



# **Volunteer Handbook**

**American Red Cross of the  
Delmarva Peninsula**

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*\*Required based on Chapter Performance Standards*

# Introduction

Dear Red Cross Volunteer,

Volunteers are the lifeblood of the American Red Cross and always have been. This means that without you, **each of you**, we wouldn't be able to deliver on our mission to help people prevent, prepare for and respond to emergencies. Whether you work in disaster, Armed Forces Emergency Services (AFES), health and safety, medical transportation, in one of our offices or in some other way, your commitment and contribution are valued and valuable.

People volunteer for many different reasons – all of which are important. Some want to do their part in the community, others choose volunteering so that they engage with others. Still others want to use their leadership skills or learn them – no matter what the reason, it is a good one. And, we need to understand your motivation so that we can match it to an appropriate volunteer position in the nine counties in Delaware and Maryland that make up the American Red Cross of the Delmarva Peninsula.

We hope that this manual will enrich your volunteer experiences and allow you to grow in your position or into a new position that will be fulfilling. Please know that the team of volunteer and paid people who make up the Volunteer Development & Community Relations department are there to assist you in the process – talk to them and we'll live the motto: Together We Prepare!

Vince Jacono  
Volunteer Development Committee  
Chair of Volunteers

Margi Prueitt  
Chief Executive Officer

**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 the American Red Cross of the Delmarva Peninsula. 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 any member of the Volunteer Services & Communications team if you have any questions about the content of this handbook.

The American Red Cross of the Delmarva Peninsula 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 (“the 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

Each of us is responsible for maintaining the highest standards of ethics... every day.

### **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 are 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 are 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 and HUBs 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 a set of seven Fundamental Principles.

### **About the American Red Cross of the Delmarva Peninsula**

The American Red Cross of the Delmarva Peninsula serves the residents of Delaware and the counties of Caroline, Cecil, Dorchester, Kent, Queen Anne and Talbot in Maryland. (Address, telephone numbers, emails and contact names are located on page 9 of this handbook for your convenience).

Our Chapter has its main office in Wilmington, Delaware, and a branch office in Seaford, in Southern Delaware. In addition there are Training Centers in Elkton and Easton, in Upper Shore and Eastern Shore Maryland respectively.

An all-volunteer Board of Directors governs the Chapter and establishes the policies under which the unit operates in compliance with National American Red Cross regulations. The board members represent a wide spectrum of the community. The Chief Executive Officer and department heads are responsible for implementing board policies and the management of chapter and branch operations.

Volunteers are the core of the organization and volunteer staff delivers the majority of direct services. In addition, volunteers serve on service advisory committees that provide guidance, and also support and conduct fund-raising activities.

Our Chapter is a member agency of the United Way of Delaware, the United Way of Kent County (MD), the United Way of Caroline County (MD) and the United Fund of Talbot County. Allocations received from these agencies provide approximately 15% of the chapter's revenues. The remaining revenues come from the generosity of individual and corporate donors, grants from government and foundations, fundraising activities and cost-recovery fees for health and safety courses.

### **Our Services**

The American Red Cross of the Delmarva Peninsula serves residents in nine counties in Delaware and Maryland through the following major lines of service:

#### **Disaster Services**

- 24-hour response to house fires and other local disasters, and recovery assistance
- Feeding and sheltering for victims of large-scale disasters
- Mitigation to lessen the affects of disaster

#### **Armed Forces Emergency Services**

- Emergency communication for local military families regarding births, deaths, serious illnesses or financial crises
- Follow-up support and casework for others in need

#### **Health, Safety and Community Services**

- First Aid and CPR training, including Automatic External Defibrillator (AED) training, Babysitters' training and Pet First Aid training
- Lifeguard and water safety instruction
- Community preparedness education to help people prevent and prepare for disaster

#### **Lifeline**

- A personal medical alert and support services system for seniors and the physically challenged who wish to live independently

#### **International Services**

- International/Holocaust tracing
- Educational presentations

**Contact Information**

The American Red Cross of the Delmarva Peninsula, covering 9 counties in Delaware and Eastern Shore Maryland and serving over 1 million people, has four offices to serve you.

