply to the use of Agency electronic devices and are in effect at all times. Any volunteer and intern who abuses this policy may be denied future access and may be subject to disciplinary action up to and including removal of placement.

Volunteers and interns should contact the I.T. Department with any questions regarding the appropriate use of the Agency's information technology equipment or systems, including email and the Internet.

The Agency reserves the right to collect information technology resources at any time.

SOCIAL MEDIA POLICY

PURPOSE

Catholic Charities recognizes the growing popularity and expanding world of social networking and social media. This policy addresses use of social media – including web logs/blogs, wikis, social networks, online forums, personal web sites, and any other kind of social media (including without limitation Facebook, Twitter, LinkedIn, YouTube, MySpace, Periscope, etc.) – and provides guidance, and expected standards of conduct as it pertains to online activity. Ultimately, volunteers and interns are responsible for deciding whether to engage in social media and, if so, for the content they post online.

POLICY

In the event that Catholic Charities volunteers or interns engage in social media, Catholic Charities requires Catholic Charities staff volunteers and interns to follow the guidelines and standards referenced in this policy.

Guidelines and Standards of Conduct

All Catholic Charities volunteers and interns are expected to read and understand the guidelines and standards of conduct referenced here and ensure that social media activity and related postings are consistent with these policies. Catholic Charities volunteers and interns who fail to comply with these policies may be subject to removal of volunteer/intern placement.

- A. Catholic Charities volunteers and interns are responsible for the content they post and publish online. The views or comments they express on social media are theirs alone and do not necessarily reflect the views of Catholic Charities, its staff, its clients, or other affiliates. Accordingly, if Catholic Charities volunteers and interns identifies himself/herself as an employee, volunteer or intern of Catholic Charities, they must communicate in a manner that does not affiliate their views as those held by the Agency. For example, a statement such as “The views I express on Facebook are my views alone and do not necessarily reflect the views of Catholic Charities” may be an appropriate disclaimer. Unless authorized in writing by Catholic Charities, Catholic Charities Staff are prohibited from acting as a spokesperson for the Agency or posting comments as a Catholic Charities representative in their social media communications. Likewise, Catholic Charities Staff must not speak to the media on the Agency's behalf, and should direct all media inquiries to the Director of Communications and the Vice President of Development and Marketing.
- B. Catholic Charities has the right to remove posts, comments, photos, etc. from any Catholic Charities of the Archdiocese of Galveston–Houston page at its discretion (this includes spam and content that is offensive, denigrating, and/or profane).
- C. Catholic Charities volunteers and interns are prohibited from sharing and/or disclosing on social media any confidential and/or proprietary information regarding Catholic Charities, its staff, volunteers, interns, and/or its clients.
- D. Catholic Charities volunteers and interns are prohibited from using the Agency's logos, trademarks, content, web addresses, email addresses, or other symbols affiliated with the Agency without express written authorization from the Agency for such use. Catholic Charities volunteers and interns are encouraged to report to the Development and Marketing Department any unauthorized or inappropriate use of the Agency's logos and other symbols.

- E. Catholic Charities volunteers and interns are prohibited from (1) using Catholic Charities email addresses to register on social networks, blogs, web sites, or other social media sites and (2) creating links from blogs, web sites, social networks, or other social media sites to the Catholic Charities web site.
- F. Catholic Charities volunteers and interns are expected to be respectful of the privacy and dignity of the Agency's staff, volunteer, interns, and clients, and must not use or post photos or information regarding their co-workers or clients without their expressed permission and consent. Offensive, obscene, defamatory, discriminatory, harassing, abusive, violent, intimidating, threatening, or similar inappropriate or unlawful comments or posts will not be tolerated and may subject volunteers and interns staff to removal of volunteer/intern placement.
- G. Catholic Charities volunteers and interns are discouraged from excessive use of social media during work hours, including with Agency devices, unless the activity is work-related and authorized by their supervisor. Catholic Charities volunteers and interns also must not use any Catholic Charities email addresses to register on social networks, blogs, web sites, or other social media sites related to personal business.
- H. Catholic Charities cautions that Catholic Charities volunteers and interns must not have an expectation of privacy for their social media posts and/or communications. Catholic Charities reserves the right to monitor and review positions and/or communications that are made in a publicly accessible social media network. Moreover, content and/or information created and published with Agency devices (phone, computer, etc.) belongs to the Agency and is subject to review.
- I. Catholic Charities prohibits taking negative action against Catholic Charities Staff for reporting in good faith a possible deviation from this policy or for cooperating in an investigation. Catholic Charities Staff who retaliate against another Catholic Charities Staff for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to removal of volunteer or intern placement.

