

**Catholic Charities
Worcester County**

Volunteer Handbook



**Planting Seeds of Hope in People's Lives
since 1950**

WELCOME

Thank you for your interest in volunteering with Catholic Charities Worcester County. Your presence, talent and skills enhance our programs and the tens of thousands of individuals we serve annually.

We are grateful to our volunteers who dedicate their time and energy to providing compassion and hope to those in need. We never know who will walk through our doors looking for assistance when times are difficult. A smile, positive attitude, and willingness to help goes a long way and can be the first steps in turning someone's life around. By lending a helping hand, listening to someone's story, and being truly present for our guests and participants, you are planting seeds of hope. You are also providing the gift of dignity to individuals who do not receive it each day.

In addition to giving of yourself, you will be impacted in many ways through volunteering. You will develop new skills, share your knowledge, learn about new cultures and religions, learn more about your community, be inspired by what individuals have overcome, and challenge yourself. Volunteerism has also been shown to increase positive health outcomes!

This handbook is designed to help you learn more about the important programs and resources we provide the communities we serve, and learn more about policies and procedures. Our staff is here to help you navigate your volunteer position and grow throughout your experience.

Once again, thank you for choosing to serve with Catholic Charities Worcester County and welcome to an organization that has been serving our brothers and sisters for almost 70 years.

Welcome to our team!

Each one should use whatever gift he has received to serve others, faithfully administering God's grace in its various forms.

~1 Peter 4:10

MISSION

Inspired by the teachings of Jesus Christ and the Church and the pastoral leadership of the Bishop of Worcester, Catholic Charities is committed to meeting the needs of the poor, the homeless and the infirm and to enhancing the quality of life for all.

Catholic Charities will promote the gift and sacredness of life from the first moment of conception through all stages of human growth and development. It is committed to strengthening families and to serving individuals in need, regardless of racial, ethnic, cultural or religious origins, ability to pay, or mental, physical or developmental challenges.

Catholic Charities believes that every person has the right to life, housing, food, shelter, clothing, and health care, and that all should be enabled to participate in the decisions that vitally affect them.


While our resources are not unlimited, Catholic Charities will strive to advocate cooperatively with parishes and civic organizations, seeking support from private and public agencies, and encouraging and availing itself of the rich human resource which its volunteers and staff provide – to create a network of care throughout Worcester County in the “...promotion of justice for the poor and of Christ’s kind of love for them.”

~ 1 Second Vatican Council

POPULATION SERVED AND SERVICE AREA

Catholic Charities serves people of all faiths and no faith tradition, and provides services throughout Worcester County for elders, single households, families, children, and also people with developmental disabilities.

SERVICES AND PROGRAMS AT-A-GLANCE

 Services and Programs	Locations								
	Worcester Central Office	Southbridge Office	Whitinsville Office	Milford Office	Leominster Office	Athol & Greenfield Office	Crozier House Worcester	Youville House Worcester	Mercy Centre Worcester
Basic Needs and Emergency Stabilization									
Basic Needs Assistance	•	•	•	•	•				
Case Management	•	•	•	•	•				
Budgeting/Financial Education	•	•	•	•	•				
Infant Supplies	•	•		•	•				
Food Pantry, Supplies/Referrals	•	•	•		•				
Supplemental Nutrition Assistance Program (SNAP)	•		•	•	•				
Clothing Closet	•	•			•				
Community Information and Referral Services	•	•	•	•	•				
Education Programs									
Adult Basic Education (HiSET, formerly GED)	•								
Project CHILL – Youth Violence Prevention Program		•							
Elder & Special Needs Programs									
Homecare Services for Elders and People with Disabilities		★	★		★	★			
◆ Case Management for People with Multiple Sclerosis			★	★					
Mercy Centre Employment/Training & Day Services for Adults Challenged by Developmental Disabilities									★
Senior Employment for Low Income Adults Age 55 & Over	★								
Family Services									
Adoption History and Search			★						
◆ Parent Aide Services		★			•				
Parent Education Workshops		•							
Parenting Case Management Services		•							
Holiday Assistance and School Supplies									
Bishop's Holiday Dinners	•								
Thanksgiving and Christmas Meals Delivery	•								
Thanksgiving Holiday Assistance	•	•	•	•	•				
Christmas Holiday Assistance, Toys/Referrals	•	•	•	•	•				
School Supplies Assistance	•	•			•				
Refugee, Citizenship & Immigration Services									
Citizenship Classes and Application Assistance	★			•					
Immigration Services	★								
◆ Refugee Resettlement	★								
Case Management for Refugees and Specific Populations	★								
Residential & Shelter Services									
◆ Shelter for Homeless Families (Youville House)									★
Substance Abuse Recovery Home for Men							★		

