



**American
Red Cross**

Volunteer Handbook

Connecticut and Rhode Island Region



*A reference guide of general information and procedures for
Red Cross Volunteers*

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Dear New Volunteer:

On behalf of everyone in the American Red Cross, welcome and thank you for joining our team. You are now a member of one of the most trusted and distinguished humanitarian services organizations in the world. Each of us is an important member of a global Red Cross network.

In the Connecticut and Rhode Island Region, more than 4,000 Red Cross volunteers donate their time and talent to help local citizens "prevent, prepare for and respond to emergencies."

This handbook was created to give you important information that will enhance your volunteer experience. Please take the time to read through it and refer back to it as questions arise.

Feel free to contact the Volunteer Resources Department at (877) 287-3327 for additional information or to pass along suggestions or comments.

Once again, welcome to the American Red Cross. We wish you a rewarding experience as an American Red Cross volunteer.

Sincerely,



Mario J. Bruno, Region Chief Executive Officer

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Welcome Message

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. 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 the Volunteer Manager if you have any questions about the content of this handbook.

The American Red Cross 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 prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

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.

Facts about the Red Cross -

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- The International Committee of the 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 the Red Cross must provide services for the military and their families and provide relief assistance during disasters, domestic and international.
- American Red Cross Headquarters is in Washington, DC.
- There are over 2,000 Red Cross locations and 35 blood services regions in the United States; we also have Service to the Armed Forces stations serving members of the military and their families in the US and overseas.
- All American Red Cross disaster assistance is an outright gift. It is funded by voluntary contributions from the American people.
- The Red Cross has been awarded the Nobel Peace Prize four times.

The International Red Cross and Red Crescent global network consist of societies in over 186 countries. It is unique among voluntary service organizations because its mission centers on a set of seven Fundamental Principles, adopted in 1965.

Fundamental Principles of the Red Cross/Red Crescent Network

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 Red Cross, 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

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mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality:

It 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 Red Cross may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Independence:

The Red Cross 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 Red Cross principles.

Voluntary service:

The Red Cross 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 Red Cross is a worldwide institution in which all societies have equal status and share equal responsibilities and duties in helping each other.

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

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American people. Each of us is responsible for upholding and living in accordance with these values every day.

Values

Along with the mission and vision statements, we also want to lay out the values that are essential to our continued success: **compassionate, collaborative, creative, credible and committed.**

These values are not new to the Red Cross, but this gives us a common language and foundation to grow on. The values drive how we accomplish our goals and conduct ourselves to execute and achieve our strategic journey.

- **Compassionate:** We are dedicated to improving the lives of those we serve and to treating each other with care and respect.
- **Collaborative:** We work together as One Red Cross family, in partnership with other organizations, and always embrace diversity and inclusiveness.
- **Creative:** We seek new ideas, are open to change and always look for better ways to serve those in need.
- **Credible:** We act with integrity, are transparent guardians of the public trust and honor our promises.
- **Committed:** We hold ourselves accountable for defining and meeting clear objectives, delivering on our mission and carefully stewarding our donor funds.

Vision Statement

The American Red Cross, through its strong network of volunteers, donors and partners, is always there in times of need. We aspire to turn compassion into action so that...

... all people affected by disaster across the country and around the world receive care, shelter and hope;

... our communities are ready and prepared for disasters;

... everyone in our country has access to safe, lifesaving blood and blood products;

... all members of our armed services and their families find support and comfort whenever needed; and

... in an emergency, there are always trained individuals nearby, ready to use their Red Cross skills to save lives.

Volunteer Involvement

Commitment to Volunteers, Diversity and Youth Involvement

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

Volunteers are indispensable and are how the American Red Cross accomplishes its mission. 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 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 will be performed in a non-hazardous environment and will comply with all appropriate requirements of child labor laws.

Young volunteers 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

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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 freely assists the American Red Cross in the accomplishment of its mission without expectation or receipt of compensation.

Volunteer Classification

Active volunteer - All individuals that have successfully completed a background check and application process are considered active volunteers. Active volunteers have demonstrated an ongoing commitment to the Red Cross and whose names and addresses are registered in the Volunteer Management System.

Episodic Volunteers - An episodic volunteer is someone who volunteers for a specific event or project and one in which we didn't register in the Volunteer Management System. Types of episodic volunteers include: employees/members of an organization sponsoring a blood drive who volunteer to support that drive; employees/members of an organization who volunteer for a project like a "day of service"; spontaneous disaster volunteers who aren't registered in Volunteer Connection; etc.

