



*Catholic Charities*  
EASTERN WASHINGTON

# VOLUNTEER *Handbook*

## *Our Mission*

Catholic Charities affirms the dignity of every person, partnering with parishes and the greater community to serve and advocate for those who are vulnerable, bringing stability and hope to people throughout Eastern Washington.

# Welcome to the *Catholic Charities Family*

We are thrilled to have you on board as a partner in our work responding to crisis, stabilizing lives, and advocating in hope! Regardless of which of our programs you serve at, we hope you find the passion of our staff contagious. This is hard work, but it is a privilege to witness compassion and transformation in the lives of those we serve.

This booklet contains the policies and procedures you agreed to follow in the volunteer application process. Please review it before you attend your orientation and tour and retain it for future reference. If you need any clarification about our volunteer expectations, please speak with the volunteer coordinator or director at your site.

Thank you for volunteering with Catholic Charities. Your gift of time provides help and creates hope for the thousands of people served by our network of programs across Eastern Washington.

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# Our History



In 1912, Catholic Social Betterment League began when representatives from eight parishes met at Our Lady of Lourdes Cathedral to explore working together. Priorities were assistance with food, clothing, shelter and medications.

Since 1912, Catholic Charities has affirmed the dignity of every person, partnering with parishes and the greater community to serve and advocate for those who are vulnerable, bringing stability and hope to people throughout Eastern Washington. Rooted in this mission, our legacy of service to our most vulnerable neighbors, regardless of religious affiliation, continually builds a foundation of stability, health and hope. We herald Christ's love for all by engaging each person respectfully and compassionately. We accompany them with dignity and love on their individual journey through poverty, addiction and illness. Responding to Christ's love, we envision a community where children born into poverty can thrive as adults, where all people live with the dignity of a roof over their heads and where the voiceless can speak and be heard. We collaborate with partners in business, government, church and nonprofit fields to solve community problems. We pioneer innovative programs to inspire action and hope among our clients. At all times, we commit steadfastly to the dignity of every person at all stages of life.

# *Catholic Charities Programs that host Volunteers include:*

## **CAPA/PREPARES**

CAPA/PREPARES provides an environment where parents can build loving bonds with their kids to prepare them for a healthy future. CAPA/PREPARES offers mentorship, resources and groups and classes to expecting and parenting individuals and families with children aged 5 and under.

## **CATHOLIC CHARITIES WALLA WALLA**

Catholic Charities Walla Walla provides services to respond in crisis, stabilize lives and advocate in hope in the southern counties of Eastern Washington. Catholic Charities Walla Walla serves as a regional office of Catholic Charities Eastern Washington.

## **CATHOLIC HOUSING COMMUNITIES**

Catholic Housing Communities is at the forefront of efforts to transform lives and communities by housing all people. Catholic Housing Communities provides affordable housing, including wraparound services to help residents thrive, to low-income seniors, veterans, people living with disabilities, farmworkers and chronically homeless individuals and families.

## **CHRISTMAS BUREAU**

Catholic Charities coordinates the Christmas Bureau, an annual holiday assistance program, with Volunteers of America and The Spokesman-Review. The Christmas Bureau provides toys, books and grocery store vouchers for thousands of low income individuals and families.

## **BEHAVIORAL HEALTH SERVICES**

Providing high-quality behavioral health services that affirm the power of all people to change on their unique journey to wellness. Behavioral Health Services uses evidence-based practices to provide support, reduce suffering and build resiliency for all persons regardless of ability to pay.

Behavioral Health Services offers discounted fees for persons who qualify and will not deny services based on a person's race, color, sex, age, national origin, disability status, religion, veteran status, gender identity or sexual orientation.

## **FOOD FOR ALL**

Food For All provides healthy, locally grown food to children and residents who are low-income and/or elderly. Food For All works with community partners, early childhood education centers and farmers markets to develop infrastructure that helps vulnerable residents access local fresh fruit and vegetables.

## **HOUSE OF CHARITY**

House of Charity provides emergency shelter and services to individuals experiencing homelessness while preserving their individual dignity. House of Charity provides meals, case management and shelter to an underserved population of homeless men and women in any condition.

## **PARISH SOCIAL MINISTRY**

Parish Social Ministry empowers parishes, schools and community groups to connect with, advocate for and stand in solidarity with vulnerable community members. Rooted in Catholic Social Teaching, Parish Social Ministry coordinates emergency assistance, disaster relief services and local grant funding to address individual needs and systemic issues of injustice.