★ *Program Location for Countywide Service*

◆ *Closed Referral by Government/Other Funding Sources*

This chart is intended as a summary of services.

Please contact the offices directly (contact information on the back) with questions or visit www.ccworc.org for a full description of each service.

OFFICE CONTACT INFORMATION

ATHOL

12 Riverbend Street; Athol, MA 01331

978.249.4563

CROZIER HOUSE

10 Hammond Street; Worcester, MA 01610

508.798.0191

GREENFIELD HOMECARE

91 Main Street, 2nd Floor; Greenfield, MA 01301

413.512.2017

LEOMINSTER OFFICE

196 Mechanic Street; Leominster, MA 01453

978.840.0696

MERCY CENTRE

25 West Chester Street; Worcester, MA 01605

508.852.7165

MILFORD OFFICE

126 Main Street; Milford, MA 01757

508.478.9632

SOUTHBRIDGE OFFICE

79 Elm Street; Southbridge, MA 01550

508.765.5936

WHITINSVILLE OFFICE

9 Spring Street; Whitinsville, MA 01588

508.234.3800

WORCESTER OFFICE

10 Hammond Street; Worcester, MA 01610

508.790.0191

YOUVILLE HOUSE

133 Granite Street; Worcester, MA 01604

508.753.3084

VOLUNTEER POLICIES AND PROCEDURES

APPLICATION

Volunteers are required to complete an application. Information gathered will assist with matching individuals up with the most appropriate placement. Volunteer information will also be entered into a database.

If you are coming to Catholic Charities to volunteer with a group for a one-day event, you do not need to complete the application.

CRIMINAL BACKGROUND CHECK

Volunteers are required to complete the Criminal Offender Record Information (CORI) form and have no criminal history. There is no charge for this form. Catholic Charities reserves the right to not accept a volunteer based upon the results.

ORIENTATION

Volunteers are required to participate in an orientation, either on-line or in person. This will provide an overview of the agency. Program specific orientation and training is also required to acclimate volunteers to the work that will be done.

ATTENDANCE

Catholic Charities greatly appreciates and depends upon the commitment of all volunteers to their placement. Therefore, arriving on time and staying all of your hours is very important. Volunteers must also log their hours each time they serve as all volunteer hours are collected by the Coordinator of Volunteer Services.

EXPECTATIONS

Policies and procedures are in place to ensure a productive, safe, and respectful work environment for the staff, volunteers and individuals we serve. Below are a list of expectations for appropriate behavior and clear communication.

- Once you complete the application and orientation process, it is important that you set up a schedule with your program supervisor to ensure weekly consistency (i.e. serving every Tuesday from 3pm-6pm). Consistency is crucial for building relationships with staff and those you're serving. This is especially important when working with children.
- Enter with an open mind and you will get so much from your experience. It is important to be sensitive to different cultures, faiths, races, and socioeconomic backgrounds. **All** clients are to be treated with dignity and respect.

