



# **Volunteer Handbook**

**American Red Cross of Lee County**

**Fort Myers, Florida**

**10164**

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## WELCOME!

**On behalf of everyone at the Lee County Chapter of the American Red Cross, welcome and thank you for joining our team. You are now a member of an international movement with organizations in more than 170 countries.**

**In Lee County, several hundred volunteers donate their time and talent to help local citizens prevent, prepare for and respond to emergencies. During the 2004 hurricane recovery, more than 900 spontaneous volunteers helped the chapter. Many of them went on to become permanent volunteers. They hold ongoing volunteer positions in the chapter as well as assisting as disaster volunteers when needed.**

**This handbook was created to give you important information that will enhance your volunteer experience. Please take the time to read it through and refer back to it as questions arise. Feel free to contact the Chapter for additional information or to pass along suggestions or comments. Feel free to contact the Chapter for additional information, questions or concerns or to pass on any suggestions or comments. Our phone number is 239-278-3401. Once again, welcome to the Lee County Chapter. We wish you a rewarding experience as an American Red Cross volunteer.**

### **About This Handbook**

Welcome to the American Red Cross. Thank you for joining our cadre of over 5 million American Red Cross volunteers and volunteer blood donors.

This handbook was prepared to give you some essential information about the policies and expectations of Lee County. The handbook has been organized by topic to help you find information you need easily. You are also encouraged to talk with your supervisor and Volunteer Coordinator if you have any questions about the content of this handbook.

Lee County reserves the right to modify the policies in this handbook without prior notice. The policies described in this handbook replace all prior policies, handbooks or policy guidance provided.

Thank you for giving your time and talents to help others. We hope that you find volunteering with the American Red Cross a positive and rewarding experience.

### **American Red Cross Mission**

The American Red Cross, a humanitarian organization led by volunteers and guided by its Congressional Charter and the Fundamental Principles of the International Red Cross/Red Crescent Movement, will provide relief to victims of disaster and help people prevent, prepare for, and respond to emergencies.

#### **Fundamental Principles of the Red Cross/Red Crescent Movement**

Volunteers are expected to adhere to the Fundamental Principles of the International Red Cross Movement: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality. Brief descriptions of each are provided below:

**Humanity:** The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

**Impartiality:** The Movement makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

**Neutrality:** In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

**Independence:** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

**Voluntary service:** The Movement is a voluntary relief movement not prompted in any manner by desire for gain.

**Unity:** There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

**Universality:** The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

Our commitment to the Fundamental Principles brings us together with a common purpose and inspires us to excel and to behave in ways that inspire the trust of the American people. Each of us is responsible for upholding and living in accordance with these values every day.

## Values

Our American Red Cross values provide the foundation for the way we behave and the standard to which we hold ourselves. Each of us is responsible for upholding the values and living in accordance with them every day:

- \* Accountability,
  - \* Collaboration,
  - \* Commitment,
  - \* Results,
  - \* Trustworthiness and
  - \* Humanitarianism.
- Ethics Every Day

As volunteers at the American Red Cross, each of us is responsible, every day, for our own behavior and decisions we make. We affect the people and community around us. We make a difference.

We are committed to making a positive difference by

- \* Improving the quality of human life.
- \* Enhancing self-reliance and concern for others.
- \* Helping people avoid, prepare for and cope with emergencies.

In living out this mission, each of us is responsible for living up to the fundamental standards of our culture:

- \* Telling the truth
- \* Keeping promises
- \* Respecting individuals
- \* Being fair

The Concern Connection Line

1-888-309-9679

It is your responsibility to be an active protector of the values that make us who we are. If a potential illegal, unsafe or unethical situation arises in the Red Cross workplace, speak up! If possible, notify your supervisor, volunteer resources representative or any manager with whom you feel comfortable. If attempts to resolve this at a local level are unsuccessful, call the Concern Connection Line.

## Red Cross History

Clara Barton founded the American Red Cross in 1881. In 1905, the United States Congress gave Red Cross a charter that mandates it to provide relief for domestic and international disaster victims and communication services for members of the Armed Forces. Every Red Cross chapter must do these two things, although many provide a much greater variety of community services.

Facts about the Red Cross -

- \* The International Red Cross was founded by Henry Dunant in 1863. Its Headquarters is in Geneva, Switzerland.
- \* The American Red Cross was founded by Clara Barton in 1881 and is part of the International Red Cross and Red Crescent Movement.
- \* The United States Congress has mandated that all Red Cross chapters must provide services for the military and their families and provide relief assistance during all disasters, domestic and international.
- \* American Red Cross Headquarters is in Washington, DC.
- \* There are over 800 chapters and 35 blood services regions in the United States; we also have Armed Forces Emergency Services stations serving members of the military and their families in the US and overseas.
- \* All Red Cross disaster assistance is an outright gift. It is funded by voluntary contributions from the American people.
- \* The International Red Cross has been awarded the Nobel Peace Prize four times.

The International Red Cross and Red Crescent Movement is an international organization with societies in 176 countries. It is unique among voluntary service organizations because it was founded on the seven Fundamental Principles.

## About the Lee County Chapter

The Lee County Chapter was chartered on June 28, 1917. Approximately ten percent of the population of Fort Myers became members through a contest of two teams. The first headquarters was in a storefront in the Arcade building in downtown Fort Myers. The principal work of the volunteers then was making hospital garments and muslin bandages. Volunteers made 1,680 abdominal bandages and 8,000 gauze compresses. Women knitted socks, sweaters, wristlets, and mufflers. All were sent to the military overseas.

In January 1918, the Great Red Cross Carnival was held, with upwards of 1,500 people attending on the first day of the two-day event. The carnival grossed \$1,700 an unheard of amount in that day. Later that year fund raisers were held to support the War Fund Drive. They included entertainment, mock trials, plays, and an auction of five mammoth watermelons which brought in \$104.50. People who donated got their names in the Daily News. Lee County exceeded its assigned goal of \$8,000 by raising \$11,633.35 in one weeks time through the generous contributions of 1,603 donors. The money raised then would equate to more than \$150,000 today.

## **Our Major Services**

You may not even realize all the good work the Lee County Chapter does in your community.

- Helps victims of fires and other disasters by providing housing, financial assistance, and the opportunity to get back on their feet.
- Supports our local military families with crisis communication, financial assistance, and emotional support.
- Prepares to shelter thousands of our neighbors during hurricane season.
- Teaches life-saving courses in First Aid, CPR, "Learn to Swim" and life guard certification.
- Feeds hundreds of firefighters and other rescue personnel during fire season, and other emergencies.

## **Lee County Chapter, Contact Information**

**As of July 8, 2005. The Lee County Chapter is located at**

**6310 Techster Blvd., Ste 7**

**Fort Myers, FL 33912**

**Phone: 239-278-3401**

**Fax: 239-278-4829**

**Email: [chapter@arclcc.org](mailto:chapter@arclcc.org)**

**Website: [www.arclcc.org](http://www.arclcc.org)**

**Office hours are Monday-Friday from 8:30 a.m. to 4:30 p.m..**

**The Chapter's Executive Director is Heidi Ruster**

## **Volunteer Policies**

### **Commitment to Volunteers, Diversity and Youth Involvement**

The achievement of the goals of the Lee County Chapter is best served by the active participation of members of the community. To this end, the Lee County Chapter accepts and encourages the involvement of volunteers at all levels of the organization and within all appropriate programs and activities.