A Catholic Charities volunteer:

**Provides Help
&
Creates Hope**

Thank you for your support in our mission!

Volunteer & Intern Waiver and Acknowledgment Form

Below, the phrase "the Agency" refers to "Catholic Charities of the Archdiocese of Galveston-Houston."

Media Release:

- I understand that only the CEO or their designee may make public statements on behalf of the Agency or its programs.
- The Agency will be the sole owner of the right to use, or not use, my likeness in promotions.
- I understand I will not be eligible for any compensation related to the production and use of my name or likeness in promotional or advertising materials.
- If I do not wish to be photographed or interviewed for news or promotional coverage, I will remove myself from situations where my wishes might be violated.
- I agree to waive my rights to hold the Agency or its associates responsible for any liability, loss, or damage that occurs from my participation in any promotional activities.
_____ I DO grant the Agency permission to use my name, image, voice, appearance and likeness as the Agency deems fit. This may include, but is not limited to, print advertising, public service announcements, promotional videos, etc.
_____ I DO NOT grant the Agency permission to use my name, image, voice, appearance and likeness as the Agency deems fit. This may include, but is not limited to, print advertising, public service announcements, promotional videos, etc.

Liability Waiver:

- I hereby agree to assume all risks which may be associated with or may result from my volunteer or internship participation with the Agency. I understand that there are natural and manmade hazards, environmental conditions, diseases, and other risks, which in combination with, or independent of, my actions can cause me injury. I waive all claims for damage, loss, or injury to my person or property that may be caused by any act, or failure to act, of the Agency, its officers, employees, volunteers, interns or any affiliated agency.
- Consent is expressly given, in the event of injury, for any emergency medical treatment if, in the opinion of an attending physician, such treatment is necessary.

Confidentiality Acknowledgment:

- I understand that all information that I may obtain regarding clients or the Agency through the staff, volunteers, interns, or clients is considered confidential. I will not disclose any such information unless required to do so by the Agency.

Volunteer & Intern Guide Acknowledgement:

- As a volunteer or intern with the Agency, I will comply with policies presented to me. Unless this is a volunteer group project, I have received a copy of the Volunteer & Intern Guide and understand what is being asked of me as a volunteer or intern of the Agency.

Communication:

- I grant the Agency permission to add me to lists to receive email communication. I understand that I may opt out of them at my discretion.

I have read, understand, and will comply with this agreement.

Please print your name: _____

Date: _____

Signature: _____



CRIMINAL OR ABUSE/NEGLECT HISTORY FOR APPLICANTS, EMPLOYEES, OR VOLUNTEERS OF DFPS CONTRACTORS AND SUBCONTRACTORS

Purpose: Use this form to disclose the criminal and abuse or neglect history for each contractor’s employee, subcontractor, or volunteer who will be involved in direct delivery services with DFPS clients under a contract or who will have access to personal DFPS client information.

Directions: To complete this form, fill in the fields with the required information. Attach additional pages if necessary. If the contractor submits the background check request directly through ABCS, the contractor must maintain the original document in the personnel record along with the results. If the contractor submits this form to the DFPS contract manager for submission through ABCS, the contractor must maintain a copy of this form in the personnel record along with the results.

REQUIRED INFORMATION

1. Have you ever been convicted of a felony or misdemeanor as an adult or juvenile? This includes offenses to which you have pleaded guilty or no contest resulting in a deferred adjudication that has not yet been completed.

- Yes
- No

If yes, give details including the date, location, and nature of the offense as well as the disposition for each incident.

2. Are you currently charged with (indictment or official criminal complaints by county or district court) a felony or misdemeanor?

- Yes
- No

If yes, give details including the date, location, and nature of the offense for each incident.

3. Have you been or are you currently being investigated for allegedly abusing, neglecting, or exploiting a child, a person who is elderly, or a person with disabilities?

- Yes
- No

If yes, give details including the date, location, and nature of the situation as well as the disposition (if applicable) for each allegation.



PRIVACY STATEMENT

DFPS values your privacy. For more information, read our privacy policy online at:
www.dfps.state.tx.us/policies/privacy.asp.

SIGNATURE

I declare that the information provided on this form is true and correct. I understand that any misrepresentation or omission of the information requested may result in my being barred from providing direct services or accessing DFPS client records under a contract with DFPS.

I also agree to inform the contractor within 10 days if I am named in complaints, indictments, or convictions of offenses as described in items 1 and 2 above, or if I am investigated as described in item 3 of this form. The contractor must then notify the contract manager of this information.