- If you are unable to make it to the site (illness, car trouble, emergency, etc.) contact your supervisor ASAP. We rely heavily on volunteers and need time to find another volunteer or staff member to cover activities. This is also a professional environment where timeliness is expected.
- Inform your supervisor if you do not know how to perform a specific task so that you can be trained effectively. A supervisor will not know what issues you are experiencing, if you do not address them in a timely manner.
- If you are uncomfortable with a situation or individual, tell your supervisor immediately. Your safety is very important!
- Weapons of any kind (i.e. knives, guns, etc.) are not allowed in any of our locations.
- Be professional when emailing your site supervisor or leaving a voice mail message. If you are upset about a situation, address it in person. Emails can convey tone and be misinterpreted.
- Do not use offensive language, share inappropriate jokes, or engage in dialogue that could hurt others. This includes staying away from politics and sensitive topics.
- Work cooperatively with staff, your supervisor and other volunteers and interns.
- Let your supervisor know when your last day of service is ahead of time, so that he or she can plan accordingly. It is a thoughtful gesture to give your supervisor a thank you card or email expressing your gratitude for the experience, what you learned, and the skills you gained.
- Dress appropriately when serving at your site as you are representing Catholic Charities.
 - Do not wear revealing or ripped clothing or t-shirts with inappropriate logos on them. Shorts, dresses and skirts must be an appropriate length.
 - Ask your supervisor about their dress code.
 - When working in one of our food pantries, you must wear close toed shoes to prevent injury.

BOUNDARIES

All volunteers must maintain professional distance when working with individuals. You can do this while still being courteous, helpful and respectful. The following are important items to remember when working with those we serve:

- **DO NOT** share personal information (phone number; email, or any form of social media information) with a client or child you are working with.
- Respect confidentiality and do not share names of clients and their situations with those you know.
- Do not give money, gifts or other material items to our clients. If you want to offer assistance, please speak with your supervisor as to the best way to do this.

BOUNDARIES (continued)

- Do not take photos of any clients. If you are engaging in a group project ask the supervisor if it's appropriate to take photos. Do not post photos on social media as the safety and privacy of clients must be protected.
- Do not use your cell phone or any electronic devices when serving. Be present during your experience. Keep your phone on silent and if there's a situation you are dealing with, inform your supervisor so that they are aware that you need to have your phone on you.
- Volunteers cannot transport minors without the parent being present.
- When working with clients, guests and program participants, volunteers must stay on site and be in the presence of staff. Volunteers cannot take individuals to the bathroom, visit bedrooms, or be alone with someone.
- If a client, program participant or guest shares that he/she is being abused (sexually, physically or emotionally) volunteers must report this to a staff member immediately. Even you are asked to keep a secret, you CANNOT as you are mandated to report what has been told to you.
- **If you are receiving services from Catholic Charities you are unable volunteer with that department as this may be seen as favoritism and other clients may think that you are receiving extra services.**

POLICIES

The next few pages contain important policies of Catholic Charities Worcester County that must be adhered to. Violation of any of these policies could result in the termination of your volunteer position. Please review these policies carefully.

AFFIRMATIVE ACTION POLICY STATEMENT

It is the policy of Catholic Charities not to discriminate in employment and service delivery as a corporate priority and practice.

Catholic Charities will provide an equal employment opportunity to all otherwise eligible persons without regard to race, creed, color, sex, sexual orientation, age, national origin, political affiliation, physical or mental handicap. Within the framework of the law, Catholic Charities exercises the right to prefer persons of the same religious faith for specific positions which are critical to the fulfillment of the purpose for which it has been incorporated under the law of the Commonwealth of Massachusetts. Such preference, however, shall be limited to key positions designated by the Nominating Committee of the Board of Directors of the Corporation.

Catholic Charities will provide services to all otherwise eligible persons without regard to race, creed, color, sex, sexual orientation, age, national origin, political affiliation, physical or mental handicap, nor will we prohibit the furnishing of services on grounds that an individual is a recipient of federal, state or local public assistance or housing subsidies.