## **RISING STRONG**

Rising Strong provides residential services that allow families to stay together while they begin to recover from addiction, heal from trauma and rebuild their lives. Rising Strong offers holistic, family-centered drug treatment and housing to families at risk of entry to foster care.

## **ST. ANNE'S CHILDREN & FAMILY CENTER**

St. Anne's Children & Family Center provides high-quality early learning opportunities and experiences for children aged 1 month through 6 years. As a participant in the Washington State Early Achievers program, St. Anne's is committed to meeting and exceeding all quality and educational standards for our center and for each child we serve.

## **ST. MARGARET'S SHELTER**

St. Margaret's Shelter provides transitional shelter to promote positive life changes in a supportive, short-term environment. Families experiencing homelessness can enter this emergency and transitional shelter and access case management to regain and stabilize housing.

## **SENIOR SERVICES**

Senior Services helps low-income clients who are elderly and/or living with disabilities live in their own homes longer. Senior Services helps clients build bonds of friendship with volunteers, who drive them to appointments and shopping trips and help them with basic household chores.

# LET'S GET STARTED



Want a tour or an informational meeting before you commit?  
Just call us at (509) 625-3535

# Goals for our Volunteers

We want our volunteers to feel connected to our Mission and the work we do as an agency. Volunteers should understand how our core values of Respect, Collaboration, Justice and Compassion are integral to our mission and service to others.

Our volunteers should understand the dynamics and challenges of the work we do for the poor and vulnerable in our community. We want to emphasize that we serve ALL regardless of race, ethnicity, faith, etc.,

Volunteers should know the value of their time. Volunteers save our agency \$3 million dollars a year by contributing over 160,000 hours of service. Each program should help volunteers understand the difference they make through dollars saved, lives improved, persons fed, babies diapered, etc.

Volunteers should understand the culture of our programs/sites: how to treat patrons, resources for clients, what to wear, hours of operation, flow chart of workforce, who to go to for help/assistance, etc.

Each volunteer should read and understand our Code of Conduct and our confidentiality expectations to ensure that all our clients are treated with dignity and respect. Volunteers should know any safety policies and procedures for their volunteer site. The safety of our staff, clients, and volunteers is essential to the successful execution of our work.

Catholic Charities knows that partnering with the greater community is the best approach for addressing the most pressing challenges Eastern Washington faces. We rely on volunteers to support many of our programs and to share the work of providing hope and stability to our neighbors.

We believe community challenges require a community response. We have created unique opportunities for individuals, groups, businesses, schools, students and retirees to work with us in affirming the dignity of our most vulnerable neighbors.



The following Code of Conduct applies to: Clergy, Seminarians, all employees of the Catholic Bishop of Spokane, Parishes, Schools, Catholic Charities Spokane, Institutions, CPC, Catholic Cemeteries of Spokane and Volunteers in church ministry, hereinafter referred to as church personnel.

Those who act in the name of the church have special influence in the lives of the people to whom they minister. Because of the respect and even reverence with which many people seek help from the church's ministers, there is an imbalance of power and hence a vulnerability inherent in the ministerial relationship. In these circumstances there is likely an absence of meaningful consent to any sexual activity, even if the person is an adult. This imbalance of power makes any sexual activity always inappropriate. It is the responsibility of the church minister or staff member to maintain appropriate emotional and sexual boundaries with those with whom they work and serve.

As in other helping professions such as physicians and therapists, the special nature of the relationship between church personnel and the people they serve calls for a higher ethical standard of behavior. In such relationships the appropriateness or inappropriateness of behavior is judged not by the intent of the church person, but by its impact upon the recipient. It is the policy of this diocese to expect the behavior of all church personnel to comply with professional ethics and Catholic moral standard. Not only must the actual behavior meet appropriate standards, but all church personnel also are expected to act in ways which do not give the appearance of impropriety.

### **TOUCHING:**

Touching must be age-appropriate and based on the need of the young person and not on the need of the adult. An adult must avoid physical contact when alone with a young person. Touches and embraces that are experienced or perceived as uncomfortable to the individual, adult or child, are forbidden. Adults should avoid any physical touching of minors that may reasonably be perceived as sexual in nature.