I grant permission to this contractor to request a DFPS Abuse/Neglect check, a Texas Department of Public Safety criminal history check, and (if applicable) a Federal Bureau of Investigation criminal history check using my identifying information.

I consent to DFPS's disclosure of any and all information, including confidential information, obtained from the above-referenced sources to the contractor listed below in order to facilitate my employment, subcontracting, or volunteer service with such contractor.

Printed Name of Person Completing Form:

Signature of Person Completing Form:

Date Signed:

Contractor's Name:

Agency Account ID #:

CRIMINAL BACKGROUND CHECK POLICY AND AUTHORIZATION

I. PURPOSE

This policy establishes guidelines of **Catholic Charities of the Archdiocese of Galveston-Houston ("Catholic Charities, Agency of CC")** for evaluating any applicant for volunteer or internship placement and any current volunteers or interns who have ever been charged with or convicted of a felony or a crime of any nature involving moral turpitude or is listed in any child/elder abuse registry. Disqualification is not automatic but will depend, among other things, on the nature and circumstances of the charge or conviction, the resolution of the charge and the terms of conviction, the amount of time that has passed since the charge or conviction, and the position of placement involved.

II. SCOPE

This policy applies to all applicants for volunteer or internship placement who have been selected for any opportunities.

III. POLICY

Catholic Charities' right to disqualify any applicant for volunteer placement or internship or to discharge any current volunteers or interns based upon a history of criminal conduct involving a felony or a crime of moral turpitude or based upon records found in any child/elder abuse registry applies to any such conduct regardless of whether (a) the criminal charges were subsequently dropped and the applicant was never prosecuted for the crime charged, or (b) the criminal charges resulted in a non-conviction such as probation or deferred adjudication or the like, or (c) the criminal conviction was subsequently expunged from the applicant's record as the result of appropriate legal proceedings. CC will consider the circumstances surrounding the criminal charge, convictions or registry listing in determining whether to disqualify the applicant. This factor will include the nature and severity of the criminal conduct, the length of time since the criminal conduct occurred, the likelihood of rehabilitation, the position applied for held, and such other factors as deemed appropriate under the circumstances.

A. Determination of Crime Involving Moral Turpitude

The determination of whether a particular crime involves moral turpitude, which may cause Catholic Charities to disqualify an applicant or discharge a current volunteer or intern, shall be in the sole discretion of the Agency. Without in any way limiting those crimes which the Agency may determine to involve moral turpitude, Catholic Charities offers the following examples as guidelines:

Crimes involving moral turpitude include, sex-related offenses, child related offenses, drug and alcohol related offenses, weapon offenses, theft, robbery, burglary, fraud-related offenses, crimes and assaults against persons and property defined in Titles 5, 6, and 43 in the Texas Penal Code.

Examples: Offenses against the person include, but are not limited to murder, assault, sexual assault, injury to a child, and abandoning or endangering a child.

Offenses against the family include, but are not limited to bigamy, incest, interference with child custody, enticing a child, and harboring a runaway child.

Offenses of public indecency include, but are not limited to prostitution, obscenity, sexual performance by a child, possession or promotion of child pornography, and disorderly conduct.

B. Guidelines for Determining Disqualification

If Catholic Charities determines that an applicant has a background of one or more felonies or crimes involving moral turpitude, the Agency may at its discretion disqualify the applicant from any placement with the Agency. Without in any way limiting the discretion of the Agency to determine on an individual basis whether or not criminal conduct should result in disqualification, Catholic Charities will generally disqualify applicants for the following conduct:

- (a) An indictment alleging commission of any felony classified as an offense against the person or family, or public indecency, or of violation of the Texas Controlled Substances Act;
- (b) An indictment alleging commission of any misdemeanor classified as an offense against the person or family, or of public indecency;
- (c) An official criminal complaint accepted by a district or county attorney alleging commission of a misdemeanor classified as an offense against the person or family, or of public indecency.

Factors to be considered by Catholic Charities in determining whether to impose disqualification or discharge include the nature and severity of the criminal conduct, the length of time since the criminal conduct occurred, the likelihood of rehabilitation, and such other factors as deemed appropriate under the circumstances.

C. Compliance with Requirements of Criminal Information Act and Volunteer Services Center

All information obtained through the Criminal Background History Check will be used only to help determine eligibility for volunteer placement or internship placement. Also, the information will only be disclosed to the person(s) responsible for CC applicant's decisions. Catholic Charities shall comply with the requirements of the Criminal Information Act, including the destruction of criminal history record information (obtained under the Criminal History Act) promptly after determination of the suitability of the applicant. The Agency shall comply with all of the requirements imposed by the Center from time to time in order for the Center to perform criminal background checks pursuant to the Criminal Information Act.