Catholic Charities is fully committed to assuring equal opportunity and equal consideration to all applicants and employees in personnel matters, including recruitment and hiring, training, promotion, salaries, and other compensations, transfer and layoff or termination. Catholic Charities will seek personnel for all job levels within the organization that reflect the proportion of female, minority, Vietnam Era Veterans, and handicapped persons represented in our consumers of service for such groups.

Catholic Charities will comply with the employment non-discrimination requirements of the Americans with Disabilities Act.

The Affirmative Action Plan is available for review Monday through Friday, 8:30 am to 4:30 pm.



**THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
Department of Criminal Justice Information Services**
200 Arlington Street, Suite 2200, Chelsea, MA 02150
TEL: 617-660-4640 | TTY: 617-660-4606 | FAX: 617-660-5973
MASS.GOV/CJIS



**Criminal Offender Record Information (CORI)
Acknowledgement Form**

To be used by organizations conducting CORI checks for employment, volunteer, subcontractor, licensing, and housing purposes.

_____ is registered under the
(Organization)
provisions of M.G.L. c.6, § 172 to receive CORI for the purpose of screening current and otherwise qualified prospective employees, subcontractors, volunteers, license applicants, current licensees, and applicants for the rental or lease of housing.

As a prospective or current employee, subcontractor, volunteer, license applicant, current licensee, or applicant for the rental or lease of housing, I understand that a CORI check will be submitted for my personal information to the DCJIS. I hereby acknowledge and provide permission to _____

(Organization)
to submit a CORI check for my information to the DCJIS. This authorization is valid for one year from the date of my signature. I may withdraw this authorization at any time by providing _____
(Organization)
with written notice of my intent to withdraw consent to a CORI check.

FOR EMPLOYMENT, VOLUNTEER, AND LICENSING PURPOSES ONLY:

The Catholic Charities of the Diocese of Worcester may conduct
(Organization)
subsequent CORI checks within one year of the date this Form was signed by me, provided, however, that
Catholic Charities of the Diocese of Worcester, must first provide me
(Organization)
with written notice of this check.

By signing below, I provide my consent to a CORI check and affirm that the information provided on Page 2 of this Acknowledgement Form is true and accurate.

Signature of CORI Subject

Date



**THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
Department of Criminal Justice Information Services**
200 Arlington Street, Suite 2200, Chelsea, MA 02150
TEL: 617-660-4640 | TTY: 617-660-4606 | FAX: 617-660-5973
MASS.GOV/CJIS



SUBJECT INFORMATION

Please complete this section using the information of the person whose CORI you are requesting.
The fields marked with an asterisk (*) are required fields.

* First Name: _____ Middle Initial: _____

* Last Name: _____ Suffix (Jr., Sr., etc.): _____

Former Last Name 1: _____

Former Last Name 2: _____

Former Last Name 3: _____

Former Last Name 4: _____

* Date of Birth (MM/DD/YYYY): _____ Place of Birth: _____

* Last **SIX** digits of Social Security Number: ____ -- ____ No Social Security Number

Sex: _____ Height: ____ ft. ____ in. Eye Color: _____ Race: _____

Driver's License or ID Number: _____ State of Issue: _____

Father's Full Name: _____

Mother's Full Name: _____

Current Address

* Street Address: _____

Apt. # or Suite: _____ *City: _____ *State: _____ *Zip: _____

SUBJECT VERIFICATION

The above information was verified by reviewing the following form(s) of government-issued identification:

Verified by:

Print Name of Verifying Employee

Signature of Verifying Employee

Date



PERSONNEL POLICY MANUAL

Policy No. 26

Drug-Free Workplace

Policy: Catholic Charities is committed to providing a drug free work environment for its employees.