**Northern Delmarva Office**

*Serving New Castle County, Delaware and Cecil and Kent Counties, MD*

100 West 10th Street, Suite 501

Wilmington, DE 19801-1678

Phone: (302) 656-6620

Fax: (302) 656-8797

Toll Free: (24 hr answering service) (800) 777-6620

**Southern Delmarva Office**

*Serving Kent and Sussex Counties, DE; Caroline, Dorchester, Queen Anne's, and Talbot Counties, MD*

1973 Bay Road

Milford, DE 19963

Phone (302) 335-5031

Fax (302) 335-5077

Toll Free (24 hr answering service) (800) 777-6620

**Eastern Shore Training Center**

706 Idlewild Avenue

Easton, MD 21601-4050

Toll Free (24 hr answering service) (800) 777-6620

**Upper Shore Training Center**

207 Blue Ball Ave.

Elkton, MD 21921

Phone (410) 398-2470

Fax (410) 398-5396

Toll Free (24 hr answering service) (800) 777-6620

The Chapter's email address is [info@redcrossdelmarva.org](mailto:info@redcrossdelmarva.org)

Chapter's web-site: [www.redcrossdelmarva.org](http://www.redcrossdelmarva.org)

National web-site: [www.redcross.org](http://www.redcross.org)

Office hours are Monday–Friday from 8:30am–4:30pm.

The Chief Executive Officer is Margi Prueitt.

# Volunteer Policies

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

The achievement of the goals of the American Red Cross of the Delmarva Peninsula is best served by the active participation of members of the community. To this end, the 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 American Red Cross of the Delmarva Peninsula is committed to diversity and inclusiveness. Our employees; volunteers; governance; customers; blood, bone marrow and tissue donors; 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.

## **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 American Red Cross of the Delmarva Peninsula 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 as a Red Cross Volunteer**

Your responsibility as a volunteer:

1. Be realistic and candid in accepting your assignment, taking into consideration your interests, skills and availability, as well as the needs of the American Red Cross of the Delmarva Peninsula
2. Learn your volunteer assignment as well as you can by completing all required training, asking questions and staying in touch with your supervisor.
3. Contribute to the Red Cross by being reliable and dependable in doing your job and working with your co-workers.
4. Follow all policies and guidelines of the American Red Cross of the Delmarva Peninsula sign a Code of Conduct, observe confidentiality when needed, and engage in appropriate public behavior at all times.
5. Participate in the feedback process by letting the chapter know how you feel about your volunteer experience and by giving constructive suggestions for improvement in any area.
6. Develop your skills as a volunteer by participating in training and development opportunities. Learn as much as you can to do the best job possible.

**What You Can Expect Our American Red Cross Chapter to Provide for You**

The American Red Cross of the Delmarva Peninsula provides its volunteers with opportunities to gain marketable skills, knowledge, training and work experience.

1. A suitable assignment based upon your interests, skills and availability, as well as the American Red Cross of the Delmarva Peninsula's needs.
2. The opportunity to work as part of a team, to contribute to the welfare of the community and the organization, and to be recognized for your contribution.
3. The support you need to do your job, including necessary equipment, supplies, work space and helpful supervision.
4. The opportunity to give feedback about your Red Cross volunteer experience.
5. The chance to grow and develop as a volunteer through participation in other the American Red Cross of the Delmarva Peninsula activities, special training events, meetings and more responsible positions.

### **Insurance for Volunteers**

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

- 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

Questions about Insurance for volunteers can be referred to the Volunteer Services & Communications Director.

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

At times, employees of the American Red Cross of the Delmarva Peninsula may desire to volunteer for the organization. Exempt employees may volunteer for the Chapter. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees may only volunteer for the American Red Cross of the Delmarva Peninsula 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 Chapter or the American Red Cross must speak to his or her manager and the Volunteer Services & Communications Director before performing any such volunteer service. The employee will be required to complete a

volunteer application form to confirm that the employee voluntarily decided to become a volunteer.