Role of the Board of Directors or Installation Advisory Councils

Board members and Advisory Councils serve as volunteer leaders of the American Red Cross at the local level. The objective of the board or council is to partner with and provide guidance to the executive officer in developing and monitoring local strategies to deliver mission related services, fundraising, and community presence and outreach within the chapter jurisdiction.

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. Volunteers serve in direct service, support service, fundraising, consulting and advisory roles. Volunteers may be involved in all programs and activities of the organization. Volunteers and employees are partners in implementing the mission and programs of 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 the American Red Cross to Provide for You

1. A suitable assignment based upon your interests, skills and availability, as well as the American Red Cross needs.
2. Orientation and training to help you perform your job.
3. 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.
4. The support you need to do your job, including necessary equipment, supplies, work space and helpful supervision.
5. The opportunity to give feedback about your Red Cross volunteer experience.
6. The chance to grow and develop as a volunteer through participation in other Red Cross activities, special training events, meetings and more responsible positions.
7. Proper supervision in an appropriate work setting.

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.
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, 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.

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 assigned Red Cross duties
- Liabilities incurred as a result of accidents while driving a Red Cross motor vehicle
- 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.

Red Cross does not provide primary health/medical insurance and volunteers should turn to their personal health and medical insurance if injured. Questions about insurance for volunteers can be referred to the Volunteer Manager.

Dual Role of Red Cross Volunteers and Employees

At times, employees of the American Red Cross may desire to volunteer for the organization. Exempt employees may volunteer for the American Red Cross. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees may only volunteer for the American Red Cross 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 American Red Cross must speak to his or her manager and complete a volunteer application form and the volunteer intake process, before performing any such volunteer service.

Recruitment and Assignments

Role of the Volunteer Management Unit

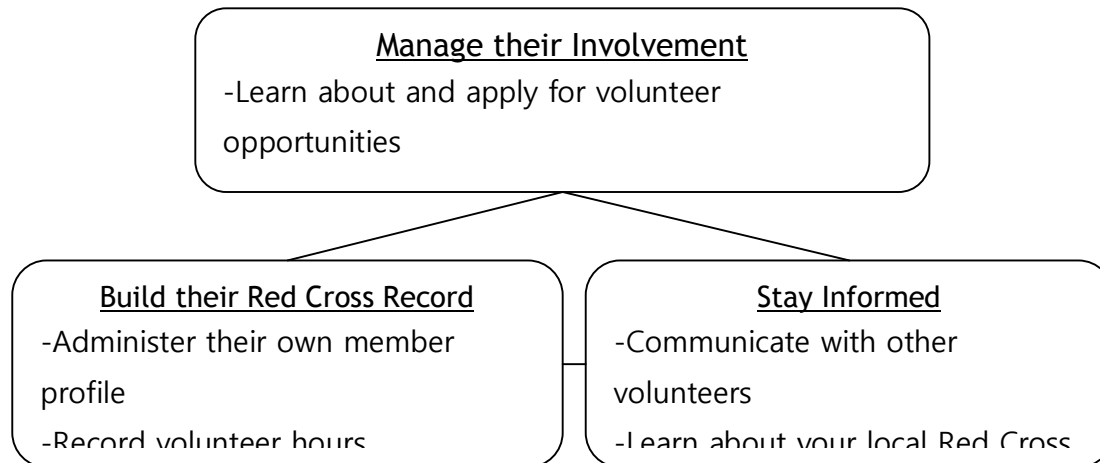
The productive involvement of volunteers requires a planned and organized effort. The function of the Volunteer Management Unit at the Region or SAF station is to provide a central coordinating point for effective volunteer placement within the American Red Cross, and to direct and assist volunteer and employee efforts jointly to provide more productive services. The Volunteer Management Unit 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 Management Unit 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 Connection

Volunteer Connection is a single organization-wide volunteer management system used to engage, match, train and deploy volunteers in order to respond to community needs and deliver the Red Cross mission. This system offers volunteers an attractive and interactive registration and on-going, rewarding experience.