Examples of behaviors with minors that can be misconstrued as sexual in nature, and thus are to be avoided, include but are not limited to:

- inappropriate or lengthy embraces
- kissing
- touching bottoms, chests, legs or genital areas
- spanking or slapping
- showing affection while in an isolated location
- wrestling or tickling
- piggy-back rides
- massages



It is important to remember that, when dealing with a child who inadvertently misplaces hands on a church person, the suggested way of dealing with this is to gently take the hands and remove them from the inappropriate spot, kneel down to the child's level, and continue the discussion at eye level. If a minor initiates physical contact, such as a hug, an appropriate, limited response is proper.

## **VERBAL AND NON-VERBAL COMMUNICATION:**

Examples of speech or actions which are inappropriate include but are not limited to:

- Compliments that relate to physique or body development
- Humiliation, ridicule, bullying, or degradation of another person
- Topics of discussion, vocabulary, recordings, films, games, computer software, internet sites or any other form of personal interaction or entertainment that could not be used comfortably in the presence of parents.
- Sexually explicit or pornographic material
- The singling out of persons, especially children, for special personal attention or personal gifts.

## **TRANSPORTATION & OUTINGS:**

When taking young people on field trips, conferences or tours, the following rules apply:

- One staff member or adult volunteer may never transport only one child unless the child is his/her own child.
- One person may transport a group of children. However, upon arrival two staff members or adult volunteers must accompany all children during all activities, events, and/or outings off parish, school or agency grounds.
- An adult shall always be accompanied by another adult when sleeping in a hotel room or tent with children.
- Adults and children shall each sleep in their own bed.
- Use of one's own home as the center for carrying out youth work is prohibited.
- Priests must not provide overnight accommodation for individual minors including but not limited to accommodations in any church-owned facility, private residence, hotel room or any place where there is no other adult supervision present. Immediate family is an exception to this mandate.
- Persons under 21 may never be taken on personal trips or vacations without other adults or appropriate chaperones.

## RELATIONSHIPS:

It is the church person's responsibility to be cognizant of appropriate behaviors in relationships and to maintain integrity in all ministerial actions. Dual relationships are those in which the professional or ministerial purpose is intermingled with personal friendship. Please refer to the introductory paragraphs of this Code of Conduct for reminders about the impact of "power" a church person has on individuals with whom he/she relates. Key points to be adhered to, and/or aware of, in relationships are:

- Sexual relationships with parishioners, counseling clients, students, or collaborators in ministry are forbidden.
- Church personnel assume the full burden for setting and maintaining clear, appropriate physical and emotional boundaries in all ministerial relationships.
- In situations where an inappropriate personal or physical attraction develops between a church person and an adult, client or young person, the church person is responsible to maintain clear, professional boundaries.
- It is unprofessional to suggest that the relationship between care givers and those who seek their help is a two-way relationship in which the care giver also receives help from the interaction. It is the responsibility of church personnel to retain a ministerial/professional relationship, not the client.
- The appearance or reality of concealing or asking individuals to conceal the fact and nature of a personal relationship is a violation of such boundaries.
- Church employees and volunteers, while not involved in ministerial activity, must be accompanied by at least one other adult when hosting activities for children with whom they have become acquainted through their ministry.
- Employees and volunteers acting in their parental role should be aware of the critical importance of applying these guidelines in situations involving children other than their own.

## DRUGS AND ALCOHOL:

At youth events, the following are unacceptable:

- use, possession or distribution of illegal drugs (reason for immediate termination of employment)
- smoking
- alcoholic beverages
- smokeless tobacco

## ENVIRONMENT:

Church personnel cannot always avoid situations where they are alone with a minor, but if a one-on-one meeting with a minor is necessary, the following are recommended:

- avoid meeting in isolated environments
- schedule meetings at times when others are around
- choose locations that create accountability
- limit the time of the session
- make appropriate referral(s)
- have another person present when at all feasible
- meet in as public a place as possible
- leave door ajar
- choose a room with a window in the door when available
- avoid all physical contact with the minor

Volunteers and employees are prohibited from using work place computers or other means of communications inappropriately as is presented in the diocesan policy on the use of technology.