D. Grievance Process

If a volunteer or intern disputes information that is on the criminal history record transcript, ("record") he/she must follow certain procedures to review the record. First, the person disputing the record must submit a Criminal History Record Resolution Request, ("request") and his/her fingerprints to the TDPS. The request may be obtained through Catholic Charities. If the Agency receives a response to the volunteer's or intern's request and nonetheless determines that the record is indeed the volunteer's or intern's, the Agency has the right to disqualify the applicant from placement.

If the volunteer or intern still believes there is a mistake in the record, he/she then should write a letter to The Texas Department of Public Safety's Error Resolution Department and specify the area of concern. An investigation by TDPS will be conducted to determine whether or not an error has been made.

The Texas Department of Public Safety's Error Resolution Department
P. O. Box 15999
Austin, Texas, 78761-5999

CONSENT AND RELEASE FOR CRIMINAL BACKGROUND CHECK

As a charity organization, **CATHOLIC CHARITIES OF THE ARCHDIOCESE OF GALVESTON-HOUSTON (“CC”)** has the highest concern for the safety and welfare of the public whom it serves. Accordingly, it is CC’s policy to perform, at its own expense, a criminal background check on all applicants for volunteer placement or internship placement. This information is used to help determine eligibility for volunteer placement or internship placement, and will not be disclosed by CC except to the person or persons responsible for CC screening and on as needed basis in the course of volunteering or interning.

Authorization to Conduct Investigation: I understand and agree that CC may perform, at CC’s own expense, a criminal background check on applicants for volunteer placement or internship placement, including a criminal background check on me and the information contained in my application and the attached history. As a condition of and in consideration for CC’s review of my application, or my continuing placement with CC if I am a current volunteer or intern, I hereby give permission for CC to obtain information relating to my criminal history record. I understand that this criminal history record may include arrest and conviction data as well as plea bargains and deferred adjudications. I also understand and agree that as long as I remain volunteer or intern of CC, a criminal background check may be repeated at any time. I understand that I will have an opportunity to review my criminal history record and that a procedure is available for clarification, if I dispute the record as received.

General Release from Liability: On behalf of myself and my agents, representatives, heirs, executors and administrators, I hereby release, discharge, and forever hold harmless CC, and each of their agents, employees, representatives, and directors, from all liability, costs or damages resulting from the investigation of my background in connection with my application for volunteer placement or internship placement at CC. I agree not to sue CC, or the Center, or any of their agents, employees, representatives, or directors, for any claim or cause of action related to or based upon this investigation. If accepted as a volunteer or intern or if a current volunteer or intern, I agree to abide by all rules and policies of CC as explained in the Volunteer & Intern Guide, including any amendments that may be made from time to time. I also agree to notify CC immediately in the event that I am indicted for a felony or crime of moral turpitude.

Please print the following information. This information is needed by the Texas Department of Public Safety to conduct the Criminal Background History Check.

First Name: _____ **Middle Name:** _____

Last Name: _____ **Maiden Name:** _____

Have you had a **Name Change**, had other **Married Names** or used **Nicknames** or been known by **Any Other Name/s**:

Social Security Number: _____ **Date of Birth:** _____

Driver's License Number: _____ **State of Issuance:** _____ **Type/Class:** _____

Place of Birth: _____ **Country of Citizenship:** _____

Name as it appears on Driver's License: _____

Current Address: _____

City, State, Zip Code: _____

County: _____

Home Phone: _____

Mobile Phone: _____

Mother's Maiden Name (needed for international searches): _____

All previous address for the last 5 years – Address, City, State, and Zip Code, county if known:

Failure to fully and accurately provide the information requested above, or falsification of any information requested, will result in removal of the applicant from consideration for volunteer or internship placement or discharge from placement if currently a volunteer or intern.

I certify that I have read, fully understand, and accept the policy and all terms of the foregoing Background Check Authorization and Consent and Release. I understand that the company may use any information obtained in making decisions regarding my employment with Catholic Charities of the Archdiocese of Galveston- Houston. I certify that all information provided on this form is true, accurate, and complete.

