# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CATHOLIC CHARITIES INTERN WELCOME</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>MISSION &amp; IDENTITY</td>
<td>3-4</td>
</tr>
<tr>
<td></td>
<td>CODE OF ETHICS</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>CATHOLIC CHARITIES HISTORY</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>SECTION I</td>
<td>7-8</td>
</tr>
<tr>
<td></td>
<td>INTERN POLICY &amp; CLASSIFICATIONS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SECTION II</td>
<td>9-11</td>
</tr>
<tr>
<td></td>
<td>INTERN DETERMINATION &amp; PRACTICES</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SECTION III</td>
<td>12-13</td>
</tr>
<tr>
<td></td>
<td>INTERN RECRUITMENT &amp; SELECTION</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SECTION IV</td>
<td>14-16</td>
</tr>
<tr>
<td></td>
<td>INTERN PERFORMANCE EXPECTATIONS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SECTION V</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>INTERN RIGHTS &amp; RESPONSIBILITIES</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SECTION VI</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>RIGHTS OF PERSONS SERVED</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SECTION VII</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>INTERN TRAINING &amp; DEVELOPMENT</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SECTION VIII</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>INTERN SUPERVISION &amp; EVALUATION</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SECTION IX</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>INTERN SUPPORT &amp; RECOGNITION</td>
<td></td>
</tr>
</tbody>
</table>
Dear Catholic Charities Intern,

We are excited that you have chosen to join us in our mission to further the call to action contained in the gospel message of Matthew 25. By freely giving your time and talents to help our fellow sisters and brothers who are in need of assistance, you have become the embodiment of a Good Samaritan that Jesus Christ portrays in the parable.

Catholic Charities witnesses the scriptural values of mercy and hospitality through over 20 programs in San Diego and Imperial Counties. We advocate for a just society by calling others to empathetic action on behalf of the marginalized and accompany those we serve on their journey to achieving their fullest potential as persons created in the image and likeness of God.

As we celebrate Catholic Charities’ centennial year, drawing upon a rich history of serving the most vulnerable in our communities, we are excited to launch our new campaign: You & Me! As volunteers and Good Samaritans, you animate Catholic Charities’ value of Love in Response to Love, and share in the spirit of You & Me through shared relationships. When you serve dinner at one of our shelters, when you help a neighbor at our food distribution site, or when you welcome one of our newly arrived families, you might shelter someone, feed someone, inspire someone or give someone hope. In turn, that someone might give you a sense of purpose, fulfillment, shelter you from doubt, feed your soul, or inspire you.

Thank you for your openness to serve as Light to those on the margins allowing them to be seen, and for providing the Salt, or value, to lives of those we serve so they may live with dignity. It is because of you, Catholic Charities programs are able to effectively meet the needs of the most vulnerable in our communities. As a volunteer, by sharing your talents and giving your precious time, you are contributing an in-kind donation of $30 per hour to Catholic Charities!

Whether you are here to fulfill your inner calling, do something meaningful, learn something new, meet an educational requirement, or get connected in the community, I hope you will become part of something bigger than yourself. May you grow curious around the structures in society that prevent the growth of a just and equitable society that Catholic Charities programs seek to alleviate. Perhaps you will even find your vocation, or how you are called to contribute to the world around us. Catholic Charities will be here to support you along the way throughout your journey as a Good Samaritan.

Thank you for sharing your talents, giving your time and most importantly putting your Faith in Action!

Sincerely,

Appaswamy “Vino” Pajanor
CATHOLIC CHARITIES MISSION, IDENTITY & ETHICS

CATHOLIC CHARITIES MISSION

Catholic Charities Diocese of San Diego exists to exemplify the scriptural values of mercy and hospitality by **Witnessing** the gospel message contained in “Matthew 25”: to advocate for a just society by **Calling** individuals and institutions to action on behalf of the poor, the vulnerable, and the marginalized; and to acknowledge the sacredness of the human person by **Accompanying** those we serve on their journey toward achieving their full potential as persons created in the image and likeness of God.
CATHOLIC CHARITIES STATEMENT OF IDENTITY

WHO WE ARE: We are Catholic Charities Diocese of San Diego, a ministry of the local church based on the person of Jesus, dedicated to caring for the poor, the vulnerable and the marginalized.