# Recruitment and Selection Policies

## **Role of the Volunteer Services & Communications Department**

The productive involvement of volunteers requires a planned and organized effort. The function of the Volunteer Services & Communications Department is to provide a central coordinating point for effective volunteer placement within the American Red Cross of the Delmarva Peninsula, and to direct and assist volunteer and employee efforts jointly to provide more productive services. The Volunteer Services & Communications Department 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 Services & Communications Department shall bear primary responsibility for planning for effective volunteer deployment, 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 American Red Cross of the Delmarva Peninsula maintains personnel records of each volunteer which are the property of the American Red Cross of the Delmarva Peninsula and are confidential. Volunteers are required to notify the Volunteer Services & Communications Administrator in charge of their jurisdiction of any changes in contact information (*i.e.*, emergency contact notification, information, home address, telephone number(s), email address) and to report any additional educational and skill training acquired after joining the American Red Cross of the Delmarva Peninsula

Volunteers may review their personnel records annually in accordance with state law. Volunteers must notify the Volunteer Services & Communications Administrator in charge of their jurisdiction and schedule a time that is mutually convenient.

## **Volunteer Position Descriptions**

Every registered volunteer position in the American Red Cross of the Delmarva Peninsula 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;
- Participates in a screening interview;
- Provides appropriate references or signs a release for a background check;
- Completes volunteer orientation; and

- Reviews and then signs the American Red Cross Code of Conduct and Intellectual Property and Confidential Information Agreement.

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.

Volunteers serving on military bases or other government regulations may need to comply with additional rules and regulations.

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

### **Background Checks and Investigations**

The American Red Cross of the Delmarva Peninsula 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 American Red Cross of the Delmarva Peninsula may perform, or may request that third parties 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 American Red Cross of the Delmarva Peninsula may use consumer reporting agencies to gather and report information to the American Red Cross of the Delmarva Peninsula in the form of consumer or investigative consumer reports. All reference and background check results will be maintained in a confidential file by the Volunteer Services & Communications Manager.

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 American Red Cross of the Delmarva Peninsula 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 American Red

Cross of the Delmarva Peninsula's efforts to obtain relevant information, may result in discipline, up to and including termination of volunteer involvement.

### **Acceptance and Appointment of Volunteers**

Service as a registered volunteer with the organization shall begin with an official notification of acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the American Red Cross of the Delmarva Peninsula, who will normally be the Volunteer Services Director or Administrators. No volunteers shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork. At the time of final acceptance, each volunteer shall complete volunteer paperwork and shall receive a copy of a volunteer position description and agreement of service, and access to a copy of the Volunteer Handbook.

### **Emergency Contact Information**

It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information. This update can be made by contacting the Volunteer Services & Communications Administrator in charge of their jurisdiction.

### **Nepotism and Fraternization**

The American Red Cross of the Delmarva Peninsula permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the 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, "domestic partner" or "significant other" with whom the volunteer has a relationship. The American Red Cross of the Delmarva Peninsula 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 American Red Cross of the Delmarva Peninsula 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 American Red Cross of the Delmarva Peninsula 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 American Red Cross of the Delmarva Peninsula 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.

### **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, blood services region or station, may be registered, registered for credit or unregistered.

The American Red Cross of the Delmarva Peninsula 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 case" volunteers originated and must identify responsibility for management and care of the volunteers.

### **Volunteer Assignments**

Volunteers will select a Red Cross service based on the department's need combined with each volunteer's qualification and interest. Due to the sensitive nature of the Red Cross mission, it is necessary to ensure that volunteers receive the proper training prior to assignment.

Volunteers are encouraged to consider volunteering in more than one service area. If you have an interest in additional involvement, please discuss this with the director of the service where you are currently assigned.

Your department is counting on you and your services. If your assignment does not meet your requirements, please discuss a change with the director of the service where you are currently assigned.

For more information see the Chapter's website or department director for the volunteer position description.

#### *Armed Forces Caseworker*

A volunteer position responsible for receiving, verifying, and sending Red Cross Armed Forces Emergency Messages. This service is provided to active duty members of the military and their families within the Chapter's jurisdiction.

#### *Disaster Volunteer*

Respond to local disasters to provide Red Cross assistance. Work in one or more of the following functions: Damage Assessment, Disaster Action Team, Disaster Health Services, Disaster Mental Health Team, Shelter Worker, Survey Support, Office Support, Disaster Services Human Resources (for national assignments), EOC Liaison.