No person may serve with minors or young adults if he or she has ever been convicted of any of the below listed criminal offenses, has ever received deferred adjudication for any such criminal offenses, or there is presently pending any criminal charges for such offenses until a determination of guilt or innocence is made. Criminal offenses include:

- A felony classified as an offense against a person or family. Offenses against a person include but are not limited to: murder, assault, sexual assault, and abandoning or endangering a child. Offenses against a family include but are not limited to: bigamy or incest.
- A felony classified as an offense against public order or indecency. Offenses against public order or indecency include but are not limited to: prostitution or the possession or promotion of child pornography.
- A felony classified as an offense against a person or family. Offenses against a person include but are not limited to: murder, assault, sexual assault, and abandoning or endangering a child. Offenses against a family include but are not limited to: bigamy or incest.
- A felony classified as an offense against public order or indecency. Offenses against public order or indecency include but are not limited to: prostitution or the possession or promotion of child pornography.
- A felony violation within the last five years of any law intended to control the possession or distribution of any substance included as a controlled substance in the Washington State Uniform Controlled Substances Act.

The following terms used in this Oath shall have the same meaning as those terms in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Rules: Breach, Disclosure, Individual, Minimum Necessary, Protected Health Information (PHI), and Required By Law. "HIPAA Rules" shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.

Basic to the maintenance of professional ethics and community respect is the principle of confidentiality. All Catholic Charities Eastern Washington (CCEW) staff, volunteers, and intern/practicum students who have access to personal information have the below set of ethical responsibilities by which they are bound to the clients to act in good faith, expecting that their circumstances and personal matters will remain confidential. Thus, we are obliged to honor this trust.

Though not all inclusive, the following is presented to provide some guidelines concerning the matter on confidentiality.

1. Information and details about a client's matters may be discussed for clinical purposes only. That is, personal data may be discussed in clinical and supervisory meetings in order that the matter may be more appropriately and therapeutically managed. If you must discuss client information, make sure you do it in your office and that the door is closed.
2. No identifying client information such as: names, birth dates, addresses, Social Security numbers, and other Protected Health Information (PHI) should be revealed to anyone outside of the Agency and only to those in the Agency to whom the information is necessary for the welfare of the client. No protected information shall be left in open view if you step away from your desk, unless (as applicable) your office door is closed and locked.
3. According to HIPAA Rules, client records can only be accessed per the minimum necessary standard. A signed Release of Information (ROI) must accompany all client records released to another agency or program. In no situation should the file be sent to another person or agency without a signed ROI. All court orders and subpoenas must be immediately referred to the Program Director before any information is provided concerning a client.
4. Discussing the details of the case outside of the Agency even though names, addresses and social security numbers are not revealed, could also be considered a breach of confidentiality. That is, one might possibly describe in detail, facts about the case and never mention who the person is or allude in any way to names or any type of descriptive date, and yet within the discussion reveal enough that the listener might possibly identify the client. Discussing a case outside of the office should not be done. Talking about client's or clients' situations in the breakroom, hallways, or common areas is considered a breach of confidentiality.

5. The fact that a case has been made public through the news media does not alter the fact the individual still has confidentiality privileges within Catholic Charities and all its agencies. Thus, especially in these situations, confidentiality must still be maintained.

Furthermore, as an employee, volunteer, or intern/practicum student, by signing I agree not to divulge, publish, or otherwise make known to unauthorized persons any information viewed or obtained while dealing with CCEW equipment, data and materials, and;

(a) Not use or disclose PHI other than as permitted or required by this agreement or as required by law;

(b) Use appropriate administrative, fiscal, physical, and technical safeguards to ensure the confidentiality, integrity, and security of CCEW client protected health information (PHI), per regulations outlined in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) pursuant to Subpart C of 45 CFR Part 164.

(c) Report to my supervisor any use or disclosure of PHI not provided for by the Oath of which I become aware, including breaches of unsecured PHI as required by 45 CFR 164.410, and any security incident of which I become aware;

(d) Forward any request for PHI received directly from the Individual to the Program Director immediately upon receipt.

The following Oath will be signed by the staff, volunteers, and intern/practicum students who have access to personal information, and it will be kept in their personnel or volunteer file.

Violation of this Oath may result in disciplinary action up to and including termination of employment or contract with CCEW.