Volunteers are viewed as a valuable resource. They shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of the organization.

The Lee County Chapter is committed to diversity and inclusiveness. Our employees, volunteers, governance, customers, financial contributors, clients, suppliers and vendors should be representative of the diversity of the people residing in each local community the Red Cross serves. We are committed to people diversity, program diversity and service diversity.

Youth volunteers are welcomed! However, as volunteers who have not reached age 18, youth volunteers must have the written consent of a parent or guardian prior to volunteering. The volunteer work assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labor laws.

Youth are a vital link to the life of the American Red Cross and the future of this country. The American Red Cross is committed to developing youth involvement so that young people may better serve their community and become the leaders of tomorrow.

### **Ten Principles of Volunteerism**

1. We can broaden our nation's volunteer force by removing barriers to volunteering.
2. Volunteers are not free.
3. Volunteers contribute more than meets the eye.
4. Volunteer does not mean amateur.
5. Volunteers and the organization they serve must meet each other's expectations.
6. Volunteers must never be exploited.
7. Volunteers make excellent middle and senior managers.
8. When recruiting volunteers, it is more important to place the right person in the right job than to attract volunteers at random.
9. We can help shape government policies on volunteerism.
10. Everyone benefits when nonprofit organizations collaborate.

### **Definition of an American Red Cross Volunteer**

A Red Cross volunteer is an individual who, beyond the responsibilities of paid employment, freely assists the American Red Cross in the accomplishment of its mission without expectation or receipt of compensation.

### **Role of the Board of Directors**

The Board of Governors of the American Red Cross delegates authority and responsibility to the board of directors of each chapter for governance of the chapter, delivery of authorized services in the chapter's jurisdiction, and meeting corporate obligations to comply with corporate regulations.

### **Volunteer and Employee Roles and Relationships**

The American Red Cross is an organization governed, supported by and primarily staffed by volunteers. Employees are enablers of, and not substitutes for, volunteers. When possible, principal management roles are filled by teams of volunteer and employee management partnerships working together and sharing responsibility.

Volunteers serve in governance, management, direct service, support service, consulting and advisory roles. Volunteers may be involved in all programs and activities of the organization, and serve at all levels of skill and decision making.

Consistent with the Strategic Direction of the American Red Cross to inspire a new generation of volunteers, volunteers and employees are considered to be partners in implementing the mission and programs of the Lee County Chapter and the American Red Cross. Volunteers and employees have equal and complementary roles to play. Volunteers are encouraged to understand and respect the needs and abilities of the employees.

### **What You Can Expect from the Red Cross Lee County Chapter**

Your responsibility as a volunteer:

1. You will be assigned appropriate assignments according to skill, interests, availability and training.
2. You will be given appropriate expressions of appreciation and recognition.
3. You will receive orientation, training and supervision for the jobs you accept.
4. We will welcome your suggestions about your assignment and the Red Cross program for which you volunteer.
5. That volunteer records will be kept documenting your volunteer experience, positions held, training, evaluations and commendation.
6. You will be treated as a fellow staff member who contributes to Red Cross goals through the volunteer work.

### **What the Lee County Chapter Can Expect from You**

1. Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly, following established procedures and lines of communication.
2. You will cooperate with staff and your fellow volunteers and maintain a good team attitude.
3. You will attend all training sessions scheduled for assignment.
4. You will keep all communications with or concerning clients or donors confidential.
5. You will report for all duty on time.
6. You will provide feedback to the organization to help us continually improve.
7. You will act in a responsible manner with all Chapter technical/electronic equipment, facilities and resources.

### **Insurance for Volunteers**

In general, the American Red Cross insurance covers volunteers while they are acting as agents for the Red Cross

\* Liabilities they might incur while performing Red Cross duties

\* Liabilities incurred as a result of accidents while driving a Red Cross motor vehicle

\* Medical expenses incurred in conjunction with their Red Cross volunteer activities (this insurance is limited to a maximum of \$10,000 and injured volunteers should first turn to their personal health and medical insurance)

\* Wrongful acts such as any breach of duty, error, misstatement, or misleading statement by any volunteer which is committed while performing official duties on behalf of the Red Cross

[Volunteers are not usually eligible for worker's compensation benefits. However if a state decides that a volunteer should receive these benefits, then the volunteer will be covered.]

Questions about Insurance for volunteers can be referred to the Director of Accounting.

### **Dual Role of Red Cross Volunteers and Employees**

At times, employees of the Lee County Chapter may desire to volunteer for the organization. Exempt employees may volunteer for the Lee County Chapter. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees may only volunteer for the Lee County Chapter in certain limited circumstances. Specifically, a non-exempt employee is not permitted to volunteer his or her time to the American Red Cross, except when all of the following conditions have been met:

(1) The service is entirely voluntary with no promise of advancement or penalty for not volunteering -- that is, it is not coerced;

(2) The volunteer work is sufficiently distinct from, and in a different capacity than, the work for which the non-exempt employee is paid. For example, a non-exempt employee who teaches any courses as part of his or her usual job functions may not volunteer to teach other courses; and

(3) The volunteer neither expects to receive pay for the volunteer work nor receives any wages for the work.

Any employee who wishes to volunteer services for the Lee County Chapter or American Red Cross must speak to his or her manager and the Executive Director or the Volunteer Coordinator before performing any such volunteer service. If a Lee County Chapter employee wishes to volunteer under the above restrictions, a volunteer application must be on file as good documentation that the employee voluntarily decides to become a volunteer and was not coerced into performing additional duties].

### **Recruitment and Selection Policies**

#### **Role of the Volunteer Coordinator**

The productive involvement of volunteers requires a planned and organized effort. The function of the Volunteer Coordinator with partnership of the Director of Service Delivery is to provide a central coordinating point for effective volunteer placement within the Lee County Chapter, and to direct and assist volunteer and employee efforts jointly to provide more productive services. The Volunteer Coordinator shall also bear responsibility for maintaining liaison with other volunteer programs in the community and assisting in community-wide efforts to recognize and promote volunteering. The Volunteer Coordinator shall bear primary responsibility for planning for effective volunteer deployment (other than DSHR), for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers and for tracking and evaluating the contributions of volunteers to the organization.

#### **Volunteer Records, References and Privacy**

The Lee County Chapter maintains personnel records of each volunteer which are the property of the Lee County Chapter and are confidential. Volunteers are required to notify the Staffing department of any changes in contact information (i.e., emergency contact notification, home address, telephone number(s), email address) and to report any additional educational and skill training acquired after joining the Lee County Chapter. Volunteers may review their personnel records at any time. Volunteers must notify Staffing department and schedule a time that is mutually convenient.

#### **Volunteer Position Descriptions**

Every registered volunteer position in the Lee County Chapter has a volunteer position description summarizing the principal duties, responsibilities, qualifications and essential work functions of the volunteer assignment. Volunteer position descriptions should be periodically updated to reflect changes in title, assignment or essential work functions.

#### **Recruitment and Equal Opportunity**

Volunteers are recruited by the Red Cross on a pro-active basis, with the intent of broadening and expanding volunteer involvement to assist in mobilizing communities to help people prevent, prepare for and respond to disasters and other life-threatening emergencies. Volunteers are recruited without regard to gender, disability, age, race or other condition. Volunteers are recruited based upon their skills, abilities and suitability to perform volunteer responsibilities.

