



November 2, 2020

Dear Volunteer,

Thank you for your interest in volunteering at the Tepeyac Welcoming Migrant Center. Prior to your beginning volunteer work at the Center, please complete the attached Volunteer Application. [\[English\]](#), [\[Spanish\]](#)  
In addition, in accordance with the policy of the Roman Catholic Diocese of Rochester, all volunteers working with children, youth or vulnerable adults are required to:

1. Complete a Background Check (for 18 years of age and older) – you will receive a separate email with a link for you to enter the information. Please contact us if you do not have internet access.
2. Sign the Volunteer Code of Conduct: ADULTS [\[English\]](#) [\[Spanish\]](#) – MINORS [\[English\]](#) [\[Spanish\]](#)
3. Complete the Creating a Safe Environment (CASE) Training for Adults (ages 18 and over)\* - CASE Training can be done online anytime, day or night, or in-person. Please submit your CASE Completion Certification to the Department of Pastoral Services. For technical support, please call the Diocesan IT Desk at 1-800-844-7177. (MON-FRI, 8 AM-5 PM) [\[Instructions\]](#).
4. Complete the Creating a Safe Environment (CASE) Training for Minors\* - Volunteers under 18 must complete CASE training in person only. Please contact us to arrange for this training.
5. Volunteer Drivers: CASE certified volunteers 21 years old and over are eligible to apply as a volunteer driver and must complete a Driver Form in addition to the above. [\[Volunteer Driver Policy and Forms\]](#)

All requirements (Volunteer Application, Background Check, Volunteer Code of Conduct and CASE Training) must be processed prior to volunteering. Either Jorge Salgado or Carmen Rollinson will contact you to confirm everything is completed.

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Additional Information:

- \* Only one volunteer may take the Quiz at a time. Two volunteers taking one quiz is not permitted.
- \* Use a desktop or laptop computer (PC or MAC). Do not use tablets or mobile devices.
- \* Use latest version of Internet Explorer. (Google Chrome, Mozilla Firefox & Safari do not support Flash & Java.)
- \* Users must have Adobe Flash and Reader installed on their computer. (Free software at <http://www.adobe.com>)
- \* Users must disable their web browser's pop-up blocker.
- \* Users must be using a computer connected to a printer to print CASE Certificate and Quiz Results. If there is no access to a printer, users may either save the files as a .pdf, take a Screen Shot, or take a photo of said documents and send them to Jorge Salgado or Carmen Rollinson via e-mail. Volunteers may also complete CASE training at the Tepeyac Welcoming Migrant Center with access to a printer.
- \* Recommended you complete training in one sitting, as you may experience technical issues upon return. If you do, clear all History, cookies and cache in the browser and start again.

Please email your completed forms to Jorge Salgado, with a copy to Carmen Rollinson.

**If you have any questions, please do not hesitate to contact us.**

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