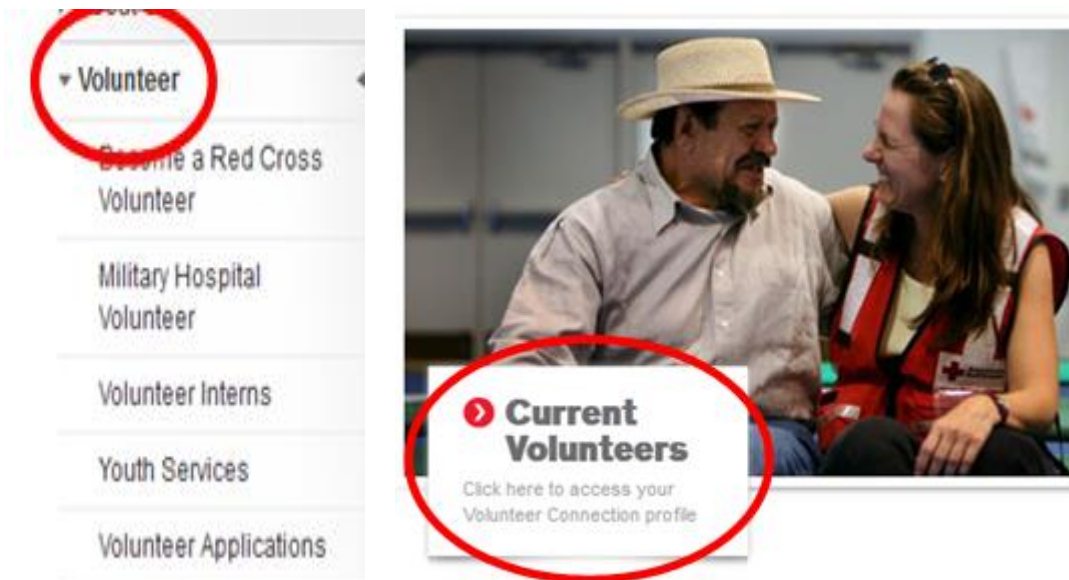
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Volunteer Connection allows volunteers to:



Login to Volunteer Connection

- Visit <http://volunteerconnection.redcross.org>
- Or the site can also be accessed from our National website: redcross.org – Under the Volunteer section, click on “Current Volunteers.”



- Enter the username and password you created when you completed the application. Forgot your username? Contact your Volunteer Manager.

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Volunteer Position Descriptions

Every registered volunteer position in the American Red Cross 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.

The Red Cross does not discriminate against, nor does it tolerate discrimination against or harassment of, any person based on race, color, religion, sex, sexual orientation, national origin, age, disability, veteran status. Marital status, citizenship or any other characteristic protected by applicable law. Volunteers are recruited based upon their skills, abilities and suitability to perform volunteer responsibilities.

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. Placement shall be made only when the requirements of both the volunteer and the supervising staff can be met. In order to provide a positive work experience, a volunteer should not be assigned to a "make-work" position, and a position should only be given to a qualified and interested volunteer.

Recruitment of Minors (parent/guardian release form)

Volunteers who are under the age 18 must have the written consent of a parent or legal guardian prior to volunteering. The volunteer services assigned to a minor will be performed in a non-hazardous environment and will comply with the appropriate requirements of child labor laws. (See release form in Appendix.)

Service at the Discretion of the Organization

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

Reference and Background Checks

The American Red Cross 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 performs, or may request that third parties perform, reference and background checks at time of the volunteer application management process. All reference and background checks will be performed in accordance with applicable federal and/or state law.

Reference and background checks 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 may use consumer reporting agencies to gather and report information to the American Red Cross in the form of consumer or investigative

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consumer reports. All reference and background check results will be maintained in a confidential file by the Volunteer Management Unit.

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 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 efforts to obtain relevant information, will result in termination of volunteer involvement.

A Red Cross Unit is responsible for assignment of qualified adult leaders to supervise youth or work with youth activities. It is critical that all adults directly responsible for youth activities, whether employed or volunteer, undergo the same screening process. The expectations of the community and parents as well as legal requirements place additional responsibilities on a Red Cross unit in selecting adult leaders.

Please note, careful supervision of staff working with young people takes precedent regardless of screening processes.

Acceptance and Appointment of Volunteers

Service as an active volunteer with the organization begins with an official welcome notification of acceptance and completion of all the necessary steps in Volunteer Connection or appointment to a volunteer position. Confirmation of active status may only be given by an authorized representative of the Volunteer Management Unit. No volunteer 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 the

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volunteer process and shall receive a copy of a volunteer position description and agreement of service.

Emergency Contact Information

It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information in Volunteer Connection.