Who we are as Catholic Charities matters. We are many things to many people. We perform varied roles and provide many services, yet we are united in a common cause. Our identity is defined by our calling, our core values, our commitments, and our character. Those characteristics set us apart and give us guidance in what we do and how we do it. We do the right thing and we do things right. We are proud of who we are.

WE ARE...

ROMAN CATHOLIC: We are rooted in the traditions and teachings of the Roman Catholic Faith. We are part of a larger legacy and network within the Roman Catholic Church. We are the social service agency of the Bishop of the Diocese of San Diego.

MISSION DIRECTED: We are guided by the words and actions of Christ as exemplified in the gospels, especially Matthew 25: and the Good Samaritan.

LOVE IN RESPONSE TO LOVE: We are different in why and how we respond to human needs. Although others offer assistance for various valid reasons, it is the Love of Christ that calls us to love our neighbor with heartfelt concern.

WITNESS: We give witness on behalf of the scriptural values of mercy, justice and hospitality to the sacredness of the human person by our focus on the marginalized and the services we provide to them.

ADVOCATE: We call individuals and institutions to action on behalf of the poor. We seek changes in policies and practices that are contrary to the well-being and dignity of others. We are advocates for social justice.

FAITHFUL SERVANT: We are motivated by the model of Jesus “who came not to be served, but to serve”.

HEARTS THAT SEE: We tap the “caritas” that dwells within us to see where love is needed, to judge what is not right and to act as Christ would.

A BRIDGE TO THE HEART OF THE FAITH: We are a safe community to connect with Christ, the heart of the Catholic faith, who identified himself with “the least of these,” the hungry and the stranger (Mt. 25). By putting faith into action and welcoming all people to join us, we create a bridge for a weary world to experience the living work of Christ today.
Catholic Charities of the Diocese of San Diego is committed to the highest ethical standard. Donors and volunteers support Catholic Charities of the Diocese of San Diego because they trust in the organization to carry out our Mission, our stated agency Culture, to be good stewards of resources and to uphold rigorous standards of conduct. Catholic Charities employees, volunteers, management and board members must demonstrate their ongoing commitment to the core values of integrity, honesty, fairness, openness, respect and responsibility to earn and maintain this public trust.

Adherence to the law is the minimum standard of expected behavior. The employees, volunteers and board members of Catholic Charities must also embrace the spirit of the law, often going beyond legal requirements to make sure that our actions are supported by what Catholic Charities of the Diocese of San Diego stands for and what the public expects from the organization. Transparency, openness and responsiveness to public concerns must be integral to the behavior of everyone associated with the Agency.

Any code of ethics is built on a foundation of widely shared values including:

- Commitment to the public good
- Accountability to the public
- Commitment beyond the law
- Respect for the worth and dignity of individuals
- Inclusiveness and social responsibility
- Respect for pluralism and honesty
- Responsible stewardship of resources
- Commitment to excellence
- Maintaining the public trust

All employees, board members and volunteers of the Agency are expected to act with honesty, integrity and openness in all their dealings as representatives of Catholic Charities and its programs. Catholic Charities promotes a work environment that values respect, fairness and integrity.
Catholic Charities Diocese of San Diego began its service to the region in 1919 as the Catholic Welfare Bureau under the leadership of Father Robert Lucey. In its early years, the organization served children orphaned by the Spanish Influenza Epidemic of 1918-1919. Over the course of the next thirty years, Catholic Charities underwent several name changes and expanded the reach of its programs to include welfare and clinical services.

During the 1950’s and 1960’s, Catholic Charities established offices not only throughout San Diego, but Imperial, Riverside, and San Bernardino Counties. The organization continued to serve the most vulnerable in these communities through services such as Guadalupe Clinic and a narcotics addiction and recovery program.

In 1974, the Agency filed its letters of incorporation, launching itself as an independent nonprofit organization. In 1975 Catholic Charities became a leader in refugee resettlement when thousands of Vietnamese families arrived in San Diego, fleeing violence and seeking a better future. The organization worked closely with local parishes to facilitate the refugees’ transition to a new life in San Diego.