#### **Our volunteer intake process is as follows, the prospective volunteer:**

Completes a volunteer application;

o Signs the application receiving this handbook for review and understanding of the American Red Cross Code of Conduct and Intellectual Property, Confidential Information Agreement and Statement of Understanding. .

o Provides appropriate references or signs a release for a background check;

o Participates in a screening interview;

o Completes volunteer Fulfilling Our Mission (FOM) class; and

o Works with the Volunteer Coordinator and when assigned-direct supervisor in signing up for courses needed to fulfill responsibilities and tasks.

Additionally, some volunteers, such as nurses or disaster mental health volunteers will need to provide proof of current licensure. Exceptions to these procedures may be made under some limited circumstances such as when the community is experiencing a larger-scale disaster.

#### **Placement:**

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met; no volunteer should be assigned to a make-work position and no position should be given to an unqualified or uninterested volunteer.

#### **Recruitment of Minors (Parent/Guardian Release Form)**

Volunteers who have not reached the age 18 must have the written consent of a parent or legal guardian prior to volunteering. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with the appropriate requirements of child labor laws.

#### **Service at the Discretion of the Organization**

The Lee County Chapter accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Lee County Chapter. Volunteers agree that the organization may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Lee County Chapter or to make changes in the nature of their volunteer assignment.

#### **Nepotism and Fraternization**

The Lee County Chapter permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the Lee County Chapter, create actual or perceived conflicts of interest. For purposes of this policy, relative is a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, niece, nephew or corresponding in-law or step relation, or significant other with whom the volunteer has a relationship. The Lee County Chapter exercises sound business judgment in the placement of related volunteers in accordance with the following guidelines:

(1) Individuals who are relatives may work in the same Lee County Chapter facility, as long as no direct reporting or supervisory relationship exists. No volunteer is permitted to work within the chain of command of a relative such that the volunteer's work responsibilities or career progress could be influenced by a relative.

(2) No relatives are permitted to work in any positions, in which the Lee County Chapter believes an inherent conflict of interest may exist.

(3) Volunteers who marry or enter into a romantic relationship while volunteering are treated in accordance with these guidelines. If, in the opinion of the Lee County Chapter, an actual or apparent conflict arises as a result of marriage, one of the volunteers will be reassigned or volunteer involvement will end within 90 days if no reassignment is available.

This policy applies to all categories of volunteer assignments.

#### **Reference and Background Checks**

The Lee County Chapter strives to maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent volunteers and employees who do not present a risk of harm to their co-workers or others. The Lee County Chapter will perform reference and background checks at any time in the application or volunteer management process. All reference and background checks will be performed in accordance with applicable federal and/or state law.

Reference and background checks may include volunteer history and education verification, criminal history, social security number verification and sex offender registry review, where available, and licensure and motor vehicle record if appropriate to the position. In conducting reference and background checks, the Lee County Chapter may use consumer reporting agencies to gather and report information to the Lee County Chapter in the form of consumer or investigative consumer reports. All reference and background check results will be maintained in a confidential file by the Staffing department.

Potential and current volunteers are expected to cooperate fully with reference and background checks. Cooperation includes, among other things, providing written consent to conduct a reference and background check and responding with truthful and complete information to inquiries made by the Lee County Chapter or third party investigators during the reference and background check process. Failure to cooperate in these respects, or any attempt to interfere with implementation of this policy, or the Lee County Chapter's efforts to obtain relevant information, may result in discipline, up to and including termination of volunteer involvement.

#### **Emergency Contact Information**

It is the responsibility of each volunteer to regularly update personal contact information and emergency contact information. This update can be made by contacting the Staffing.

#### **Volunteer Classification**

Registered and Registered for Credit Volunteers. Registered volunteers have demonstrated an ongoing commitment to the Red Cross and whose names and addresses are on file at the chapter or station. Registered for credit volunteers receive a formalized quid pro quo from the Red Cross.

**Unregistered Volunteers.** Volunteers who participate only briefly for a single time or special event, for whom no paper work is completed.

**Leadership Volunteers.** Volunteers serving in governance, management or advisory positions in the chapter, may be registered, registered for credit or unregistered.

The Lee County Chapter also accepts as volunteers, individuals participating in student community service activities, student intern projects, employee volunteer programs, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the agency, school, company or program from which these special volunteers originated and must identify responsibility for management and care of the volunteers.

#### **Court-Referred Volunteers**

Our chapter accepts court referred volunteers who need to fulfill community service hours for DWI convictions, however they will not be allowed to drive. Acceptance is based on a case-by-case situation and the availability of acceptable work situations, supervision, and time constraints.

#### **Clients and Relatives as Volunteers**

Clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provision of services to the client or others. Relatives of clients may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

#### **Former Employees as Volunteers**

Employees who have terminated their employment with the Lee County Chapter may apply for volunteer positions. Only those employees who resigned or retired in good standing will be considered for volunteer opportunities. Former employees of the Lee County Chapter will not be accepted for governance or leadership positions for at least two years after their employment has ended.

#### **Placement with At-Risk Clients**

Where volunteers are to be placed in direct contact with at-risk clients, additional screening procedures may be instituted. These procedures may include reference checks, direct background investigation, criminal investigation, etc. Volunteers who refuse permission for conduct of these checks will not be accepted for placement with clients.

#### **Supervision, Feedback, Training, and Miscellaneous Policies**

**Role of Supervisors:** Each volunteer has a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor may be a volunteer or employee. This supervisor is responsible for the day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance. The supervisor has primary responsibility for developing suitable assignments for the volunteer, for involving the volunteer in the communication flow of the Lee County Chapter and for providing feedback to the volunteer regarding their work.

A volunteer or employee who is assigned supervisory responsibility for volunteer(s) shall have this responsibility delineated in their position/job description.

#### **Performance Feedback**

Volunteers and their supervisors are encouraged to have informal, open and honest discussion on an ongoing basis about work performance and goals of the volunteer. A more formal performance review may be conducted at any time at the discretion of the volunteer's supervisor. Performance reviews are intended to reflect the volunteer's effectiveness on the job, and are a continuing record of work performance. They allow the supervisor to measure the volunteer's work against the requirements of their positions, review results of negotiated business goals, and assess general performance behaviors. As a result of performance feedback, volunteer development activities may be pursued. Volunteer development is a collaborative effort among the Lee County Chapter, supervisors, and volunteers to align individual goals with the overall direction of the Lee County Chapter. Development efforts are focused on building the capabilities of all volunteers.

#### **Training for Volunteers**

Volunteers and employees should have equal access to training for equivalent positions. All volunteers must go through Red Cross orientation. Volunteer development is a collaborative effort among the Lee County Chapter, supervisors and volunteers to align individual goals with the overall direction of the Lee County Chapter. Development efforts are focused on building the capabilities of all volunteers. Developmental activities may include both hands-on projects and formal training.

#### **Communicating with the Volunteer Office**

A supervisor is responsible for maintaining regular communications with the Chapter regarding the status of the volunteer(s) they are supervising, and are responsible for the timely provision of all necessary paperwork to the [department]. The Volunteer Office should be informed immediately of any substantial change in the work or status of a volunteer and should be consulted in advance before any corrective action is taken. Each volunteer should be provided with contact information for contacting the Volunteer Office regarding queries or concerns.