Procedure:

1. The unlawful possession of alcohol or controlled substance on Agency premises is not allowed.
2. Employees are expected to report to work on time and in appropriate mental and physical condition for work.
3. It is our intent and obligation to provide a drug-free, alcohol-free, healthful, safe and secure work environment.
4. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance and/or alcohol on company premises or while conducting Agency business off Agency premises is absolutely prohibited. Violations of this policy will result in disciplinary action, up to and including termination, and may legal consequences.
5. The Agency recognizes drug and alcohol dependency as an illness and a major health problem. The Agency also recognizes alcohol and drug abuse as a potential health, safety, and security problem. Employees needing help in dealing with such problems are encouraged to use our employee assistance program and health insurance plans, as appropriate. Conscientious efforts to seek such help will not jeopardize any employee's job, and will not be noted in any personnel record.
6. Employees must, as a condition of employment, abide by the terms of the above policy and report any conviction under a criminal drug statute for violation occurring on Agency premises while conducting Agency business.
7. A report of a conviction must be made within five (5) days after the conviction. This requirement is mandated by the Drug-Free Workplace Act of 1988.

MEDIA PROTOCOL

Purpose: To promote an understanding of the mission and goals of Catholic Charities Worcester County, the Executive Director or the Director of Development and Community Education or the Executive Director's designee is the only Agency personnel authorized to act as a liaison between the Agency and the media. The media shall be considered newspapers, magazines, radio, television, film, internet and other written texts and public information outlets.

Procedure: All media communication, including general inquiries, information pertinent to specific events, programs, or stories concerning Catholic Charities Worcester County shall be directed to and approved by the Executive Director the Director of Development and Community Education or the Executive Director's designee.

The following steps shall be taken in the event of either a general inquiry by the media or any major incident that may attract media attention:

During Business Hours, the staff person contacted by the media shall notify the Program Administrator of the inquiry. The Program Administrator will then notify the Executive Director or the Director of Development and Community Education or the Executive Director's designee.

Evenings, Week-ends, Holidays, the staff person contacted by the media will notify the Program Administrator of the inquiry. The Program Administrator will contact the Executive Director, the Director of Development and Community Education or the Executive Director's designee.

Program staff shall notify the Program Administrator of requests for media visits. The Program Administrator will contact the Executive Director, the Director of Development and Community Education or the Executive Director's designee for approval of any visits by the media.

Clients may be photographed or interviewed with the signed consent of the client or his/her parent or guardian.

Effective: September 12, 2017

I have received a copy of the Media Protocol. I understand that all media inquiries must be approved by the Executive Director, the Director of Development and Community Education or the Executive's designee.

Print Name

Signature

Date

PHOTO RELEASE



PERMISSION TO PHOTOGRAPH / INTERVIEW / PUBLISH ARTICLES

I, _____,
Print Name

give permission to Catholic Charities to utilize articles, photographs and/or write summary articles about me and/or my family to use in the following purpose(s):

For Catholic Charities' website, media publications, annual reports, and/or mass fund-raising e-mails as to help people better understand Catholic Charities' services and help support the Agency's programs.

For the Diocese of Worcester "Partners In Charity" promotional materials including brochures, website and Facebook.

I give this permission of my own free will and I have been informed that my eligibility for services from Catholic Charities does not in any way depend upon my giving this permission.

Signed: _____

Date: _____

SAFE WORKPLACE

Catholic Charities of the Diocese of Worcester is sincerely concerned with the safety and health of Catholic Charities employees, residents, visitors, and clients. Safety affects every person in each one of our Catholic Charities locations. Safety is more than avoiding a major accident or disaster. A safe workplace is something we must all plan and work toward.

The responsibility for a safe workplace is shared by management, program and area administrators, supervisors, and direct care staff. Catholic Charities will continue to expect safe work practices. Catholic Charities will provide education regarding safety, motivate, require safe work habits and adherence to safety rules, and insist on your commitment to safety.

Catholic Charities is committed to enhancing the health and quality of life of its employees. In such an effort, an emphasis on safety education will be taken to provide a safe environment. Although Catholic Charities will continue to take steps to provide a safe environment, employees are ultimately responsible for their safety, to work in a safe manner, for following safe work procedures, and for reporting any unsafe activities and/or an unsafe workplace.