*I acknowledge that I have read and fully understand my obligations under this Oath and hereby agree to abide by its terms. Furthermore, I acknowledge that I have read and understand the CCEW Management Information Systems (MIS) policies and procedures and know that I can refer to it at any time on the CCEW website or in hard copy at my program or in the CCEW HR office.*

Catholic Charities welcomes individuals who are heterosexual, bisexual, gay, lesbian, transgender queer and/or gender non-conforming of different races, classes, religions, ages, protected classes and backgrounds. We do not discriminate based upon gender identity or gender expression, and as a client, staff and/or volunteer, I agree to be respectful, of program participants, volunteers and staff. I understand that any oppressive or abusive language or actions are not acceptable, and that I am bound by law to keep any personal information I learn about a client confidential. If I have any questions about this procedure, I can ask a staff member to explain it to me.

If a program participant, volunteer, or staff member is acting in an abusive or oppressive way towards me, I know that I can report this behavior to a staff member. If I feel that the issue has not been addressed, I can then report it to the Program Coordinator. If the issue has still not been appropriately addressed, I can bring the issue to the Director.

## HOLD HARMLESS/INDEMNITY AGREEMENT FOR ADULT VOLUNTEERS

I, my personal representatives, heirs and assigns do hereby agree to protect, defend, hold harmless and fully indemnify Catholic Charities Eastern Washington, its programs, agents, officers, employees, insurers, and assigns, for any claim or cause of action arising out of strict liability or ordinary negligence in any way connected with my volunteer activity which causes me physical harm or property damage. I further agree to release, hold harmless and indemnify Catholic Charities Eastern Washington, its programs, agents, officers, employees, insurers, and assigns, from any claim, judgment or expenses which may be incurred by my participation in said activity.

I also acknowledge that I am aware of activity safety regulations and will comply, assuming all risk for myself and all liability to others if I fail to do so. If any portion of this agreement is held invalid, it is agreed that the balance thereof shall continue to full legal force and effect.

I, \_\_\_\_\_, authorize **Catholic Charities Eastern Washington** and/or its agents to make an independent investigation of my background, criminal or police records, confirming the information contained on my Volunteer Application which may be material to my qualifications for being a volunteer now and, if applicable, during the tenure of my volunteer work with **Catholic Charities Eastern Washington**.

I release **Catholic Charities Spokane** and/or its agents and any person or entity that provides information pursuant to this authorization, from any and all liabilities, claims or lawsuits in regard to the information obtained from any and all of the above referenced sources used. The following is my true and complete legal name and all information is true and correct to the best of my knowledge:

Name (Printed) LAST		MIDDLE	FIRST
Maiden Name or Other Names Used			
Present Address	City	State	Zip
Former Address	City	State	Zip
(Please provide 7 years of address history if less than 3 years in Washington State. Use back of page if necessary.)			
Former Address	City	State	Zip
*Date of Birth	**Social Security Number	**Driver's License Number	
Signature			
Date			

**FOR THE SAFETY OF OUR CLIENTS AND PATRONS**

Background checks are run at a minimum of every two years on all active volunteers. In the event that a negative report comes back on a volunteer, we reserve the right to terminate the volunteer.

\* The information is **always required**.  
\*\*Information **required** if a Washington state resident for less than 3 years in order to do a federal background check. (PLEASE CALL IN SOCIAL SECURITY NUMBER IF YOU ARE FROM OUT OF STATE. Phone 509-625-3535.) All information is used for identification purposes only, and is in no manner used as qualifications for volunteering. **Catholic Charities Spokane** is an Equal Opportunity Employer and does not discriminate on the basis of sex, race, religion, age, handicap or national origin.

Please be aware that background checks are re-run at a minimum of every two years for active volunteers.

Catholic Charities Spokane will not tolerate violations of our Code of Conduct and Volunteer Privacy Policy or any behavior/conduct that would be considered inappropriate, harassing or abusive treatment of our staff, clients or patrons or any DSHS prohibitive crimes. (6-6-17)

Catholic Charities Eastern Washington welcomes students  
under the age of 21 to volunteer with us.