#### **Leaving Your Volunteer Assignment and Exit Interview**

A volunteer may decide to end his or her service with the Red Cross at any time and for any reason. Notice of the volunteer's decision to separate should be communicated as soon as possible to the volunteer's supervisor. Voluntary separation from the Lee County Chapter occurs when a volunteer dies, resigns or retires. Volunteers are encouraged to give the Lee County Chapter at least two weeks notice of intent to resign in a written resignation letter stating the reason for leaving and the intended last day of work. A volunteer who does not report to work for three consecutive assignments without contacting his or her supervisor may be considered to have

abandoned the position and voluntarily resigned from volunteer involvement. Involuntary separation occurs when a volunteer is discharged or when the position comes to an end. On or before the volunteer's last day of work, an exit interview should be scheduled, at which time all Lee County Chapter property must be returned. This includes American Red Cross-authorized credit cards (including but not limited to Visa, rental car, car service, telephone) and American Red Cross properties (including, but not limited to, equipment, supplies, policy manuals, organization manuals, business documents, papers, files, proprietary information, computers and accessories, portable telephones, procurement cards, access cards, identification badges and keys). Settlement of volunteer obligations (e.g., advances) must also be completed at the time of termination/separation. The interview should ascertain why the volunteer is leaving, suggestion for improving the position and the possibility of future volunteer involvement.

#### **Awards and Recognition**

The American Red Cross is committed to recognizing its volunteers and employees. As a Red Cross volunteer you are eligible for a number of awards both locally and nationally. Service pins are awarded on your one-year and five-year anniversaries and in five-year increments thereafter. The Lee County Chapter has annual recognition awards program. More information about Lee County Chapter awards and recognition program(s) is available from the supervisors.

#### **Reimbursement for Approved Expenses**

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the Lee County Chapter. Volunteers should check with their supervisors regarding specific reimbursable items. Prior approval must be sought for any major expenditure.

#### **Tracking Volunteer Hours**

Our chapter keeps track of volunteer hours of service. Each volunteer is responsible for keeping track of the volunteer hours on a monthly basis. Time includes travel to and from and assignment or class. At the beginning of each month, the volunteer is requested to call, fax, or email the previous month's volunteer hours. These hours are used as the basis for annual volunteer awards. Unless the volunteer reports hours worked, the chapter cannot be responsible for maintaining records which result in annual years-of-service awards. The volunteer hour records are maintained in Staffing.

#### **Attendance**

The Lee County Chapter expects all volunteers to assume diligent responsibility for their attendance and promptness. Volunteers who are unable to come to work or who will be late should notify their supervisors prior to their scheduled start time. Frequent absenteeism or lateness that is unexcused or excessive may result in disciplinary action, up to and including separation. Volunteers who have been absent for health reasons may be asked to provide fitness for duty certification prior to being allowed to return to active volunteering.

#### **Work Schedules**

The Lee County Chapter establishes the time and duration of working hours as required by workload, customer service need, the efficient management of personnel resources, and any applicable laws. Daily and weekly work schedules may be changed from time to time at the discretion of the Lee County Chapter as needed. The schedule of work hours and meal period for volunteers is determined by the supervisor and changes in work schedules are announced as far in advance as practicable.

#### **Inclement Weather**

Volunteers of the Lee County Chapter are not expected to report for work duties should weather conditions not be acceptable or it would be hazardous to report for work duties.

#### **Holidays**

##### **The Lee County Chapter observes the following holidays:**

New Year's Day	January 1
Martin Luther King, Jr., Day	3rd Monday in January
Presidents Day	3rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veterans Day	November 11
Thanksgiving Day	4th Thursday in November and Day After Thanksgiving
Christmas Day	December 25

Holidays that fall on Sunday will be observed the following Monday. Holidays that fall on Saturday will be observed on the preceding Friday. In order to maintain adequate staffing and production levels, management reserves the right to request a volunteer to work on a holiday. Note: the volunteer may decline this request.

#### **Safety & Security Policies**

##### **Workplace Safety and Security**

In order to provide a secure, safe and healthy work environment for volunteers, the Lee County Chapter periodically provides information to volunteers about workplace safety, health, and security issues through regular internal communication means such as meetings, memos or other written communications. Volunteers are discouraged from bringing large amounts of cash or other personal valuables to work unless absolutely necessary. The Lee County Chapter is not responsible for volunteer's personal items that are lost or stolen. Some of the best safety improvement ideas come from volunteers. Those with ideas, concerns or suggestions for improved safety and security in the workplace are encouraged to bring them to management's attention so that the safety and welfare of all volunteers can be improved. Volunteers should feel free to report, without fear of retaliation, any condition which they believe poses a safety, health or security risk in the workplace. The Lee County Chapter will investigate such reports promptly and thoroughly and take appropriate

corrective action. Further, any comments or jokes regarding threats of violence will be taken seriously, and dealt with appropriately and promptly. Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must immediately report any unsafe condition to their supervisor. Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including separation. In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify their supervisor. Such reports are necessary to comply with laws and initiate insurance benefit procedures.

#### **Injuries While Volunteering**

All volunteers are expected to follow appropriate safety guidelines while volunteering. However, even under the best circumstances, an accident may occur. If a volunteer is injured, even slightly, the volunteer is expected to immediately stop the activity that caused the injury and seek first aid or medical attention if necessary. The volunteer must inform his or her supervisor about the incident and complete an incident report form. If the volunteer is unable to reach the supervisor, then the volunteer must contact the Finance Director. The volunteer should not resume the activity until treatment has been provided and/or he or she has been given the approval from a supervisor to continue the activity. Volunteers who become unable to work because of a volunteer related illness or injury must inform their supervisor as soon as possible.

#### **Use of American Red Cross Vehicles**

From time to time, volunteers may be required to travel as part of their responsibilities. Volunteers who drive as part of their responsibilities are required to do so in a friendly, courteous and safe manner. It is the policy of the Lee County Chapter to make sure its drivers are qualified and legally authorized to safely operate motor vehicles used in the course of company business. Only those volunteers who meet the qualifications of the Lee County Chapter's vehicle policy are allowed to operate Lee County vehicles or operate a personal vehicle on Lee County business.

Drivers are responsible for the safe operation of their vehicle. At no time are they permitted to subject a Lee County Chapter vehicle to abuse through careless or reckless operation. Drivers are required to notify the Lee County Chapter of license suspensions or revocations, and to report accidents or damage to company vehicles no matter how insignificant they appear within 24 hours. Drivers who fail to comply with these rules may face disciplinary action up to and including separation.

Seat belts must be used at all times, by both the driver and all occupants of the vehicle. Failure to properly use seat belts will also be cause for disciplinary action. No volunteer, while operating a Lee County Chapter vehicle, or while driving his or her personal vehicle on Lee County Chapter business, may use a hand-held cellular telephone. Smoking is prohibited in Red Cross vehicles.

No driver may operate a motor vehicle while the driver's ability or alertness is so impaired, through fatigue, illness, taking medication or any other cause, as to make it unsafe for the driver to operate the vehicle. Volunteers who drive Red Cross vehicles while under such conditions, which could impair their driving ability, face disciplinary action up to and including separation.

Drivers can be disqualified from driving vehicles for a number of reasons, including involvement in a number of accidents, or a demonstration of disregard for the safety of the public, as evidence by excessive speeding, reckless driving, driving under the influence, driving while his/her license is suspended or revoked, other evidence of reckless driving, failure to report an accident and/or breaking any motor vehicle laws

Parking and traffic fines incurred while utilizing vehicles are the responsibility of the driver and will not be paid by the chapter.