Over the next few decades, Catholic Charities firmly established itself as the social services arm of the Roman Catholic Diocese of San Diego, focusing its work within the geographical limits of the Diocese, including San Diego and Imperial Counties. Its list of programs and the number of individuals served expanded considerably as the organization sought to address present needs and advocate for the most vulnerable in our communities. During this time, Catholic Charities initiated several key programs including House of Rachel and Rachel’s Women’s Center for women experiencing homelessness. An adoption program was established in addition to House of Hope, an emergency shelter for women in El Centro, and Our Lady of Guadalupe, and a shelter for homeless men and farmworkers in Calexico. In 1986, following landmark immigration legislation, Catholic Charities proudly provided assistance for a pathway to legal status to 19,000 individuals.

Catholic Charities maintains its steadfast commitment to accompany those in need on their journey to achieving their full potential; empowering individuals and families to achieve positive change. The organization continues to be responsive to current community need in the areas of homelessness, housing, immigration and refugee services, elderly and aging, and food access; providing a way forward with dignity and care.

We look forward to the next 100 years!
CATHOLIC CHARITIES POLICY ON ACADEMIC INTERNS:

It is the responsibility of the Agency to pursue meaningful opportunities for partnership to engage academic interns in such a way that is purposeful to both the intern and serves the needs of the program. Catholic Charities will engage academic interns among its programs whenever possible and practical so students can develop professional skills, gain work experience, and apply academic knowledge to practice. The Agency will provide interns with an orientation, and ongoing training regarding the program and the Mission and Values of Catholic Charities. Intern supervision and management will follow the professional guidelines of Catholic Charities. Interns will be recognized by the Agency and may also be recognized by departments and or programs.

DEFINITION OF AN INTERN:

An intern at Catholic Charities is a student that is either paid by a stipend or unpaid without expectation of compensation that performs a service at the direction of and on behalf of the Agency. An intern will be officially accepted and enrolled by the Agency prior to performance of the tasks. Interns are essential to the agency; however, they are not categorized as employees of the agency.
INTERN CLASSIFICATION GUIDELINE:

At Catholic Charities, interns are classified by three types of internship roles:

**LEVEL ONE INTERN:** Level One Interns participate in duties within the organization designed to prepare the student for future work in a related field. The internship may or may not be for academic credit. However, the student should be affiliated with a Partner Institution. The internship experience should provide orientation to the functions of the organization and opportunities to learn and perform within the structure of the position. Level One Interns may work directly with clients, and be must be supervised by a qualified staff member with a master’s degree in a related field.

**LEVEL TWO INTERN:** Level Two Interns participate in duties within the organization designed to prepare the student for future work in a related field. The internship may or may not be for academic credit. However, the student should be affiliated with a Partner Institution. The internship experience should provide orientation to the functions of the organization and opportunities to learn and perform within the structure of the position. Level Two Interns must work in groups with clients and should be supervised at all times by a qualified staff member.

**YEAR OF SERVICE VOLUNTEER:** Volunteers who commit to a Year of Service with Catholic Charities participate in duties similar to Level One interns, either related to their previous field of study or work experience. The experience should help prepare them for future work in the social services field. The Year of Service should be affiliated with a Partner Organization. Year of Service Volunteers may work directly or in groups with clients and should be supervised at all times by a qualified staff member.

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<th>INTERN LEVEL ONE</th>
<th>INTERN LEVEL TWO</th>
<th>YEAR OF SERVICE VOLUNTEER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MINIMUM TERM OF SERVICE</strong></td>
<td>4 months</td>
<td>4 months</td>
<td>6-12 months</td>
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<tr>
<td><strong>LEVEL OF CLIENT CONTACT</strong></td>
<td>Direct/ Individual</td>
<td>Indirect or Supervised in group setting</td>
<td>Direct/ Individual</td>
</tr>
<tr>
<td><strong>SUPERVISOR QUALIFICATIONS</strong></td>
<td>Qualified Agency Staff, Master’s Degree in Related Field</td>
<td>Qualified Agency Staff</td>
<td>Qualified Agency Staff</td>
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<td><strong>SCREENING</strong></td>
<td>Interview, References, Background Check, TB Test (dependent upon site)</td>
<td>Interview, References, Background Check, TB Test (dependent upon site)</td>
<td>Interview, References, Background Check, TB Test (dependent upon site)</td>
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<tr>
<td><strong>ORIENTATION &amp; TRAINING</strong></td>
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<td>Formal</td>
<td>Formal</td>
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FAMILY MEMBERS OF STAFF AS INTERNS: Family members of Catholic Charities staff may intern with the Agency. When family members are enrolled in an internship role they will not be placed under the direct supervision of family members employed by this Agency.