### YOUTH GROUP INFORMATION:

- The minimum age for youth volunteers is the 4th grade. For youth under 4th grade, we can provide tours and assist in coordinating donation drives.
- Volunteers under age 16 must be accompanied by an adult (preferably a parent, grandparent or legal guardian), whenever they volunteer. The accompanying adults must also apply and be accepted to volunteer by the agency.
- For youth groups under age 16, the ratio must be 1 adult chaperone to 10 youth. (Chaperones must be at least 21 years of age.)
- Only the adult supervisor responsible for coordinating/leading the group and the adult chaperones must fill out the required paperwork (i.e. the volunteer application.)
- Supervisor must show proof of school or organization youth permission forms. (If the forms do not have a photo release, the parents of each child will need to fill out permission slip to that effect.)
- Supervisor must sign a Hold Harmless form for their group to be able to participate in our volunteer opportunities, and they should have emergency contact information on hand for each volunteer on the day of service.

**Please note:** Youth groups under age 12 are not allowed to serve at the House of Charity and youth age 12 and under are not allowed to serve at St. Anne's Children and Family Center.

### Those who are 16-21 years may volunteer independently under these conditions:

- A volunteer application and all necessary volunteer paperwork must be submitted.
- Applicants between the ages 16-17 who wish to volunteer independently, must submit a signed Catholic Charities Eastern Washington Parental Acknowledgment and Permission form. This form must remain on file until the volunteer turns 18.
- Applicants aged 18-21 must be able to pass a criminal background check.
- Staff may conduct a face-to-face preliminary interview.
- Volunteers under 21 cannot provide transportation or personal care.
- All placements are at the discretion of the Volunteer Services Office and are contingent upon finding an appropriate match for both the student and agency.



We value the role engaged learning experiences contribute to personal and professional development.

Most of our sites accept service-learning students, interns and practicum students throughout the year.

### SERVICE LEARNING:

Service-Learning Students need to complete our online volunteer application in order to be considered.

[volunteering@cceasterwna.org](mailto:volunteering@cceasterwna.org)

- Photocopies of state issued identification and the social security number of the applicant must be supplied for the required background check.
- We ask that all service learning students provide a copy of their course learning objectives to their on-site supervisor at the beginning of the term so we can be a true partner in your learning process.
- You will need to provide your own transportation to and from the volunteer site. Consider finding a friend to volunteer with so you can carpool.
- Please try to stick with your agreed upon volunteer schedule. If you need to miss your scheduled time, please give your volunteer site coordinator at least 24 hours notice.
- Check with your volunteer site coordinator on attire, where to park, and work expectations – your site orientation is a good time to do this.
- Remember that volunteering is like a job. We would love to serve as a reference for you in the future, but that means we expect you to approach your volunteering in a professional manner. If we sign your service learning contract we expect you to fulfill your obligations in a reliable fashion.

# Youth Opportunities

## INTERNSHIPS & PRACTICUM PLACEMENTS

- We have limited slots for internships/practicums so please contact us well in advance of your anticipated start date. Many of our programs host interns and practicum students but not every semester or quarter so most slots are filled on a first come- first served basis.
- In order to be considered, you will be asked to fill out a questionnaire about your program requirements and be available for an interview. Please allow at least three weeks to complete this part of the process.
- Email [volunteering@ccspokane.org](mailto:volunteering@ccspokane.org) to receive the internship/practicum questionnaire.
- You will need to provide a copy of any expectations, requirements, learning contracts or paperwork involved with your internship at or before your interview.
- If you are selected for an internship or practicum, you will need to complete our online volunteer application at least two weeks prior to your start date.
- The application can be found at: [www.volunteer.cceasternwa.org](http://www.volunteer.cceasternwa.org)
- Photocopies of state issued identification and the social security number of the applicant must be supplied for the required background check.



# Volunteer With Your Group

We love hosting groups for service days. Please consider bringing your school, club, youth group, family, college club/fraternity, civic group, business or book club to serve with us.

## **SCHOOLS/CLASSROOMS:**

Decorating shelters for the holidays, donation drives, educational tours of our programs

## **CLUBS AND CIVIC GROUPS:**

Sorting and organizing donations, donation drives, yard clean-ups, serving a meal

## **YOUTH GROUPS:**

Sorting and organizing donations, donation drives, childcare supervision

## **BUSINESSES:**

Sorting donations, cooking and serving a meal, building maintenance

## **CHURCH GROUPS:**

Leaf raking, donation drives, socializing with shelter patrons

## **FAMILIES:**

Leaf raking, yard clean-ups, bundling diapers for our Diaper Bank, clean-ups, bundling diapers for our diaper bank

**We can accommodate groups of 5-50 people. Groups with children under 16 years if age will need one chaperone for every ten children.**

To get started with your group, please contact us at **[volunteering@cceasternwa.org](mailto:volunteering@cceasternwa.org)** or **509-625-3535**.