#### **Red Cross Property**

The Lee County Chapter of the American Red Cross works to prevent property loss of any kind. All property used to conduct business belongs to the Lee County Chapter. The Lee County Chapter assumes no liability for personal property brought into the workplace or any Red Cross worksite.

#### **Identification**

The Lee County Chapter issues identification badges when a supervisor feels that the volunteer needs one to carry out his or her duties. The badges should be worn when on Red Cross assignments. Lost badges should be reported to Staffing immediately so that a new badge can be issued. Badges must be turned in when a volunteer's service with the organization ends. Short term volunteers will be issued temporary identification badges.

#### **Handling Money**

Whenever possible, two or more volunteers and/or employees should be involved when handling money, fees and donations to ensure that funds are adequately accounted for.

#### **Conduct Policies**

**Code of Conduct:** All volunteers and employees of the American Red Cross, in delivering Red Cross services and in all other Red Cross activities, shall meet the following standards of conduct:

**No volunteer or employee shall:**

- a. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the American Red Cross, except in conformance with American Red Cross policy.
- b. Accept or seek on behalf of any person, any financial advantage or gain of other than nominal value offered as a result of the volunteer's or employee's affiliation with the American Red Cross.
- c. Publicly use any American Red Cross affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official position of the American Red Cross.
- d. Disclose or use any confidential American Red Cross information that is available solely as a result of the volunteer's or employee's affiliation with the American Red Cross to any person not authorized to receive such information or use to the disadvantage of the American Red Cross any such confidential information, without the express authorization of the American Red Cross.

- e. Knowingly take any action or make any statement intended to influence the conduct of the American Red Cross in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
- f. Operate or act in any manner that is contrary to the best interests of the American Red Cross.
- g. Operate or act in a manner that creates a conflict with the interests of the American Red Cross and any organization in which the individual has a personal, business, or financial interest. The individual shall disclose such conflict of interest to the American Red Cross chair of the appropriate governing board, the appropriate Chief Executive Officer, or the General Counsel, as applicable, upon becoming aware of it. Where required, the individual shall absent him or herself during deliberations, and shall refrain from participating in any decisions or voting in connection with the matter.

## **AMERICAN RED CROSS CODE OF BUSINESS ETHICS AND CONDUCT**

The American Red Cross is a not-for-profit charitable organization dedicated to providing services to those in need. The Red Cross has traditionally demanded and received the highest ethical performance from its employees and volunteers. In an effort to maintain the high standard of conduct expected and deserved by the American public and to enable the organization to continue to offer its services, the American Red Cross operates under the Code of Business Ethics and Conduct form certifying that, in delivering Red Cross services and in all other Red Cross activities, they shall meet the following standards of conduct:

- **Compliance Requirement.** All employees and volunteers are required to comply with applicable federal, state and local laws and regulations and with American Red Cross corporate policies and regulations.
- **Actions Prohibited by the Code of Business Ethics and Conduct.** No employee or volunteer shall engage in the following actions:
  - a. **Personal Use.** Authorized the use of use for the benefit or advantage of any person, the name, emblem, endorsement, services or property of the American Red Cross, except in conformation with American Red Cross policy.
  - b. **Financial Affiliation.** Accept or seek on behalf of or any other person, any financial advantage or gain of other than nominal value offered as a result of the employee's or volunteer's affiliation with the American Red Cross.
  - c. **Red Cross Affiliation.** Publicly use any American Red Cross affiliation in connection with the promotion of partisan politics, religious matters or positions on any issue not in conformity with the official position of the American Red Cross.
  - d. **Confidentiality.** Disclose any confidential American Red Cross information that is available solely as a result of the employee's or volunteer's affiliation with the American Red Cross to any person not authorized to receive such information, or use to the disadvantage of the American Red Cross any such confidential information, without the express authorization of the American Red Cross.
  - e. **Improper Influence.** Knowingly take any action or make any statement intended to influence to the conduct of the American Red Cross in such a way as to confer any financial benefit on any person, corporation or entity in which the individual has a significant interest or affiliation.
  - f. **Conflict of Interest.** Operate or act in a manner that creates a conflict or appears to create a conflict with the interests of the American Red Cross and any organization in which the individual has a personal, business or financial interest. In the event there is a conflict, the American Red Cross has a structured conflict of interest process. First, the individual shall disclose such conflict of interest to the chairman of the board or the chief executive officer of the individual's Red Cross unit or the general counsel of the American Red Cross, as applicable. Next, a decision will be made about the conflict of interest, and, where required, the individual may be required to recuse or absent himself or herself during deliberations, decisions and/or voting in connection with the matter.
  - g. **Retaliation.** Retaliate against any employee or volunteer who seeks advice from, raises an concern with or makes a complaint to a supervisor or other member of management, the ombudsman, the Concern Connection Line, the Biomedical Regulatory Hotline or any other whistleblower program, about fraud, waste, abuse, policy violations, discrimination, illegal conduct, unethical conduct, unsafe conduct or any other misconduct by the organization, its employees or volunteers.
  - h. **Contrary to the Best Interest of the Red Cross.** Operate or act in any manner that is contrary to the best interest of the American Red Cross.
- **Ombudsman Program- Informal Dispute Resolution.** The American Red Cross has an organizational ombudsman designated as the neutral or impartial dispute resolution practitioner whose major function is to provide confidential and informal assistance to the many constituents with concerns or complaints about the Red Cross. The constituents who seek the ombudsman's services are internal stakeholders, such as employees and volunteers, and external stakeholders, such as Red Cross clients, donors, suppliers, vendors and the public at large. The ombudsman provides a voluntary, confidential and informal process to facilitate fair and equitable resolutions and explore a range of alternatives or options to resolve the problems. If a formal investigation is what the individual seeks, referrals to the whistleblower hotlines may be appropriate.
- **Investigations, Compliance and Ethics- Formal Dispute Resolutions.** Distinguishing from the actions of the ombudsman, the Office of the General Counsel of the Office of Investigations, Compliance and Ethics (IC&E) conduct formal investigations into allegations of fraud, waste, abuse, Red Cross policy violations, illegal or unethical conduct or other improprieties regarding the Red Cross. Usually, the allegations arise from whistleblower complaints of Red Cross employees and volunteers seeking formal review or investigations of their allegations of wrong doing.
- **Whistleblower Hotline Programs.** The American Red Cross encourages open communications. All employees and volunteers are encouraged to bring any concerns they have regarding the organization of its employees and volunteers to their direct supervisor. If individuals seek an informal and confidential resolutions, the ombudsman may be the appropriate choice.

If an employee or volunteer suspects or knows about misappropriation, fraud, waste, abuse, Red Cross policy violations, illegal or unethical conduct, unsafe conduct or any other misconduct by the organization or its employees or volunteers, that individual should alert his or her supervisor or other member of local management. In those cases where an employee or volunteer is not comfortable telling his or her supervisor or local management, the employee or volunteer may contact the Concern Connection Line at 1-888-309-9679. For concerns about the collections, manufacturing, processing, distribution or utilization of blood or blood components (e.g., violations of FDA or OSHA regulations, falsification, quality failures, training, Biomedical Services computer or equipment issues), an employee or volunteer who is not comfortable with contacting his or her supervisor or local management may contact the Biomedical Regulatory Hotline at 1-800-741-4738.