Printed Name

Signature

Date

INDIVIDUAL'S IDENTIFYING INFORMATION			
<input type="checkbox"/> Initial	<input type="checkbox"/> 24 Month Check	<input type="checkbox"/> Fingerprint Check Required	<input type="checkbox"/> FBI Results in DPS Clearinghouse
First Name:		Middle Name:	Last Name:
List any other names the individual uses or has used in the past, including married and maiden names, below. If you do not provide every name that the individual has used, you may receive inaccurate results:			
Other First Names:		Other Middle Names:	Other Last Names:
Street Address:		City:	State: Zip Code:
County:	Telephone Number:	Date of Birth:	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
List any other city in Texas where the person has been a resident and any addresses, including county, where the person has lived outside of Texas in the previous five years:			
Ethnicity (must accompany race): <input type="checkbox"/> Hispanic <input type="checkbox"/> Non-Hispanic		Race: <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Native Hawaiian/Pacific Islander	
Social Security Number:		Photo ID Type: <input type="checkbox"/> Driver License: Number: State: <input type="checkbox"/> State ID:	Date Hired or Used by the Operation or Agency:
Contact information is required to schedule a fingerprint appointment. You must select one of the following choices and provide either an email address or phone number for the individual. Preferred method of contact for scheduling fingerprint appointment: <input type="checkbox"/> Email: <input type="checkbox"/> Telephone Number:			
Relationship of person to requestor: <input type="checkbox"/> Adoptive Parent <input type="checkbox"/> Caregiver <input type="checkbox"/> Director <input type="checkbox"/> Foster Parent <input type="checkbox"/> Household Member <input type="checkbox"/> Licensed Administrator <input type="checkbox"/> Other Staff <input type="checkbox"/> Staff <input checked="" type="checkbox"/> Volunteer <input type="checkbox"/> Other:			
For foster/adoptive homes only: Relationship between child/children to be placed and the foster/adoptive parent(s) or prospective foster/adoptive parent(s) <input type="checkbox"/> Relative <input type="checkbox"/> Fictive Kin <input type="checkbox"/> Unrelated			
Will this person be paid or is this person currently paid by the operation in the role selected? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			

The following pages are additional Individual's Identifying Information sheets for use when submitting more than one individual's background check

Catholic Charities Acknowledgement Form

St. Michael's Homes for Children and St. Jerome Emiliani's International Foster Care and Group Home programs

The following is being provided to you as an applicant to an agency program that provides services to the Office of Refugee Resettlement (ORR) Unaccompanied Alien Children (UAC) population.

ORR is committed to providing a safe environment to all UAC in its care, including protecting UAC from sexual abuse and sexual harassment. In order to ensure the safety of UAC, who are under the age of 18, care provider facility staff, contractors, volunteers, and interns, must comply with the following Code of Conduct.

1. Volunteers and Interns will not engage in any form of sexual abuse or sexual harassment, as defined at Section 4.1 of ORR's UAC Policy Guide.
2. Volunteers and Interns will not verbally or physically abuse any unaccompanied alien child.
3. Volunteers and Interns will not engage in sexual contact with anyone while on duty or while acting in the official capacity of their position.
4. Volunteers and Interns will not exchange letters, gifts, pictures, phone numbers, e-mail addresses, or social media information with any UAC in ORR care or within three years of the child's discharge. Requests for exceptions must be submitted in writing to and approved by Catholic Charities Program Leadership.
5. Volunteers and Interns may not have contact with any unaccompanied alien children outside of the care provider facility beyond that necessary to carry out job duties while the child is in ORR care or within three years of the child's discharge. Requests for exceptions must be submitted in writing to and approved by Catholic Charities Program Leadership.
6. Volunteers and Interns must confine their relationships with UAC families and sponsors to those activities which fall within the scope of the volunteers and Interns' job duties. Requests for exceptions must be submitted in writing to and approved by Catholic Charities Program Leadership.
7. Volunteers and Interns may not engage in a romantic or sexual relationship with a UAC while the child is in ORR care or within three years of the child's discharge.
8. Volunteers and Interns may not live with a UAC within three years of the child's discharge.
9. Volunteers and Interns must report knowledge, suspicion, or information about sexual abuse, sexual harassment, or inappropriate sexual behavior according to mandatory reporting laws, Federal laws and regulations, and ORR policies and procedures.
10. Volunteers and Interns with knowledge or information of a Volunteers and Interns violating this Code of Conduct must report this knowledge or information to their supervisor.
11. Volunteers and Interns have a continuing affirmative duty to disclose any misconduct that occurs on or off duty.

Catholic Charities must immediately dismiss any volunteers or interns who violates this Code of Conduct. Catholic Charities must suspend any volunteers or Interns suspected of violating this Code of Conduct pending investigation.

This form meets requirements set forth by the Office of Refugee Resettlement Section 4: Preventing, Detecting, and Responding to Sexual Abuse and Harassment, 4.3.5 Staff of Code of Conduct.