CLIENTS AND THEIR RELATIVES AS INTERNS: Catholic Charities clients may be accepted as interns in positions where such service does not present a conflict with the service that the client receives. Clients will not be placed in internship roles that may impact or affect the services a client receives from Catholic Charities. Relatives of clients may serve as interns, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

MINORS AS INTERNS: Interns, who are not 18 years of age, typically high school interns. Minors may only serve in certain roles and must have a Parent/Guardian Waiver to participate. The internship tasks assigned to a minor shall be performed in a non-hazardous environment and shall comply with all appropriate requirements of child labor laws.

INTERN RIGHTS AND RESPONSIBILITIES: Intern rights and responsibilities are defined in the document “Catholic Charities Intern Rights and Responsibilities” which is provided to each new volunteer during orientation.

CONFIDENTIALITY: Catholic Charities recognizes confidentiality as a living principle based on the sanctity and dignity of the human person. Therefore, Catholic Charities will respect the privacy of personal information of those it serves or employs. Each intern’s privacy is also protected. Interns are also responsible for maintaining confidentiality of all information they are exposed to while serving as an intern. This information may involve a single staff, intern, volunteer, client, and others or involve overall program or Agency business. Failure to maintain confidentiality shall result in termination of the internship role or appropriate corrective action will be taken.

DRUG-FREE ENVIRONMENT: The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is not allowed in Catholic Charities work sites. Such action shall result in the immediate dismissal of the intern. Interns may not serve while under the influence of alcohol or drugs while at the work site. Should an intern appear to be under the influence, he or she should be sent home and the volunteer service terminated by the site supervisor.

SMOKING IN THE WORKPLACE: Smoking in any Catholic Charities facility is not permitted.

PERSONAL COMMUNICATION DEVICES & SOCIAL MEDIA: Interns may carry a cellular phone during their service. However, communication such as calls, texts, and social media should be kept to a minimum. Some sites may prohibit cell phone use except for emergency situations. In no circumstance, will an intern record or take photographs of Agency staff, clients, or other volunteers to post to social media.
MEDIA RELATIONS & PUBLICATIONS: Due to state and federal privacy laws, all requests from the media or press should be directed to the Community & Volunteer Engagement Manager or Executive Director. Anyone who wishes to publish information about Catholic Charities must receive prior written permission from the Executive Director.

MAINTENANCE OF RECORDS: A system of records will be maintained on each intern within the Agency. Records can include the intern application, documentation of reference check, background check, training provided, hours contributed, tasks accomplished, positions held, and evaluation of service. Intern records shall be accorded the same confidentiality as staff personnel records. Interns are responsible for recording and tracking their own service hours.

SEXUAL AND OTHER HARASSMENT: Catholic Charities is committed to providing a workplace free of sexual harassment as well as harassment based on such factors as race, color, religious creed, national origin, ancestry, age, medical condition, marital status, physical or mental disability or sexual orientation. The Agency strongly disapproves of and will not tolerate harassment of employees and interns by managers, supervisors, volunteers, or co-workers. The Agency will also attempt to protect employees and interns from harassment by non-employees in the workplace.

Prohibited unlawful harassment includes, but is not limited to, the following behavior:
• Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments
• Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures
• Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis
• Threats and demands to submit to sexual requests as a condition of continued employment, employment benefits or to avoid some other loss in return for sexual favors
• Retaliation for reporting or threatening to report harassment

If an intern believes he or she has been unlawfully harassed, the intern may bring a complaint to their supervisor or any manager as soon as possible after the incident. The intern will be asked to provide details of the incident or incidents, names of individuals involved and names of any witnesses. It would be best to communicate a complaint in writing, but this is not mandatory. Managers or directors will refer all harassment complaints to the Director of Human Resources. The agency will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

If the agency determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any intern determined by the agency to be responsible for unlawful harassment will be subject to corrective action and include termination. Human Resources will advise all parties concerned of the results of the investigation. The agency will not retaliate against an intern for filing a complaint and will not tolerate or permit retaliation by management.
RISK MANAGEMENT: Six elements of risk management will be followed by all programs before an intern may commence their service in order to reduce potential risks to the Agency and programs:

- Intern applications and forms must be completed and signed.
- Written service descriptions must be completed for each position.
- Training and orientation must be provided.
- A designated supervisor must be assigned.
- At facilities/programs where children are present, two reference checks must be completed.
- Live scan completed, if required. Background checks are required for interns working with protected classes of people such as: persons with disabilities, children, and seniors. Level One Interns who have direct, unsupervised interaction with protected classes of people in the following programs will be required to undergo a background check:
  - House of Hope
  - Senior Residential Services
  - Senior Nutrition Program
  - Rachel’s Day Center/ Rachel’s Night Shelter
  - La Posada de Guadalupe Men’s Shelter
  - Guadalupe Men’s Shelter
  - Immigrant & Refugee Services
  - Foster Grandparent Program

SERVICE AT THE DISCRETION OF CATHOLIC CHARITIES: The agency accepts the services of all interns with the understanding that such service is at the sole discretion of the Agency. Catholic Charities reserves the right to reject the application of an intern for any reason and at its sole discretion. Catholic Charities is not required to provide the reason(s) why it selects or rejects intern applicants. Interns agree that the agency may at any time, within the sole discretion and without specific or stated cause, decide to terminate the intern’s relationship with the agency.
INTERNET POSITION DESCRIPTIONS: Each intern will have a position description for the type of task(s) they will provide for the Agency. Interns benefit from clear, complete and up to date description of the duties and responsibilities of the service which they are expected to provide.

RECRUITMENT AND NONDISCRIMINATION: Interns shall be actively recruited by the Agency with the intent of broadening and expanding the intern’s involvement within the Agency. Interns shall be recruited and selected without regard to gender, disability, age, race, religion or other condition. Interns must meet minimum qualifications for the internship position and demonstrate competency to perform the outlined role with guidance and supervision. The intern should be able to perform their duties without creating a safety risk to clients, employees, interns, volunteers, or to the public. Catholic Charities emphasizes optimizing the potential of all employees regardless of race, religion, color, national original, sex, age, disability, or veteran status as prescribed by law.

Interns may be recruited through either an interest in a population or program or through a general interest in interning within a social services agency. Various methods of recruitment will be utilized to attract the required number of volunteers for the Agency including, but not limited to: online advertisement, relationships with Partner Institutions, Organizations, and the Diocese of San Diego.

INTERVIEWING: Prior to being assigned or appointed to an intern position, interns may be screened and interviewed to ascertain their suitability for and interest in the intern position. This interview shall determine the qualifications of the intern and his/her commitment to fulfill the requirements of the position description. The interviewer shall also attempt to answer any questions that the prospective intern might have about the position. Interviews should be conducted in person. However, in the event that an in-person interview is not possible, prospective interns may be interviewed by phone or virtual meeting.

APPLICATIONS: Catholic Charities’ prospective interns will complete an intern application, in addition to providing a resume and cover letter. By signing the completed application, prospective interns will certify that all statements are true with the understanding that false statements will be grounds for denying or revoking their participation as an intern with Catholic Charities.

REFERENCES FOR THOSE VOLUNTEERS WORKING IN FACILITIES WITH CHILDREN: In support of the Charter for the Protection of Children and Young People, Catholic Charities will perform background checks on all interns who have regular contact with minors. Additionally, Catholic Charities requires two references to be provided by the prospective intern if working at a program/facility with children.

With the intent of maintaining safety within the program, Catholic Charities will review on a case-by-case basis those intern applicants who have been convicted of a felony. If an applicant is unable to safely perform the duties required of the volunteer position, the applicant will not be accepted.

CRIMINAL RECORDS CHECK: As appropriate for the protection of clients, interns in certain assignment categories may be asked to submit to a criminal background check. Interns who do not agree to a background check will be refused placement.

DOCUMENT OF ASSIGNMENT: Prior to commencing service, each intern is required to sign an agreement stating the terms of the intern position, including adherence to Catholic Charities confidentiality policies and a drug-free environment.
**PLACEMENT:** When placing an intern in a position, consideration will be given to the interests and capabilities of the intern and to the requirements of the position. A placement will not be made unless the requirements of both the intern and the supervising staff can be met. An intern will not be assigned to a ‘make-work’ position, and a position will not be given to an unqualified or uninterested intern.