## **CERTIFICATION OF COMMITMENT TO THE CODE OF BUSINESS ETHICS AND CONDUCTS**

I certify that I have signed my application that I have read and understand the Code of Business Ethics and Conduct of the American Red Cross and Agree to comply with it, as well as applicable laws that impact the organization, at all times. I affirm that, except as listed below, I have no personal, business or financial interest that conflicts, or appear to conflict, with the best interests of the American Red Cross. I agree to discuss any conflicts listed below with the chairman of the board or the chief executive officer of my unit or the general council of the American Red Cross to refrain from participating in any discussions, deliberations, decisions and/or voting related to the matter presenting the conflict until such time as it is determined by the Red Cross that the conflict is mitigated or otherwise resolved. Describe will any potential conflicts with my supervisor. At any time during the term of my affiliation with the

American Red Cross, should an actual or potential conflict of interest arise between my personal, business or financial interests and the interests of the Red Cross, I agree to: (1) disclose promptly the actual or potential conflict to the chairman of the board or the chief executive officer of my Red Cross unit or the general counsel of the American Red Cross; and (2) until the Red Cross approves actions to mitigate or otherwise resolve the conflict, refrain from participating in any discussions, deliberations, decisions and/or voting related to the conflict of interest.

## **CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY AGREEMENT**

### **For All Volunteers**

This Confidential Information and Intellectual Property agreement (“Agreement”) is made as the date of the signature below (“Effective Date”), by and between THE AMERICAN RED NATIONAL RED CROSS, including all chartered units (“Red Cross”), and the undersigned (“I”, “me” or “my”).

### **Reasons for Agreement**

I desire to volunteer or to continue to volunteer with the Red Cross. I acknowledge that I may, in the course of my service to the Red Cross (“Volunteer Service”), have access to or create (alone or with others) confidential and/or proprietary information and intellectual property that is of value to Red Cross. I understand that this makes my position one of trust and confidence. I understand Red Cross need to limit disclosure and use of confidential and/or proprietary information and intellectual property. I understand that all restrictions are for the purpose of enabling Red Cross to fulfill its humanitarian mission, to maintain donors, customer and clients, to develop and maintain new or unique products and processes, to protect the integrity and future of Red Cross and to protect the employment and volunteer opportunities of the Red Cross. THEREFORE, I agree to the following:

### **1. DEFINITIONS**

“**Confidential Information**” shall include but not be limited to:

- (i) Information relating to Red Cross financial, regulatory, personnel or operational matters.
- (ii) Information relating to Red Cross clients, customers, beneficiaries, suppliers, donors (blood and financial), employees, volunteers, sponsors or business associates and partners, (iii) trade secrets, know-how, inventions, discoveries, techniques, processes, methods, formulae, ideas, technical data and specifications, testing methods, research and development activities, computer programs and designs. (iv) Contract, product plans, sales and marketing plans, business plans and (v) all information not generally known outside the Red Cross regarding Red Cross and its business, regardless of whether such information is in written, oral, electronic, digital and other form and regardless of whether the information originates from Red Cross or Red Cross Agents.

“**Intellectual Property**” shall include but not be limited to:

- (i) all inventions, discoveries, techniques, processes, methods, formulae, ideas, technical data and specifications, testing methods, research and development activities, computer programs and designs (including improvements and enhancements and regardless of patentability).
- (ii) trade secrets and know-how
- (iii) all copyrightable material that is conceived, developed, or made by me, alone or with others.
- (iv) trademarks and service marks and
- (v) all other intellectual property

Intellectual Property shall include any intellectual property created by me:

- (y) in the course of Volunteer Service or using Red Cross time, equipment, information or materials, and
- (z) within (1) year after termination of Volunteer Service and relating directly to work done during Volunteer Service. Intellectual Property may be in any form, including but not limited to written, oral, electronic, digital or other form.

**2. Obligation of Confidentiality.** Except as may be required for the performance of my duties, during Volunteer Service, or unless specifically authorized in writing by Red Cross, I shall not use or disclose, for my or for others’ benefit, either during or after Volunteer Service, any Confidential Information.

**3. Disclosure and Ownership of Intellectual Property.** I (i) shall promptly and fully disclose to Red Cross any and all Intellectual Property, (ii) agree that all Intellectual Property shall be owned by Red Cross, (iii) agree to and do hereby assign, transfer and convey to Red Cross the entire right, title and interest in and to all Intellectual Property, (iv) will execute and deliver any and all documents, take all actions and render any and add assistance reasonably requested by Red Cross, during or at any time after Volunteer Service, to establish Red Cross ownership of, or to enable Red Cross to obtain patents to or register copyrights of any Intellectual Property, and (v) acknowledge that all Intellectual Property that is copyrightable subject matter and that qualifies as a “work made for hire” shall be automatically owned by Red Cross. In the event Red Cross is unable to any reason whatsoever to secure my signature to any document required to apply for or execute any patent, copyright, or other rights with respect to Intellectual Property with the same legal force and effect as if executed by me (y) in the course of Volunteer Service or using Red Cross time, equipment, information or materials, and (z) within one (1) year after termination of Volunteer Service and related directly to work done during Volunteer Service.

**4. Ownership and Return of Material.** All materials, including but not limited to business information, files, research, records, memoranda, books, lists, computer disks, hardware, software, cell phones and other wireless devices, documents, drawings, models, apparatus, sketches, designs and any other embodiment of Confidential Information or Intellectual Property received by me during Volunteer Service, and any tangible embodiments of such materials created by me, alone or with others, whether confidential or not, are the property of Red CROSS. I Shall return to Red Cross all such materials, including copies thereof, in my possession or under my control upon termination of Volunteer Service for whatever reason or upon the request of Red Cross. The return of such materials shall take place within twenty-four (24) hours of notice of termination or upon the request of Red Cross, whichever comes first.

**5. Survival of Obligation and Enforcement.** The obligation that I have signed my initial application that I under this Agreement shall survive the termination of Volunteer Service, regardless of the reasons of method of termination. I agree that Red Cross shall be entitled to recover from me all attorneys’ fee incurred in enforcing Red Cross rights under this Agreement. I represent that the above restrictions are necessary to protect Red Cross legitimate interests and that these restrictions will not prevent me from earning a livelihood.

## **Violence Free Work Environment**

The Lee County Chapter promotes a safe work environment for all volunteers and does not tolerate any type of violent behavior committed by or against volunteers. All volunteers are expected to conduct themselves in a professional manner and in accordance with the Code of Conduct.

Threatening or violent behavior committed by anyone against volunteers, employees, vendors or clients during work or off-duty hours will not be tolerated. Such behavior may include but is not limited to the following:

- (1) Physical injury to another person;
- (2) Threats;
- (3) Behavior that creates a reasonable fear of injury in another person;
- (4) Intentionally causing damage to Red Cross property or property of another volunteer or employee;
- (5) Possession of weapons (for example, guns, knives, clubs, explosive devices, etc.) on Lee County Chapter property or while at chapter sponsored-activities; or
- (6) Committing acts motivated by, or related to, sexual harassment or domestic violence.

Statements or gestures which in any way suggest that the employee may engage in violent conduct will be taken seriously by management and responded to appropriately.

Volunteers have a responsibility to report any potentially dangerous situations or unauthorized individuals on Lee County Chapter premises to management immediately. Reports of statements or behavior which may violate this policy will be investigated promptly and in as confidential a manner as possible. A volunteer suspected of violent behavior may be placed on leave during an investigation until a course of action is determined.