Employee's participation in Catholic Charities' efforts for a safer work place is expected, and is a condition of employment.

Signature: _____

Date: _____

Witness: _____

SEXUAL HARASSMENT; POLICY AND PROCEDURES

I. Policy

A. Introduction. Catholic Charities Worcester County (the “Agency”) depends upon a work environment of tolerance and respect for the achievement of its goals. The Agency is committed to providing a working environment that is free of all forms of abuse or harassment. The Agency recognizes the right of all employees to be treated with respect and dignity.

Sexual harassment is a form of behavior that adversely affects the employment relationship. It is prohibited by state and federal law. The Agency condemns and prohibits sexual harassment by any employee.

Sexual harassment does not refer to purely voluntary social activities. It refers to behavior that is not welcomed by the employee, which is personally offensive to him or her, and which undermines morale and/or interferes with the ability of the employee to work effectively. Sexual harassment, as defined by law, may, depending upon the circumstances, include unwelcome actions such as:

- verbal abuse of a sexual nature, use of sexually degrading words, or jokes or language of a sexual nature;
- physical contact including patting, pinching or repeated brushing against another’s body;
- demands or requests for sexual favors accompanied by implied or overt promises of preferential treatment or threats concerning an individual’s status as an employee;
- continuing to express sexual interest after being informed that the interest is unwelcome;
- assaults or molestation; and
- posting or distributing sexually suggestive pictures or other materials.

Sexual harassment is not limited to prohibited behavior by a male employee toward a female employee. Sexual harassment can occur in a variety of circumstances; here are some things to remember:

- A man as well as a woman may be the victim of sexual harassment, and a woman as well as a man may be the harasser.
- The harasser does not have to be the victim’s supervisor.

- The victim does not have to be of the opposite sex of the harasser.
- The victim does not have to be the person to whom the unwelcome sexual conduct is directed. The victim may be someone who is affected by the harassing conduct, even when it is directed toward another person, if the conduct creates an intimidating, hostile, or offensive working environment for the co-worker or interferes with the co-worker's work performance.

Employee Responsibilities

Each person is personally responsible for:

- ensuring that his or her conduct does not sexually harass any other employee or person with whom the employee comes in contact on the job, such as an outside vendor;
- cooperating in any investigation of alleged sexual harassment by providing any information he/she possesses concerning the matter being investigated;
- actively participating in efforts to prevent and eliminate sexual harassment and to maintain a working environment free from such discrimination;
- ensuring that an employee who files a sexual harassment claim or cooperates in an investigation may do so without fear of retaliation.

B. The Rule. It is, therefore, against the policy of the Agency for any employee of the Agency, male or female, to harass another employee sexually, such as by making unwelcome advances, requests for sexual favors, or other uninvited verbal or physical conduct of a sexual nature when:

1. submission to such conduct is made either implicitly or explicitly a term or condition of an employee's employment;
2. submission to, or rejection of, such conduct by an individual is made the basis for employment decisions affecting the employee;
3. such conduct has the purpose or effect of interfering with an individual's work performance;
4. a hostile work environment is created for the employee.

It is also against the policy of the Agency for an employee to sexually harass any person with whom the employee comes in contact on the job.

C. Retaliation. Retaliation against an employee for filing a complaint of sexual harassment or for cooperating in an investigation of a sexual harassment complaint is against the law.

II. Violation of Policy

Any employee violating this policy will be subject to appropriate discipline, including possible discharge by the Agency.

III. Procedure for Complaints

A. Complaint

The Agency has designated a Sexual Harassment Grievance Officer. The current Sexual Harassment Grievance Officer is Judy Zeh, Assistant Director. Ms. Zeh can be reached at Catholic Charities Worcester County, 10 Hammond Street, Worcester, Massachusetts 01610, and

Ms. Zeh's telephone number is (508) 860-2214. If you prefer, you may contact David Mulrooney, Program Administrator for Crozier House, who has been designated as the Alternate Sexual Harassment Grievance Officer. Mr. Mulrooney can be reached at Catholic Charities Worcester County, 10 Hammond Street, Worcester, Massachusetts 01610, and Mr. Mulrooney's telephone number is (508) 860-2209.