**CONFLICT OF INTEREST:** An individual who has a conflict of interest with any activity or mission or program of the agency, whether personal, philosophical, or financial, may not serve as an intern with the agency.

**PROFESSIONAL SERVICES:** Interns will not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A current copy of such certificate or license will be maintained in the intern’s personal file.
DRESS CODE: As representatives of Catholic Charities, interns, like staff, are responsible for presenting a good image to clients and to the community. Interns should dress appropriately for the conditions and performance of their duties. In office environments, it is preferred that interns dress professionally in “business casual”.

The agency considers it very important that interns are well groomed, neat and dress appropriately for his or her internship. While we trust each intern’s common sense and good judgment, a dress code must be followed that is appropriate to the professional environment. The agency has adopted a business casual dress code, but emphasizes some positions may call for dressier attire. Appropriate dress and hygiene are important for promoting a positive agency image. When an intern is conducting or attending meetings, seminars and/or other public meetings where they come in contact with other business professionals, they are expected to represent CCDSD in a professional manner and dress in business attire. The list below is based on the agency’s desire to maintain an atmosphere which is free of harassment of any kind and demonstrate its commitment to safety.

Recommended Business Attire for Administration, Immigration Services:

<table>
<thead>
<tr>
<th>Suits (skirt or pant)</th>
<th>Low heel, dress shoes, dress sandals, dress boots</th>
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</thead>
<tbody>
<tr>
<td>Suits/sport jackets</td>
<td>Slacks, dress shirts w/necktie or sweater</td>
</tr>
<tr>
<td>Dresses, skirts w/blouses or sweaters</td>
<td>Tailored long/short sleeve sport shirts</td>
</tr>
<tr>
<td>(Not to exceed 2 inches above the knee)</td>
<td>Dress pants w/blouses or sweaters</td>
</tr>
</tbody>
</table>

Recommended Programs Attire:

| Dress pants, khaki or corduroy pants      | Dress shoes, dress or work boots, tennis shoes, or loafers |
| Skirts or dresses                         |                                                           |
| Blouses, dresses, sweater, sport or polo shirts |                                                           |
| (plain or w/CC logo)                     |                                                           |

Program specific exceptions can be made by the director or manager.
**ATTENDANCE AND PUNCTUALITY:** If an intern is unable to report on any particular day, he or she must contact their immediate supervisor. If the intern is repeatedly absent or tardy the agency should notify the institution and corrective action will be ensued.

*Intern Schedule, Attendance and Holidays*

Interns will work closely with their assigned supervisors to outline a consistent schedule for the course of their internship. The schedule should allow for all necessary hours to be completed in a timely manner with benefit to the program, while prioritizing the intern's academic obligations.

*Interns observe agency holidays that occur during the placement semester. If the agency is open during a University holiday, the intern is expected to report to the field agency unless prior arrangements are made with the agency coordinator.* Arrangements for an intern to observe their religious holiday, or other special event which occurs during the placement period, can be worked out by the intern and assigned their supervisor.

A tardy is reporting to the scheduled shift any time after the start of the shift without prior approval from his or her immediate manager or director. Leaving early for or returning late from break periods or meal periods is also considered tardiness. It is the intern's responsibility to provide satisfactory verification in writing of any extenuating or mitigating circumstances that caused the individual to be tardy. This may be subject to change, depending on the flexibility of the manager or director. The expectation is that the intern will have a routine schedule, however, changes are allowable.

**NO CALL/NO SHOW:** No Call/No Show occur when an intern fails to call and/or to show up for the scheduled shift 30 minutes after the start of the shift. It is the responsibility of the intern to provide his or her supervisor with satisfactory documentation of any mitigating circumstances. Responsibility to report no calls/no shows of interns is that of the manager or director to the university/field instructor. All no calls/no shows will be recorded to the intern's file.

**MEAL AND REST PERIODS:** All interns are entitled to periodic rest break periods during the internship time. The manager or director will advise the intern, depending on their shift, of the exact time and duration of their breaks. The intern is to return to internship duties promptly at the end of any rest break.