#### *Community Preparedness*

Volunteer opportunities in community preparedness include instructor training to be able to offer training in life-saving skills such as CPR, First Aid, Babysitter's training, Water Safety, Life-guarding and also Community Disaster Education classes to the community.

#### *Presenters and Ambassadors*

Make presentations to community groups. Represent the Chapter at health and information fairs and other community events.

#### *General Volunteers*

Volunteers in this area assist the Chapter in its Fund Raising and Special Events. Fund Raising is more than just asking people for money. Each year the Chapter holds several fund raising events to support the Chapter and our vital mission to the community. These events take many

months to plan and a lot of leg work to prepare. During the event many tasks must be done in planning meetings, assisting the staff event planner and his/her team, writing letters, picking up items, coordinating other volunteers, and many other duties. Special Events volunteers help with events such as the Chapter's Annual Awards event, volunteer recognition celebration, golf fundraisers or other special fundraisers. Office volunteers have duties such as: making phone calls, registering people calling in for classes, preparing mailings, filing, computer data-entry, press clippings, running errands, and other varied duties.

### **Court-Referred Volunteers**

The American Red Cross of the Delmarva Peninsula does accept court referred and community service volunteers at the discretion of the Volunteer Services & Communications Manager. Their involvement with the Chapter will be determined by the nature of their conviction: for example: court referred volunteers who need to fulfill community service hours for DUI convictions will not be allowed to drive for the Chapter.

### **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 American Red Cross of the Delmarva Peninsula may apply for volunteer positions. Only those employees who resigned or retired "in good standing" will be considered for volunteer opportunities. Former Chapter employees 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 American Red Cross of the Delmarva Peninsula 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.

Volunteers can expect to receive performance reviews regularly, after the close of the Chapter's fiscal year.

As a result of performance feedback, volunteer development activities may be pursued. Volunteer development is a collaborative effort between the American Red Cross of the Delmarva Peninsula supervisors, and volunteers to align individual goals with the Chapter's overall direction. Development efforts are focused on building the capabilities of all volunteers.

Short term, episodic and spontaneous volunteers also should receive regular feedback from their supervisors.

## 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 between the American Red Cross of the Delmarva Peninsula, supervisors and volunteers to align individual goals with the Chapter's overall direction. 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 Services & Communications Department

A supervisor is responsible for maintaining regular communications with the Volunteer Services & Communications Administrator in charge of his/her jurisdiction regarding the status of the volunteer(s) they are supervising, and is responsible for the timely provision of all necessary paperwork to the Volunteer Services & Communications department. The Volunteer Services & Communications department 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 Services & Communications department 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.

### **Separation from Red Cross Volunteer Involvement**

*Voluntary separation* from the American Red Cross of the Delmarva Peninsula occurs when a volunteer dies, resigns or retires. Volunteers are encouraged to give the 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 American Red Cross of the Delmarva Peninsula 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 five year anniversary and in five-year increments thereafter.

More information about American Red Cross of the Delmarva Peninsula awards and recognition program is available from your Volunteer & Community Relations Administrator or Manager .

### **Work Schedules**

The standard operating hours are 8:30 a.m. to 4:30 p.m., with a one hour meal period for volunteers, Monday through Friday. After hours work may be required according to the volunteer position: for example, Disaster Action Team member, Health & Safety instructor, Lifeline installer.

**Inclement weather****Determining if the office is open or closed during emergencies**

If a disaster, either manmade or natural, has occurred during non-working hours all previously scheduled volunteers must call the following numbers to determine if the Chapter will be open for regular business:

Local – 302-472-6258  
Long Distance – 888-715-6259

These Information Hotlines will be updated by 6:00 a.m. (ET) as appropriate.

If the disaster has impacted the volunteer personally, the volunteer must notify their manager or supervisor to inform them of the volunteer's ability to report to work. The inability of any previously scheduled volunteer to report to work seriously hampers the smooth operation of the Red Cross. Therefore, any call outs must be seriously weighed with the public concerns and Red Cross responsibility in mind.