I also understand that this acknowledgement form will be maintained as part of my volunteer or intern file.

Printed Name

Signature

Date

**AFFIDAVIT FOR APPLICANTS FOR EMPLOYMENT/VOLUNTEER PLACEMENT WITH A
LICENSED OPERATION OR REGISTERED CHILD-CARE HOME**

AN APPLICANT FOR TEMPORARY OR PERMANENT EMPLOYMENT/VOLUNTEER PLACEMENT with a licensed child-care facility, licensed child-placing agency or registered child-care home whose employment or potential employment/volunteer placement with the facility, agency, or home involves direct interaction with or the opportunity to interact and associate with children must execute and submit the following affidavit with the application for employment/volunteer placement:

STATE OF _____
COUNTY OF _____

I swear or affirm, under penalty of perjury, that I do not now and I have not at any time, either as an adult or as a juvenile:

1. Been convicted of;
2. Pleaded guilty to (whether or not resulting in a conviction);
3. Pleaded nolo contendere or no contest to;
4. Admitted;
5. Had any judgment or order rendered against me (whether by default or otherwise);
6. Entered into any settlement of an action or claim of;
7. Had any license, certification, employment, or volunteer position suspended, revoked, terminated, or adversely affected because of;
8. Resigned under threat of termination of employment or volunteerism for;
9. Had a report of child abuse or neglect made and substantiated against me for; or
10. Have any pending criminal charges against me in this or any other jurisdiction for;

Any conduct, matter, or thing (irrespective of formal name thereof) constituting or involving (whether under criminal or civil law of any jurisdiction):

1. Any felony
2. Rape or other sexual assault
3. Physical, sexual, emotional abuse and/or neglect of a minor;
4. Incest
5. Exploitation, including sexual, of a minor;
6. Sexual Misconduct with a minor;
7. Molestation of a child;
8. Lewdness or indecent exposure;
9. Lewd and lascivious behavior;
10. Obscene or pornographic literature, photographs, or videos;
11. Assault, battery, or any violent offense involving a minor;
12. Endangerment of a child
13. Any misdemeanor or other offense classification involving a minor or to which a minor was a witness;
14. Unfitness as a parent or custodian
15. Removing children from a state or concealing children in violation of a court order;
16. Restrictions or limitations on contact or visitation with children or minors resulting from a court order protecting a child or minor from abuse, neglect, or exploitation; or,
17. Any type of child abduction.

Except the following (list all incidents, locations, description, and date) (if none, write NONE).

The failure or refusal of the applicant to sign or provide the affidavit constitutes good cause for refusal to hire the applicant.

Catholic Charities will provide notary services

Signed _____ Date: _____

Subscribed and sworn to (or affirmed) before me this _____ day of _____

Signature of notary officer: _____
(seal, if any, of notarial officer)

My commission expires _____



Volunteer Background Report Disclosure and Authorization

Disclosure Regarding Volunteer Background Report

_____ (“COMPANY”) may obtain from Sterling Volunteers, 113 South College Avenue, Fort Collins, CO, 80524, (855) 326-1860. www.sterlingvolunteers.com, a consumer report and/or an investigative consumer report (“REPORT”) that contains background information about you in connection with volunteerism. Sterling Volunteers may obtain further reports throughout your volunteerism so as to update your report without providing further disclosure or obtaining additional consent.

The REPORT may contain information about your character, general reputation, personal characteristics and mode of living. The REPORT may include, but is not limited to, credit reports and credit history information; criminal and other public records and history; public court records; motor vehicle and driving records; and Social Security verification and address history, subject to any limitations imposed by applicable federal and state law. This information may be obtained from public record and private sources, including credit bureaus, government agencies and judicial records, and other sources.

If an investigative consumer REPORT is obtained, in addition to the description above, the nature and scope of any such REPORT will be for personal references.

Volunteer Signature _____ **Date** _____

California Disclosure Regarding Volunteer Background Report

_____ (“COMPANY”) may obtain from Sterling Volunteers, 113 South College Avenue, Fort Collins, CO, 80524, (855) 326-1860, www.sterlingvolunteers.com, a consumer report and/or an investigative consumer report (“REPORT”) that contains background information about you in connection with your volunteerism. Sterling Volunteers may obtain further reports throughout your volunteerism so as to update your report without providing further disclosure or obtaining additional consent.

The REPORT may contain information about your character, general reputation, personal characteristics and mode of living. The REPORT may include, but is not limited to, credit reports and credit history information; criminal and other public records and history; public court records; motor vehicle and driving records; and Social Security verification and address history, subject to any limitations imposed by applicable federal and state law. This information may be obtained from public record and private sources, including credit bureaus, government agencies and judicial records, and other sources.