*California wage and hour law entitles the employee to one 10-minute rest break for every four (4) hours worked (or major fraction thereof, which is defined as two hours). For every six hours worked up to a maximum of 10 hours in a workday, the employee will receive one rest break during the first half of the shift and one rest break during the second half of the shift.*

If the intern is fulfilling their duties for more than five hours in a day, the intern is also entitled to meal period of at least 30 minutes. The manager or director will advise the intern of the scheduling of the meal period. The intern shall not perform any work duties during the meal period. If for any reason an intern does not take the applicable rest breaks and/or meal periods, the intern must notify the department manager or director immediately.
**PROHIBITED CONDUCT:** The following conduct is prohibited and will not be tolerated by CCDSD. This list of prohibited conduct is illustrative only; other types of conduct that threaten security personal safety, intern welfare and agency operations also may be prohibited.

- Falsifying intern or client records, client information or other agency records
- Possession, distribution, sale or being under the influence of alcoholic beverages or illegal drugs while on agency property, while on duty, or while operating a vehicle or potentially dangerous equipment leased or owned by the agency.
- Theft and deliberate or careless damage or destruction of any agency property, or the property of an intern, staff or client
- Participating in horseplay or practical jokes on agency time or on agency premises
- Carrying firearms or any other dangerous weapons on agency premises at any time
- Committing a fraudulent act or a breach of trust under any circumstances
- Engaging in criminal conduct whether or not related to performance
- Causing, creating, or participating in a disruption of any kind during working hours on agency property
- Using derogatory or insulting language in written or verbal form to or about clients, Catholic Charities employees or other interns
- Insubordination including failure or refusal to obey the orders or instructions of a manager or director or member of management, or the use of abusive or threatening language toward a manager or director or member of management
- Failing to observe working schedules, including rest and lunch periods
- Sleeping or malingering during internship hours while at the agency
- Making or accepting personal telephone calls, text messaging, or using social media during scheduled internship hours except in cases of emergency
- Violating any safety, health, security or agency policy, rule, or procedure
- Committing or involvement in any act of unlawful harassment of another individual

**BOUNDARY ISSUES:** It is important for interns to recognize and abide by boundaries in their relationships with clients, volunteers, and staff members. It is inappropriate for an intern to become involved with a client beyond the scope of the internship relationship. Becoming personally involved with a client can create liability exposure for the intern and Catholic Charities, and may also undercut the effectiveness of the services that Catholic Charities is providing to that client. There is no one clear standard that exists for boundaries between interns and clients. Interns shall receive orientation on maintaining appropriate boundaries while serving in an intern role for Catholic Charities. When an intern considers becoming involved with a client or employee beyond their role as an intern, the volunteer must first discuss that relationship with his/her agency supervisor.
INTERNSHIP RIGHTS & RESPONSIBILITIES

AN INTERN HAS THE RIGHT:

• To be treated with the same respect and dignity as Catholic Charities employees and clients.
• To have a suitable assignment that is worthwhile and challenging, with consideration for personal preference, temperament, life experience, education, and employment background.
• To receive orientation to Catholic Charities and the involved program.
• To receive training and supervision for the task accepted.
• To be trusted with confidential information that will assist with the assignment.
• To be heard – To feel free to make suggestions.
• To expect that his/her time will not be wasted by lack of planning, coordination or cooperation within Catholic Charities.
• To indicate limitations on time and responsibilities.
• To receive recognition.

AN INTERN HAS THE RESPONSIBILITY:

• To be supportive of the mission, goals, and procedures of Catholic Charities.
• To accept an assignment of his/her choice with only as much responsibility as he/she can and is willing to handle.
• To maintain confidentiality of all information which they receive as an intern.
• To not allow prejudices to interfere with internship performance, to not pressure clients to accept the intern’s standards or beliefs.
• To refuse gifts or tips from clients as a way of saying “thank-you”.
• To stipulate limitations on time and responsibilities.
• To respect expertise and work as a member of a team with staff, volunteers, and other interns.
• To report any situation out of the ordinary, which may cause possible harm to self or others.