Incidents involving violent behavior by a volunteer may warrant removal of the individual from the workplace until further evaluation determines his or her suitability for return to the workplace. An evaluation that finds a volunteer suitable to return to the workplace does not negate further disciplinary action up to and including separation.

### **Dispute Resolution**

The Lee County Chapter is committed to a work environment where all persons are treated with respect and dignity. The Lee County Chapter has therefore adopted the Dispute Resolution Policy to establish a comprehensive method of resolving volunteer concerns that builds trust and produces prompt and fair resolutions. The Dispute Resolution Policy may be used to resolve issues regarding any condition of volunteer involvement or the application, meaning or interpretation of any volunteer resource policy or procedure that affects the work activity of a volunteer.

Volunteers are strongly encouraged to follow the steps listed below to discuss any concerns with their supervisor.

#### **Step One**

The volunteer should promptly report a concern to his or her supervisor, who will investigate the matter and take appropriate action. Any supervisor who receives a concern alleging a violation of the Harassment Free policy will notify the Volunteer Coordinator immediately. If the concern the volunteer is having involves his or her supervisor, the volunteer should report his or her concern to the next level of management who will review the situation.

#### **Step Two**

If the problem is not resolved in Step One, the volunteer is encouraged to seek assistance from the Volunteer Coordinator/Chairman. In an effort to resolve the problem, the Volunteer Coordinator/Chairman will consider the facts, conduct an investigation, review the findings and recommendations. The Volunteer Coordinator/Chairman may ask the volunteer to put the concern in writing and provide appropriate documentation.

#### **Step Three**

If volunteer is not satisfied with the decision of the Volunteer Coordinator/Chairman, he or she may prepare a written summary of the concerns and request that the matter be reviewed by the Executive Director. In these instances the decision of the Executive Director is final.

If the concern the volunteer is having involves the Executive Director, the volunteer should report his/her concern to the Human Resources Committee Chair or Board Chair who will undertake an investigation. The investigation will include a full examination of the facts (which may include a review of the written summary of the volunteer's statement, discussions with individuals concerned, and a further investigation if necessary) and will advise the volunteer of its decision. The decision of the Human Resources Committee Chair or Board Chair is final.

No volunteer will be retaliated against for acting in good faith to report a potential issue or for assisting in the investigation of a possible issue. If at anytime during the process or investigation, the Lee County Chapter concludes that a volunteer has filed a claim in bad faith, has refused to cooperate in an investigation of an issue, or has provided false information regarding an issue, disciplinary action up to and including termination may be taken. The Lee County Chapter reserves the right to continue or suspend review of an issue if the volunteer raising the issue files a charge or complaint with an external agency or terminates volunteer involvement.

### **Progressive Discipline**

The Lee County Chapter has adopted rules and standards to ensure productive, harmonious operations. The best interest of the Lee County Chapter lies in ensuring fair treatment of all volunteers and in making certain that discipline is prompt, fair and uniform.

The Lee County Chapter endorses a philosophy of progressive discipline in which it attempts to provide volunteers with notice of deficiencies and an opportunity to improve whenever practical or reasonable. Volunteer performance and conduct is evaluated on an ongoing basis, with feedback provided when necessary. Informal discussions may be used to ensure that volunteers know and follow rules and standards. These discussions should focus on clarifying expectations, providing appropriate training and develop-

ment and coaching volunteers.

In some cases, formal disciplinary action may be deemed appropriate. Progressive discipline steps may include, but are not limited to, verbal warnings, written warnings, suspension and separation from service. The Lee County Chapter retains the right to administer discipline in any manner it deems suitable and any of the steps listed above may be skipped. Separation from service may occur at any time without any progressive discipline steps having been taken.

### **Red Cross Communication Systems**

All communication systems are Lee County Chapter property and are to be used for business purposes. Because these communication systems are provided for business purposes, volunteers should have no expectation of privacy regarding their personal use of any [unit name] communication systems, and their communications and systems use may be audited by authorized management at any time without notice. The Lee County Chapter communication systems include, but are not limited to, e-mail, telephone, Internet, fax, voicemail, bulletin boards, and interoffice mail. Volunteers are to use proper discretion in the amount and length of non-business use of Red Cross communication systems.

Volunteers must be mindful that their association with the [unit name] and the Red Cross will be visible to any recipient of an electronic communication, and assure that their communications are consistent with the Red Cross mission and accepted community standards. Prohibited uses of Lee County Chapter communication systems include, but are not limited to:

1) Developing, accessing or distributing material which:

- \* harasses or disparages others, or contains ethnic or racial stereotypes, epithets or slurs;
- \* contains pornography, profanity, violent or sexually explicit images, messages, or cartoons;
- \* solicits for commercial ventures or outside organizations;
- \* advocates positions not officially endorsed by the Red Cross
- \* violates any applicable law

2) Personal mass e-mail distribution, spamming, unauthorized computer access, hacking, obtaining pirated software, or violating copyright protections.

3) Distributing sensitive, proprietary, confidential, or private information of the chapter and/or the Red Cross without appropriate authorization.

4) Obtaining unauthorized access to another volunteer's or employee's communication systems, or sending unauthorized communications under another colleague's name.

5) Conducting chapter business on a hand held cellular telephone while driving a vehicle

Lee County Chapter communication systems may not be used in situations that violate Federal, State or Local Law. Inappropriate use of any Lee County Chapter communication systems may result in disciplinary action, up to and including separation.

### **Non-Solicitation/Distribution of Literature**

Approaching fellow volunteers or employees in the workplace regarding personal activities, organizations or causes, regardless of how worthwhile, important or benevolent, can create unnecessary apprehension and pressures for fellow colleagues.

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, volunteers may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause in the workplace during working time. The workplace includes chapter buildings, parking lots and driveway areas and work areas in which Lee County Chapter work is regularly performed. This policy also prohibits solicitations via the Lee County Chapter E-mail or other telephonic communication systems. Furthermore volunteers may not distribute literature or printed material of any kind in work areas at any time.

Solicitation or distribution by non-staff is prohibited on any Lee County Chapter property, including buildings and surrounding parking, patio, and driveway areas. Any requests from outside persons or organizations to sell merchandise, solicit contributions, distribute literature, arrange displays or utilize Lee County Chapter facilities are to be referred to the Executive Director.

### **Drugs and Alcohol**

The Red Cross maintains a workplace that is free from the effects of drug and alcohol abuse. The Red Cross will not tolerate any abuse of drugs or alcohol that imperils the health or well being of its staff or the customers it serves, threatens its operation, or compromises the safety of its products and services.

The Red Cross reserves the right to establish drug and alcohol search and screening procedures consistent with applicable laws, as deemed necessary. Implementation of search or screening procedures will be established only with the joint and prior approval of the Executive Director.

While on Red Cross property or while performing Red Cross business off premises, volunteers are prohibited from unlawful possession, use, manufacture, distribution, sale or dispensation of illegal drugs or alcohol. Such conduct is also prohibited during nonworking time to the extent that it violates laws, negatively affects Red Cross activities, or adversely affects the reputation of the American Red Cross.

Volunteers who use legally prescribed drugs during work, and have any reason to expect that such use may affect their ability to perform work, must report this fact to the Director of Service Delivery.

Volunteers, who are convicted of any drug- or alcohol-related offense, including pleas of no contest, are obligated to inform the Volunteer Coordinator within five days of said conviction or plea. Failure to comply with this regulation may result in disciplinary action up to and including separation.