**Holidays**

American Red Cross of the Delmarva Peninsula observes 10 holidays each year.

The holidays observed are:

<b>Holiday</b>	<b>Date Observed</b>
New Year's Day	January 1
Martin Luther King, Jr., Day	3rd Monday in January
President's 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
Day After Thanksgiving	Day After Thanksgiving
Christmas Day	December 25

# Safety & Security Policies

## Workplace Safety and Security

In order to provide a secure, safe and healthy work environment for volunteers, the American Red Cross of the Delmarva Peninsula 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 American Red Cross of the Delmarva Peninsula is not responsible for volunteers' 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 American Red Cross of the Delmarva Peninsula 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 Volunteer & Community Relations Administrator in charge of his/her jurisdiction. 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 American Red Cross of the Delmarva

Peninsula 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 Chapter's vehicle policy are allowed to operate Chapter vehicles or operate a personal vehicle on American Red Cross business.

Drivers are responsible for the safe operation of their vehicle. At no time are they permitted to subject an American Red Cross of the Delmarva Peninsula vehicle to abuse through careless or reckless operation.

Drivers are required to notify the 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 Chapter vehicle, or while driving his or her personal vehicle American Red Cross 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 American Red Cross of the Delmarva Peninsula.

### **Red Cross Property**

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

### **Identification**

Volunteers will be issued identification badges which should be worn at all times on American Red Cross of the Delmarva Peninsula premises or when serving on Red Cross business off-site. Identification badges are required to enter the building or to permit access to the site where their service will be performed. Lost badges should be reported to the Volunteer Services & Communications department 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 visitors' badges.

### **Handling Money**

Whenever possible, two or more volunteers and/or employees should be involved when handling money, fees and donations.

### **Emergency Evacuation Procedures**

The American Red Cross of the Delmarva Peninsula developed the following Emergency Evacuation Procedures from our facilities.

#### ***Fire***

To report a fire, pull the fire alarm at the pull station closest to the fire or dial 911 and give your name and location. After completing the call, shout "fire" several times and begin an evacuation of the immediate area. Do not delay calling for help by attempting to extinguish the fire yourself.

In the Northern Delmarva Office (Wilmington, DE), building facilities management will make a public address (PA) announcement where available, or use a bullhorn or other device to notify employees about an emergency. ***Listen to the announcement!*** It may contain specific advice about which areas and emergency exits workers should avoid during an evacuation. If it is necessary to shelter in place, the announcement will provide instructions about where to go and what to do. When possible, Floor wardens will be positioned before the announcement to assist in directing people where to go. Floor wardens, stairwell monitors, and impaired-persons monitors have been trained and will assist in providing directions for a fire evacuation. ***They will not carry people with physical disabilities down the stairs.*** People with physical disabilities who have trouble using stairs should go into the stairwell, which is a protected area, and wait on the stairwell landing. Emergency responders will use the stairs to check the building and will look for anyone waiting in the stairs. Stairwells provide a better place of refuge from the effects of a building fire than interior offices. There are emergency exit signs strategically positioned throughout all Red Cross facilities that will lead personnel to an emergency exit stairwell. These signs have been positioned to ensure that visible evacuation routes are available from every location throughout the building. It is very important to become familiar with these signs and evacuation routes. Keep stairwell doors closed at all times. Doing so will help keep smoke and fumes from entering the stairwells.

#### ***Designated Assembly Areas***

The following assembly areas have been designated for these locations:

##### **Northern Delmarva Office: 100 West 10<sup>th</sup> Street, Wilmington DE**

Outdoors: Go to Rodney Square located diagonally across the street at 10th and Market Streets.

##### **Southern Delmarva Office: 523 N. Market St. extension, Seaford DE**

Outdoors: Go across the street to the softball field.

##### **Eastern Shore Training Center: 706 Idlewild Avenue, Easton, MD**

Outdoors: Go across the street to the lot next to the Verizon substation

##### **Upper Shore Training Center: 207 Blue Ball Avenue, Elkton, MD**

Outdoors: Go across the street to the back of the lot at the ATS building

Remember:

- Do not use the elevators.
- Assist anyone who may require help evacuating the building, but do not delay your own evacuation if someone cannot get down the stairs. Ask that person to wait on the

stairwell landing inside the building. Report that person's whereabouts to your fire warden, stairwell monitor, or emergency response officials once outside. (Note the floor and stairwell number to help responders find the person.)