If any employee believes he or she has been subject to sexual harassment, the employee should initiate a complaint by contacting the Sexual Harassment Grievance officer as soon as possible. The employee should file a complaint promptly after any incident of alleged sexual harassment. The employee should be aware that the longer the period of time between the event giving rise to the complaint and the filing, the more difficult it will be for the Sexual Harassment Grievance Officer to- reconstruct the incident. The employee will be requested to write his or her complaint in order to document the charge.

If the employee prefers to discuss a possible sexual harassment problem with his or her supervisor, the employee may always do so, but employees do not have to go through the regular chain of supervision when reporting sexual harassment and may go directly to the Grievance Officer.

B. Investigation

On receiving the complaint, the Sexual Harassment Grievance Officer or the Alternate Sexual Harassment Grievance Officer will promptly investigate the matter. If, after the completion of this preliminary investigation, it is determined that there is reasonable cause for finding a violation of this policy, the Agency will orally notify the complainant and the charged employee of the finding. The charged employee will be requested to respond to the complaint. Additional investigation will be made to the extent appropriate in each case. This process will be confidential to the extent consistent with an effective investigation, subject to the business needs of the Agency.

C. Decision

After the response of the charged employee has been made, and any further investigation that may be warranted has been carried out, the Agency will make a final decision. If the Agency finds that the allegations in the complaint have been established by the investigation, the Agency will initiate discipline of the charged employee. Discipline will be appropriate to the offense and the employee(s) involved, and may include discharge. The Complainant will be notified of the disposition of the investigation.

IV. State and Federal Agencies

The Massachusetts Commission Against Discrimination, located at One Ashburton Place, Boston, and 436 Dwight Street in Springfield, is responsible for enforcing the Massachusetts sexual harassment law, and the US Equal Employment Opportunity Commission (“EEOC”) is responsible for enforcing the federal law prohibiting sexual harassment. The EEOC is located at One Congress Street, Room 1001, Boston. They may be contacted at the above addresses. A complaint to the MCAD must be filed within six months. A complaint under the federal law should be filed within 180 days, but under certain circumstances, a federal complaint may be filed within 300 days.

RATIFIED BY

BOARD OF

DIRECTORS: JULY 11, 1994

EFFECTIVE: JULY 11, 1994

REVISED: OCTOBER 23, 1996

SELF PROTECTION TIPS

1. Avoid references to physical appearance.
2. Avoid comments about sex. Comments about race and religion are not considered appropriate, and those about sex are inappropriate as well.
3. Avoid physical contact. Words are the favored medium of communication. To console or praise someone, do it with words, not with hugs and pats.

4. If a situation seems compromising or potentially threatening, open an office door or ask a colleague to sit in on a conference.

5. Be conscious that well intended actions may be misinterpreted and that personal limits on appropriate behaviors vary considerably. In our culture, where a woman's "no" is often interpreted by men to mean "try harder," miscommunication and confusion may easily contaminate the male/female interaction.

6. Even if you do not find certain conduct personally offensive, remember that your co-workers might, and avoid behavior that is in any way demeaning to members of the opposite sex. In determining if your own conduct might be unwelcome, ask yourself: "Would my behavior change if someone from my own family were in the room. Would I want someone from my family to be treated this way?"

7. Avoid situations that can be misinterpreted.

**ACKNOWLEDGMENT OF RECEIPT OF CATHOLIC CHARITIES'
SEXUAL HARASSMENT POLICY**

I acknowledge receipt of this policy from _____, and I have read its contents.
(Name of Catholic Charities Staff)

Name of Employee (Print)

Signature of Employee

Program

Date

Signature of Witness (Catholic Charities Staff)

Date