If an investigative consumer REPORT is obtained, in addition to the description above, the nature and scope of any such REPORT will be personal references.

You may inspect Sterling Volunteers’ files concerning you during normal business hours and upon reasonable notice. You can inspect the files at Sterling Volunteers’ offices if you furnish proper identification, and you can obtain a copy by paying duplication costs. One other person can accompany you if he or she furnishes reasonable identification. You can also obtain a copy of your files



by sending Sterling Volunteers at the address listed above a written request, including proper identification, by certified mail. Sterling Volunteers will give you a summary of the information in the files by telephone if you submit a written request including proper identification. Sterling Volunteers has trained personnel who can explain the information furnished to you, and can provide a written explanation of any coded information contained in your files. "Proper identification" includes documents such as a valid driver's license, Social Security card, military identification card or credit card. If necessary, Sterling Volunteers may request additional information about your volunteerism and personal or family history to verify your identity.

Volunteer Signature _____ Date _____

Authorization to Obtain Volunteer Background Report

I have read the Disclosure Regarding Volunteer Background Report provided by _____("COMPANY") and this Authorization to Obtain Volunteer Background Report. By my signature below, I hereby consent to the preparation by Sterling Volunteers, a consumer reporting agency located at 113 South College Avenue, Fort Collins, CO, 80524, (855) 326-1860, www.sterlingvolunteers.com, of background reports regarding me and the release of such reports to the COMPANY and its designated representatives, to assist the COMPANY in making a volunteer decision involving me at any time after receipt of this authorization and throughout my volunteerism, to the extent permitted by law. To this end, I hereby authorize, without reservation, any state or federal law enforcement agency or court, educational institution, motor vehicle record agency, credit bureau or other information service bureau or data repository, to furnish any and all information regarding me to Sterling Volunteers and/or the COMPANY itself, and authorize Sterling Volunteers to provide such information to the COMPANY. I agree that a facsimile ("fax"), electronic or photographic copy of this Authorization shall be as valid as the original.

I acknowledge receipt of a copy of the Consumer Financial Protection Bureau's "A SUMMARY OF YOUR RIGHTS UNDER THE FAIR CREDIT REPORTING ACT."

Volunteer Name (Printed): _____

Volunteer Signature: _____

Date: _____

State Law Notices Relating to Your Background Report

Washington State Volunteers only: You have the right to request from the consumer reporting agency a written summary of your rights and remedies under the Washington Fair Credit Reporting Act. By signing, you acknowledge that you are aware of this right.

Volunteer Signature _____ Date _____

- California, Massachusetts, Minnesota, New Jersey and Oklahoma Volunteers Only:** Please check the box to the left if you would like a free copy of any REPORT obtained by COMPANY from Sterling Volunteers.



New York Volunteers Only: By signing, you acknowledge that you have received a copy of New York Correction Law Article 23-A. You have the right, upon written request, to be informed whether an investigative consumer REPORT was requested. If such a REPORT was requested, you will be provided with the name and address of the consumer reporting agency that prepared the REPORT and you can contact that agency to inspect or receive a copy of the REPORT.

Volunteer Signature _____ **Date** _____

Volunteer Information:

First Name: _____ **Middle:** _____ **Last:** _____

Social Security Number: _____ **Email:** _____

Date of Birth: _____ **Phone Number:** _____

Driver's License #: _____ **Driver's License State:** _____

Other Names Used (alias, maiden name, etc.): _____

Address History (Within the last seven years):

Address 1: _____ **From** _____ **To** _____

Address 2: _____ **From** _____ **To** _____

Address 3: _____ **From** _____ **To** _____

Address 4: _____ **From** _____ **To** _____

Address 5: _____ **From** _____ **To** _____



A Summary of Your Rights under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. **For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, D.C. 20552.**

You must be told if information in your file has been used against you. Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment - or to take another adverse action against you - must tell you, and must give you the name, address, and phone number of the agency that provided the information.

You have the right to know what is in your file. You may request and obtain all the information about you in the files of a consumer reporting agency (your "file disclosure"). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if:

- a person has taken adverse action against you because of information in your credit report;
- you are the victim of identity theft and place a fraud alert in your file;
- your file contains inaccurate information as a result of fraud;
- you are on public assistance;
- you are unemployed but expect to apply for employment within 60 days.

In addition, all consumers are entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies.

See www.consumerfinance.gov/learnmore for additional information.