- If you are elsewhere in the building when the fire alarm is activated, do not return to your workstation to retrieve personal items. Just leave the building and go to your designated assembly point.
- If you have a vehicle parked at the building, do not attempt to get to it and drive away. Wait until you are told that it is safe to reenter the building.
- Go to the specific location designated for your work group. Your disaster captain will take attendance, and report anyone missing to the authorities. It is important to report to your designated assembly point as quickly as possible so you will not be reported missing.

If it is safe to do so secure the building when all personnel have been evacuated. Fire department personnel will advise Red Cross officials when it is safe to return to the building. Red Cross officials will notify workers who are waiting at assembly areas that it is safe to re enter the building.

### ***Tornadoes***

A warning is often, but not always, preceded by a tornado or severe thunderstorm watch. A tornado watch means that conditions are favorable for the formation of a tornado, but one has not formed yet. Keep listening to local radio and television broadcasts for the latest information.

The National Weather Service issues a tornado warning when a tornado has been sighted by trained observers, or if weather radar indicates that a tornado has formed. Devastating tornadoes have happened in the jurisdictional area, and warnings should be taken seriously.

If a tornado warning is issued for the area where your workplace is located, you should:

- Hang up if you are on the telephone at your workstation.
- Immediately shut down your computer.
- Keep away from windows.
- Move to the safe location (internal assembly point) designated by your disaster captain and stay there until you are told that it is safe to leave.
- If you are visiting another Red Cross facility when a tornado warning is announced, follow the lead of others around you to know where to go for safety.
- Do not leave the building on foot or by auto. If it is possible to engage your personal communications plan from your designated safe location, contact those identified in your plan to advise them of the danger, encourage them to get to safety, and explain that you will be delayed.

# Conduct Policies

## Code of Conduct

This is the Code of Conduct form to be signed by all Volunteers.

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 himself or herself during deliberations, and shall refrain from participating in any decisions or voting in connection with the matter.

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**Confidential Information and Intellectual Property**

Red Cross has sole entitlement and copyrights to any intellectual property that is conceived or developed by volunteers, employees and its agents during the course of service to the American Red Cross. All registered volunteers and employees are required to sign a Confidential Information and Intellectual Property Agreement as a condition of volunteer involvement as required in the Board of Governors Manual.

Intellectual property includes inventions, discoveries, and original works of authorship as defined by US patent, trademark, and copyright law. Questions about this policy should be directed to the Chapter's Communications Director.

**Harassment Free Workplace**

The American Red Cross of the Delmarva Peninsula is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity while working, while on Chapter premises, while traveling on Red Cross business, or at Chapter social functions. The Chapter has zero tolerance for unlawful harassment.

Unlawful harassment is defined as harassment based on any characteristic protected by applicable federal, state or local law including race, religion, color, sex, national origin, age, veteran or disability status, which is sufficiently severe or pervasive as to alter the working conditions of a volunteer or employee. Examples of conduct prohibited by this policy include, but are not limited to:

1) Verbal or physical conduct that harasses a volunteer on the basis of a category protected by applicable federal, state or local law and that is sufficiently severe or pervasive as to create an intimidating, threatening, offensive or hostile environment.

2) Sexual displays or publications, or other verbal or physical conduct, where an volunteer is told either explicitly or implicitly that he or she must submit to the conduct to remain involved as a volunteer or where his or her reaction to the conduct is used as a basis for a management decision, such as evaluation, advancement, assigned duties, disciplinary action, or any other condition of volunteer involvement or career development. Examples of prohibited verbal or physical conduct include:

- Unwelcome sexual advances;
- Stalking, dating violence, date rape, or sexual assault;
- Persisting with romantic advances despite the rejection of the advances;
- Requests for sexual favors, whether or not accompanied by promises or threats with regard to the employment or volunteer relationship;
- Sexual jokes and innuendo; verbal abuse of a sexual nature; comments about an individual's body, sexual prowess, sexual activity, or sexual attractiveness;
- Leering, whistling, or touching; insulting or obscene comments, sounds, or gestures; displays of sexually suggestive objects, cartoons or pictures.