# Other Ways to Get Involved

Donate time and talent

Donate gently used items

Make a financial gift

Make a bequest or a memorial gift

Pray or advocate

Become a **Partner in Hope** with a monthly gift  
**CALL (509) 459-6174** or visit **[www.cceasternwa.org](http://www.cceasternwa.org)**

Commit to the future with a gift to the **Catholic Charities Foundation**  
**CALL (509) 358-4266**

Ask your employer for a **CHARITABLE MATCHING** form!  
*If offered, your gift to us grows.*

**Designate Catholic Charities Spokane through your  
workplace giving payroll deduction program**

*WA State Combined Fund Drive #0316163*

*United Way - Complete Donor Option Form*

*Combined Federal Campaign #22732*

# On Going Needs

## DONATION GUIDELINES

In-kind gifts of hygiene items, household items, linens, diapers, select clothing items and many other necessities are needed on an ongoing basis in our programs.

### Family Services Center | 12 E 5th Spokane WA

9am - 4pm Monday - Thursday (509) 358-4250

*Our main administration building accepts smaller donations (clothing, linens, etc) for all of our programs.*

**However, if you have donations that meet the specific interest of one of our programs (see below), dropping them at the appropriate location is most helpful.**

### CAPA/PREPARES | Lower Level 25 W 5th Spokane WA

8am - 5pm Monday - Thursday (509) 455-4986

#### Needs:

- Diapers (especially sizes 3-6) and wipes
- Baby and toddler clothing (sizes newborn - 5 years)
- Baby toiletries
- Gently used toys, strollers, pack n plays, Boppies, etc.
- (We are sorry we cannot accept used car seats or cribs)

**If your organization wants to hold a 'drive' for a good cause, CAPA would love for you to host a diaper drive or our traveling crib!**

### House of Charity | 32 W Pacific Ave Spokane WA

(509) 624-7821 x 104

#### Needs:

- Towels, twin-size blankets
- Personal (travel) size Toiletries
- Sugar, coffee, butter for kitchen
- 16oz. bottled water
- Sliced cheese - Costco sized
- Cereal bars, granola bars
- Single-serving chips and fruit cups
- Hats, gloves, mittens
- Socks
- Feminine Hygiene products
- Men's and Women's underwear

# On Going Needs

## DONATION GUIDELINES

### Housing | 12 E 5th Spokane WA

9am - 4pm Monday - Thursday (509) 358-4250

#### Needs:

- Can Openers
- Toilet Paper, Facial Tissue, Paper Towels
- Feminine Hygiene Products
- Pet Food for Service Animals

### St Anne's Children and Family Center | 25 W 5th Spokane WA

8am - 5pm Monday - Friday (509) 232-1111

#### Needs:

- Children's clothing (newborn-size 6)
- Winter clothing for children
- Snap bibs
- Diapers and baby wipes (especially sizes 3-6)
- Books and board books
- Art supplies
- Toys
- School supplies: washable markers, glue sticks, construction paper, fat crayons, glue, colored pencils, paints, brushes

### St Margaret's Shelter | 101 E Hartson Spokane WA

(509) 624-9788

#### Needs:

- Diapers (especially sizes 3-6) and wipes
- Gently used women's clothing (especially work attire)
- Children's clothing, toys, school supplies
- Toiletries (lotion, soap, shampoo)
- Non-perishable food pantry items
- Towels, bathmats, dishware, small household items

# Donation Drives

Certain items are always in great demand within our programs. If your school, church, or workplace wishes to make an impact, running a Donation Drive is a great way to do so!

There is no need to contact us prior to your event unless you have specific questions, but please call us to coordinate drop off so that we may greet you at a convenient time and make sure your wonderful donations make it to the program most in need!

**For any questions, please contact: [volunteering@cceasterwna.org](mailto:volunteering@cceasterwna.org)**





# *Catholic Charities*

EASTERN WASHINGTON

Catholic Charities is a family of supporters and volunteers, clients and patrons, united by the belief that every person is a child of God, worthy of dignity and compassion. We are grateful every day for the privilege of serving our community.

Thank you again for making the commitment to give time and talent in our programs.



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