THE INTERN RECEIVES BENEFITS SUCH AS:

• Training
• Supervision
• Recognition
• Being part of a team
• New friends
• Gaining experience
• Learning new skills
• Experience to include in a resume
• Improved sense of wellbeing by helping others
• Insight into one’s own abilities and beliefs
• Making a difference in the lives of individuals
• A new understanding of a cause, client group, or issue
PERSONS ENROLLED IN SERVICES AT CATHOLIC CHARITIES HAVE THE FOLLOWING RIGHTS:

1. To have all rights, responsibilities and program guidelines explained in the preferred language, directly or through interpretation or translation.
2. To receive services without unjust discrimination or harassment on the basis of race, color, creed, age, gender, sexual orientation, religion, disability or nationality.
3. To be treated fairly, with courtesy and respect.
4. To have all personal information kept confidential unless released by a signed consent or mandated by law to report.
5. To have privacy when exchanging personal information.
6. To have access to or copies of information contained in my case file.
7. To have freedom from all types of abuse, exploitation, retaliation, humiliation, harassment and neglect.
8. To file a grievance or complaint against the program or organization.
ORIENTATION: Orientation to Catholic Charities, its programs, and opportunities for service will be provided to all interns.

TRAINING: Catholic Charities shall provide training pertaining to the specific program to which the intern will be assigned. Training will include situations particular to that program and client demographics and may include on-the-job training.

CONTINUING EDUCATION: At the sole discretion of the Agency, interns may be given the opportunity to participate in additional training sessions, such as those set up for staff, at no cost to the volunteer.
SUPERVISION: Each intern shall have a clearly identified supervisor who is responsible for direct management of the assigned volunteer, and shall be available to the volunteer for consultation and assistance. Level Two Interns and those assigned at a program/facility with protected classes of people: disabled persons, children, or seniors shall perform their duties in clear view of their supervisor, another intern or volunteer and/or client at all times. Interns may never be left alone with children, disabled persons, or seniors. Level One Interns and Year of Service Volunteers should be provided with weekly check-in meetings with their supervisor.

EVALUATION: Evaluations may be requested by the Partner Institution and/ or intern. Evaluations should be conducted between the designated supervisor and the intern. Interns may also be asked to complete an exit interview as an evaluation of the Agency and the internship experience.

INTERNS AS VOLUNTEER SUPERVISORS: An intern may only act as a supervisor of volunteers if specifically assigned to such duties by a manager of the agency and only so long as the volunteer supervisor is under the direct supervision of a paid staff member.

TERMINATION OF ASSIGNMENT: Intern assignments may be terminated at the sole discretion of the Agency for any reason. Typical reasons for termination of assignment may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft or misuse of property, or noncompliance with Agency policies and procedures, disregard of Agency mission and values, or failure to satisfactorily perform assigned duties. Termination of assignment may also include the completion end of the assignment or project.

INTERNS REQUESTING A REFERENCE: Catholic Charities volunteers may use their experience as a reference for a job or further education. All requests for a reference should be directed to the Community & Volunteer Engagement Manager. Staff may not provide references. Catholic Charities reserves the right to provide references at its sole discretion.

CORRECTIVE ACTION: Catholic Charities has the authority to take corrective action regarding a volunteer’s performance following an incident or evaluation. Examples of corrective action include the requirement of additional training, re-assignment of an intern to a new position, suspension of the intern, or dismissal from the intern role.

CONCERNS AND GRIEVANCES: Decisions involving corrective action of an intern will be reviewed for appropriateness by the Program Director, the Community & Volunteer Engagement Manager, and Human Resources Director. If corrective action is taken, the affected intern shall be informed of the procedures and given opportunity to express his/her concern or grievance. An intern may provide a written request to the Community & Volunteer Engagement Manager or the Human Resources Department to voice concerns regarding any corrective action or grievances.

RESIGNATION: Interns may resign from their internship position with the Agency at any time. Because interns are important to the programs and Agency, it is requested that volunteers provide advance notice of their intended departure and discuss with their supervisor the reason for their decision.

EXIT SURVEYS: Where possible, exit surveys will be conducted with interns and address the following:

- Reason for termination of the internship position
- Suggestions to improve position and experience
RECOGNITION: Interns are highly valued by the Agency. Catholic Charities hosts annual recognition events where volunteers, interns, and organizations are recognized for their contributions.

ACCESS TO AGENCY PROPERTY AND MATERIALS: As appropriate, interns shall have access to agency property and materials necessary to fulfill their duties, and will receive training in the operation of any equipment. Catholic Charities will at times, based on business need, provide confidential information to interns. An intern will only have access to confidential information if the Agency’s confidentiality agreement promising to maintain the confidentiality of the material is signed by the volunteer. Similarly, interns may be provided documents and other materials from Catholic Charities during the period of their internship position that will remain confidential. Interns are required to return all such material when their service terminates.