3) Words, actions or visual matter that demean or show hostility toward an individual or group because of any characteristic protected by applicable federal, state or local law.

Volunteers are responsible for reporting any concerns regarding unlawful harassment to management pursuant to the Dispute Resolution Policy. Volunteers who act in good faith to report or assist in the investigation of a possible violation of this policy will not be retaliated against. If, after investigating any claim of unlawful harassment, the American Red Cross of the Delmarva Peninsula concludes that a volunteer has filed a claim in bad faith, provided false information regarding a claim, or refused to cooperate in an investigation of a claim, disciplinary action, up to and including termination, may be taken.

Violations of this policy will be dealt with appropriately and promptly. Corrective action may include, but is not limited to, training, referral to counseling, and/or disciplinary action up to and including termination.

### **Violence Free Work Environment**

The American Red Cross of the Delmarva Peninsula 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 Chapter property or while at Red Cross 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 American Red Cross of the Delmarva Peninsula 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**

A dispute is defined as a grievance of a paid or volunteer staff member concerning any condition of employment or service, or the application of policies or procedures as they affect the work of the paid or volunteer staff. The American Red Cross of the Delmarva Peninsula is

committed to a work environment where all persons are treated with respect and dignity. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from the Chapter supervisors and management.

The 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. No volunteer will be penalized, formally or informally, for voicing a complaint with the Chapter in a reasonable, business-like manner, or for using the problem-resolution procedure.

Volunteers are strongly encouraged to follow the steps listed below to discuss any concerns with their supervisor. The volunteer may discontinue the procedure at any step.

1. Volunteer presents problem to immediate supervisor within 14 calendar days, after incident occurs (If supervisor is unavailable, the concern volunteer is having involves his or her supervisor, or volunteer believes it would be inappropriate to contact that person, volunteer may present problem to the Volunteer Services & Communications Director).
2. Supervisor responds to and attempts to resolve the problem within 14 days, during discussion with the volunteer or after consulting with appropriate management when necessary. Supervisor documents discussion.
3. If the volunteer is dissatisfied with the attempt at resolution, or the cause of the dispute persists, volunteer presents problem to Volunteer Services & Communications Director, if available, or designee, within 14 days.
4. Volunteer Services & Communications Director or designee reviews and considers problem and informs volunteer of decision within 14 days, and documents discussion.
5. If the volunteer is dissatisfied with the attempt at resolution, or the cause of the dispute persists, volunteer presents problem to Volunteer Development Committee, if available, or designee, within 14 days.
6. Volunteer Development Committee or designee reviews and considers problem and informs volunteer of decision within 14 days, and documents discussion.
7. If the volunteer is dissatisfied with the attempt at resolution, or the cause of the dispute persists, volunteer presents problem to Chief Executive Officer, if available, or designee, within 14 days.
8. Chief Executive Officer or designee reviews and considers problem and informs volunteer of decision within 14 days, and documents discussion.
9. If the volunteer is dissatisfied with the attempt at resolution, or the concern the volunteer is having involves the CEO or the cause of the dispute persists, volunteer presents problem to Chapter Chair, if available, or designee, within 14 days.

10. Chapter Chair or designee reviews and considers problem and informs volunteer of decision within 14 days, and documents discussion. The Chapter Chairman has full authority to make any adjustment deemed appropriate to resolve the problem.
11. The volunteer may also use the Concern Connection Line (see details on page 6)

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 any time during the process or investigation, the American Red Cross of the Delmarva Peninsula 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. American Red Cross of the Delmarva Peninsula 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 American Red Cross of the Delmarva Peninsula has adopted rules and standards to ensure productive, harmonious operations. The best interest of the Chapter lies in ensuring fair treatment of all volunteers and in making certain that discipline is prompt, fair and uniform.