### **Smoking**

The Lee County Chapter provides a smoke-free work environment. Smoking inside all Lee County Chapter facilities, in-

cluding owned and leased vehicles, is prohibited. Smoking is permitted in exterior designated smoking areas only. Smokers have a special obligation to keep outside smoking areas free of litter and to dispose of all smoking materials in proper receptacles.

### **Representing Red Cross**

Prior to any action or statement, which might significantly affect or obligate the Lee County Chapter, volunteers should seek prior consultation and approval from the Executive Director. These actions may include but are not limited to, public statements to the press, collaboration or joint initiatives or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the organization as specifically indicated within their position/job descriptions and only to the extent of such written specifications.

### **Media Inquiries**

The American public relies on the American Red Cross as a symbol of trust and as a powerful voice in providing lifesaving information. The Lee County Chapter will provide a response to media inquiries as soon as possible. Individuals designated to speak on the organization's behalf are the Executive Director, Public Affairs Coordinator and specified designees.

It is imperative that we speak with one voice when dealing with national media, like CNN or ABC News, that reach far beyond local coverage areas. Selected staff members from the Communication and Marketing Department at Red Cross national headquarters are charged with handling national media calls and requests for interviews with national news media. Communication and Marketing management will route national media calls to the available spokespersons.

### **Dress Code**

Appropriately dressed volunteer staff add to the overall credibility of the Red Cross and display a sense of confidence to the American public. The Lee County Chapter has polo shirts which volunteers can purchase. Volunteers are encouraged to wear the shirts or like shirts with red cross identification with dark-colored trousers or skirts when on Red Cross business. If the volunteer does not have a chapter shirt, official Red Cross vests can be worn.

The following guidelines for interpreting the spirit and intent of the above policy and ensuring disciplined adherence by all concerned are provided to assist staff members at every level:

All staff are expected to dress appropriate to and consistent with the day-to-day responsibilities inherent in their respective positions. For example, common business attire (e.g., coat and tie; suits; comparable dresses, skirts, and other outfits; etc.) is expected to be worn on those days when staff plan to be, or may be, engaged in meetings, conferences, or similar events at or external to American Red Cross facilities, with representatives from external organizations who are most likely to be attired in a similar, business-like fashion.

For less formal planned events where Red Cross staff interact with the public, the minimum style of dress required includes a Red Cross polo shirt (or Americorps shirts, as appropriate) and slacks/skirts. Blue jean pants are considered too casual for planned events, although other denim may be appropriate in color, style or fit. When participating in planned events occurring outside in hot weather, staff may wear appropriate shorts of a conservative length. Blue jean shorts are not acceptable, although other denim may be appropriate in color, style or fit. Staff may purchase Red Cross polo shirts at or below cost to meet these minimum requirements. In exceptional situations, Red Cross polo shirts may be provided to staff at no charge.

Within the office all staff are expected to adhere to a standard of dress that mandates a professional, clean, neat, and orderly appearance. Illustrative attire in this category includes, but is NOT limited to, slacks and shirts, skirts/slacks and blouses, sweaters and vests, sports-coats, blazers and shoes.

Staff involved in disaster response activities may encounter working conditions that require less formal attire. At a minimum, disaster response workers must wear attire that is professional, appropriate for the task at hand and clearly identifies them as Red Cross relief workers while on duty. Shirts or jackets with the Red Cross logo are recommended, accompanied with a Red Cross identification badge. Because physical labor is often required, blue jeans pants or conservative blue jean shorts may be worn during a disaster response activity.

All attire should fit properly in order to reflect a well-groomed look. Tattered or soiled clothes or slacks/pants that drag on the ground are not acceptable. All staff must observe good personal hygiene.

Hair must be clean, neat and well-groomed. Beards and mustaches must be kept trimmed. Similar to dress style expectations, hairstyles should be appropriate to and consistent with the day-to-day responsibilities inherent in any paid or volunteer staff member's respective position(s). For example, hairstyles of staff members whose positions require public business interactions and/or public speaking engagements are expected to conform with accepted professional business-like hairstyles.

Shoes must be in good repair. No thongs, flip flops or other footwear that is unsafe, unprofessional or inappropriate for position requirements should be worn.

No extreme style of shorts or skirts is acceptable (i.e., very short, very tight, etc.).

While clean, unwrinkled and un-tattered Tee shirts are acceptable, shirts with inappropriate or offensive slogans are not permitted. Appropriate undergarments must be worn. Perfume/aftershave should be light and sparingly applied. Strong scents could be offensive to clients, customers and co-workers.

Compliance with the provisions of this policy is, first and foremost, an individual responsibility; however, supervisors at every level will ensure that established standards are widely understood, routinely monitored, and consistently enforced as a matter of priority concern for the Red Cross. Staff who violate dress codes shall be subject to corrective action. Technical advice and assistance regarding this policy and its interpretation/compliance may be obtained from department directors and the Executive Director.

Exceptions to the above policy are discouraged but may be authorized on a temporary or long-term basis at the director level, or further delegated as deemed appropriate, in order to reasonably accommodate special circumstances applicable to individual volunteers or groups in the workplace, e.g., brief and spontaneous visits by chapter volunteers, limiting medical circumstances, severe

inclement weather conditions, clean-up details, office relocations/moves, and chapter social events.

Staff who believe they need an exception based on unique personal circumstances, whether they are medical, religious, ethnic, or otherwise, should consult with their respective supervisors. Long-term exceptions to the dress code policy should be in writing, with a copy provided to the Executive Director.

#### **Personal Phone Calls**

The Lee County Chapter may limit the number of personal or cell phone calls received by volunteers while they are serving on Red Cross business.

### **PERSONAL STATEMENT OF UNDERSTANDING**

I understand there are certain conditions I must accept as a member of the DSHR System.

1. **Availability** - I am available and able to service on disaster assignments within the continental United States as well as its territories and possessions for indefinite periods depending on the needs of the disaster relief operation. I understand assignments vary in duration and are determined by the needs of the organization and other considerations. I understand assignments take place within high pressure work situations in adverse conditions such as long and irregular hours, erratic and inappropriate food, eating and sleeping conditions; extreme heat, cold or dampness; crowds, noisy environment, and exposure to dust and other allergens. I understand my assignment may be extended or curtailed in accordance with applicable Red Cross policies, procedures and staffing requirements, determined at the discretion of Red Cross Disaster Services, I understand that I must keep my unit of affiliation apprised of my specific dates of availability for assignment.

2. **Work Performance** - I am willing to comply with all directives issues by Disaster Services. I will uphold and follow the policies of the organization. I understand that I may be released from an assignment and/or removed from the DSHR System for violation of policy or a personnel/performance issue.

3. **Reimbursement for official Assignment Expenses** - I understand that there are established policies and procedures of the Red Cross for reimbursement of expenses for food and lodging, and certain other related expenses, incurred in connection with official assignments on disaster operations. I understand that failure to comply with said regulations may result in my dismissal from the DSHR System.

4. **Status** - I verify that I have not been convicted of a felony or of a misdemeanor resulting in imprisonment within the last 24 months.

I have signed the initial application and understand that I must update this form as soon as any changes in the above occur and submit and updated form on an annual basis. I fully understand the mandatory requirements indicated above and certify that I am able to comply with them. If these statements are found to be incomplete or untrue, I understand that my enrollment in the DSHR System will be terminated.

**THIS AMERICAN RED CROSS VOLUNTEER HANDBOOK BELONGS TO:**

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**VOLUNTEER NAME**