You have the right to ask for a credit score. Credit scores are numerical summaries of your creditworthiness based on information from credit bureaus. You may request a credit score from consumer reporting agencies that create scores or distribute scores used in residential real property loans, but you will have to pay for it. In some mortgage transactions, you will receive credit score information for free from the mortgage lender.

You have the right to dispute incomplete or inaccurate information. If you identify information in your file that is incomplete or inaccurate, and report it to the consumer reporting agency, the agency must investigate unless your dispute is frivolous. See www.consumerfinance.gov/learnmore for an explanation of dispute procedures.

Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information. Inaccurate, incomplete or unverifiable information must be removed or corrected, usually within 30 days. However, a consumer reporting agency may continue to report information it has verified as accurate.

Consumer reporting agencies may not report outdated negative information. In most cases, a consumer reporting agency may not report negative information that is more than seven years old, or bankruptcies that are more than 10 years old.

Access to your file is limited. A consumer reporting agency may provide information about you only to people with a valid need -- usually to consider an application with a creditor, insurer, employer, landlord, or other business. The FCRA specifies those with a valid need for access.



You must give your consent for reports to be provided to employers. A consumer reporting agency may not give out information about you to your employer, or a potential employer, without your written consent given to the employer. Written consent generally is not required in the trucking industry. For more information, go to www.consumerfinance.gov/learnmore.

You may limit "prescreened" offers of credit and insurance you get based on information in your credit report. Unsolicited "prescreened" offers for credit and insurance must include a toll-free phone number you can call if you choose to remove your name and address from the lists these offers are based on. You may opt-out with the nationwide credit bureaus at 1 888 5OPTOUT (1 888 567 8688).

You may seek damages from violators. If a consumer reporting agency, or, in some cases, a user of consumer reports or a furnisher of information to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court.

Identity theft victims and active duty military personnel have additional rights. For more Information, visit www.consumerfinance.gov/learnmore.

States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General. For more information about your federal rights, contact:

For questions or concerns regarding:	Please contact:
1. a. Banks, savings associations, and credit unions with total assets of over \$10 billion and their affiliates.	a. Bureau of Consumer Financial Protection 1700 G Street NW Washington, DC 20552
b. Such affiliates that are not banks, savings associations, or credit unions also should list in addition to the Bureau:	b. Federal Trade Commission: Consumer Response Center - FCRA Washington, DC 20580 (877) 382-4357
2. To the extent not included in item 1 above:	
a. National banks, federal savings associations, and federal branches and federal agencies of foreign banks	a. Office of the Comptroller of the Currency Customer Assistance Group 1301 McKinney Street, Suite 3450 Houston, TX 77010-9050
b. State member banks, branches and agencies of foreign banks (other than federal branches, federal agencies, and insured state branches of foreign banks), commercial lending companies owned or controlled by foreign banks, and organizations operating under section 25 or 25A of the Federal Reserve Act.	b. Federal Reserve Consumer Help Center PO Box 1200 Minneapolis, MN 55480
c. Nonmember Insured banks, Insured State Branches of Foreign Banks, and insured state	c. FDIC Consumer Response Center 1100 Walnut Street, Box #11



For questions or concerns regarding:	Please contact:
savings associations	Kansas City, MO 64106
d. Federal Credit Unions	d. National Credit Union Administration Office of Consumer Protection (OCP) Division of Consumer Compliance and Outreach (DCCO) 1775 Duke Street Alexandria, VA 22314
3. Air carriers	Asst. General Counsel for Aviation Enforcement & Proceedings Aviation Consumer Protection Division Department of Transportation 1200 New Jersey Avenue SE Washington, DC 20590
4. Creditors Subject to Surface Transportation Board	Office of Proceedings, Surface Transportation Board Department of Transportation 395 E Street, SW Washington, DC 20423
5. Creditors Subject to Packers and Stockyards Act	Nearest Packers and Stockyards Administration area supervisor
6. Small Business Investment Companies	Associate Deputy Administrator for Capital Access United States Small Business Administration 409 Third Street, SW, 8th Floor Washington, DC 20416
7. Brokers and Dealers	Securities and Exchange Commission 100 F St NE Washington, DC 20549
8. Federal Land Banks, Federal Land Bank Associations, Federal Intermediate Credit Banks, and Production Credit Associations	Farm Credit Administration 1501 Farm Credit Drive McLean, VA 22102-5090
9. Retailers, Finance Companies, and All Other Creditors Not Listed Above	FTC Regional Office for region in which the creditor operates or Federal Trade Commission: Consumer Response Center - FCRA Washington, DC 20580 (877) 382-4357

Consumers have the right to obtain a security freeze

You have a right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.