The American Red Cross of the Delmarva Peninsula 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. Volunteers' 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 development 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 American Red Cross of the Delmarva Peninsula 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 American Red Cross of the Delmarva Peninsula 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 Red Cross communication systems, and their communications and systems use may be audited by authorized management at any time without notice. American Red Cross of the Delmarva Peninsula 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 American Red Cross of the Delmarva Peninsula 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 Red Cross 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 American Red Cross of the Delmarva Peninsula 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 American Red Cross of the Delmarva Peninsula business on a hand held cellular telephone while driving a vehicle

American Red Cross of the Delmarva Peninsula communication systems may not be used in situations that violate Federal, State or Local Law. Inappropriate use of any Red Cross 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 American Red Cross of the Delmarva Peninsula buildings, garages, parking lots and driveway areas and work areas in which Chapter work is regularly performed. This policy also prohibits solicitations via the American Red Cross of the Delmarva Peninsula 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.

### **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 Chapter CEO.

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 their supervisor or the Volunteer & Community Relations Administrator in charge of their jurisdiction.

Volunteers who are convicted of any drug- or alcohol-related offense, including pleas of no contest, are obligated to inform the Volunteer Services & Communications Director 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 American Red Cross of the Delmarva Peninsula provides a smoke-free work environment. Smoking inside all Chapter facilities, including 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 American Red Cross of the Delmarva Peninsula, volunteers should seek prior consultation and approval from their supervisor or the Volunteer & Community Relations Administrator in charge of their jurisdiction.

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 American Red Cross of the Delmarva Peninsula will provide a response to media inquiries as soon as possible, generally within 24 hours of receipt. Individuals designated to speak on the organization's behalf are the CEO, Chief Resource Development Officer, Volunteer Services & Communications Director and Volunteer Services & Communications Manager. Administrators, shelter managers, Disaster Action Team leaders and other leadership volunteers who have received media training and guidance may also be called upon to act as media spokespersons.

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 volunteers add to the overall credibility of the Red Cross and display a sense of confidence to the American Public. Volunteers are required to dress appropriately and modestly according to the needs of the volunteer position.

**Personal Phone Calls**

The American Red Cross of the Delmarva Peninsula will limit the number of personal or cell phone calls made or received by volunteers while they are serving on Red Cross business.

**AMERICAN RED CROSS CODE OF CONDUCT  
CERTIFICATION AND DISCLOSURE**

I, \_\_\_\_\_ certify that I have read and understand the Code of Conduct of the American Red Cross and agree to comply with it, as well as applicable laws that impact the organization.

**Disclosure of Current or Potential Conflicts:**

I affirm that, except as listed below, I have no financial interest or affiliation with any organization that may have interests that conflict with, or appear to conflict with, the best interests of the American Red Cross:

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Should such conflicts or apparent conflicts of interest arise in connection with my Red Cross responsibilities, I agree to:

- a. Discuss the conflict with the chairman of my unit, the executive of my unit, my department head, or the General Counsel, as applicable, and
- b. Until management mitigates or otherwise resolves the conflict, refrain from participating in any discussions, deliberations, decisions or voting related to the conflict of interest.

**Future Conflicts:**

I also agree, during the term of my employment or volunteer status with the American Red Cross, to report promptly to the chairman of my unit, the executive of my unit, my department head, or the General Counsel, as applicable, any future situation that involves, or might appear to involve, me in any conflict between my outside interests and the best interests of the American Red Cross.

-----  
Printed Name

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Signed Name

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Date

rev. 06/04

# Acknowledgement and Receipt

## **Receipt and Review of Policies Form**

Signature on this receipt acknowledges that you have reviewed American Red Cross of the Delmarva Peninsula volunteer handbook. Please sign and date the receipt.

## **Volunteer Handbook Statement of Certification**

I, \_\_\_\_\_, certify that I have received and reviewed the American Red Cross of the Delmarva Peninsula Volunteer Handbook.

I further understand that, by signing this statement as required I am indicating that I have read the Volunteer Handbook and understand its contents, or have discussed questions I have with my supervisor or the Volunteer Services & Communications administrator in charge of my jurisdiction. I also acknowledge that this statement will become a permanent part of my volunteer personnel file.

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Volunteer's Name (Please Print)

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Signature

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Address  
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Date

\*Please return to the American Red Cross of the Delmarva Peninsula