Former Employees as Volunteers

Employees who have terminated their employment with the American Red Cross may apply for volunteer positions. Only those employees who resigned or retired "in good standing" will be considered for volunteer opportunities.

Supervision, Training and Miscellaneous

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 Red Cross office 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 at least annually.

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

Episodic and spontaneous volunteers also 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, supervisors and volunteers to align individual goals with the overall direction of the American Red Cross. 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 Supervisor

A department supervisor is responsible for maintaining regular communications with the Volunteer Management Unit regarding the status of the volunteer(s) they are supervising, and are responsible for the timely provision of all necessary paperwork to the Volunteer Management Unit. The Volunteer Management Unit 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 information for contacting their supervisor regarding queries or concerns.

Separation from Red Cross Volunteer Involvement

Voluntary separation from the American Red Cross occurs when a volunteer resigns or retires. Volunteers are encouraged to give the American Red Cross at least two weeks' notice of intent to resign 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 Red Cross 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. More information about local or national Red Cross awards and recognition program(s) is available from the Volunteer Management Unit.

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Reimbursement for Approved Expenses

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the American Red Cross. Volunteers should check with their supervisors regarding specific reimbursable items and prior approval must be obtained from a supervisor.

All volunteers authorized to use their personal automobile for official travel may be reimbursed at the rate determined by the Region. The expense report should show mileage for point-to-point travel. Reimbursement on a mileage basis is expected to reasonably cover all out-of-pocket costs of operations except for parking and tolls, which should be listed separately on the expense report, regardless of amount. The annual accumulative amount of travel reimbursement may be taxable by IRS regulations. Volunteers can elect to not be reimbursed for mileage and deduct it as a charitable contribution on their taxes. Please consult with the IRS or other tax consultant.

Tracking Volunteer Hours

The American Red Cross does track volunteer hours of service through Volunteer Connection. It is the responsibility of the volunteer and their supervisor to update and manage all volunteer hours within the Volunteer Connection system.

Attendance

The American Red Cross 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 at least two hours 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.

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Volunteers who have been absent for health reasons may be asked to provide a medical release prior to being allowed to return to active volunteering.

Work Schedules

The American Red Cross establishes the time and duration of working hours as required by workload, customer service need and the efficient management of resources. Daily and weekly work schedules may be changed from time to time at the discretion of the American Red Cross 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. Changes in work schedule and hours will be tracked in Volunteer Connection. It is the responsibility of the volunteer to check within the Volunteer Connection system for any changes in schedule or contact their supervisor.

The Connecticut and Rhode Island Region recognizes that there may be occasions when the weather is so severe that reporting for volunteering is not possible. In addition, since we offer classes through many different business and organizations, at their request, we may need to cancel a class due to severe weather. If there is a question of the office closing or a community class being cancelled due to severe weather, volunteers are asked to call 860-678-2816 (toll-free 1-877-243-5727, ext. 2816) after 7:00 AM for a recorded message with closing or late opening information. Volunteers may also call their supervisors or the Volunteer Resources Department before reporting to their assignments. Please note: Blood drives are rarely cancelled due to weather. However, volunteers are not expected to report to drives when travel conditions are unsafe. A blood drive being held in a school will be cancelled if schools in that town are closed due to severe weather conditions.

Holidays

The American Red Cross observes ten holidays each calendar year.

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The holidays observed are:

Holiday	Date Observed
New Year's Day	January 1
Martin Luther King, Jr., Day	3 rd Monday in January
President's Day	3 rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1 st Monday in September
Veterans Day	November 11
Thanksgiving Day	4 th Thursday in November
Day After Thanksgiving	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

Workplace Safety and Security

In order to provide a secure, safe and healthy work environment for volunteers, the American Red Cross 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 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 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, who fail to report where appropriate, or fail to 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.

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 Volunteer Management Unit. 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. Refer to the Insurance for Volunteers Section.

Use of American Red Cross Vehicles

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

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

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Drivers are required to notify the American Red Cross 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 Red Cross vehicle, or while driving his or her personal vehicle on 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.

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Red Cross Property

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

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.

Emergency Evacuation Procedures

Every Red Cross location has developed the following Emergency Evacuation Procedures from our facilities.

When the alarm sounds or when the order to evacuate is announced:

1. Upon hearing the alarm or receiving the order to evacuate, each Volunteer will follow the Evacuation Plan.
2. Any necessary equipment shutdown procedures should be initiated for each department as previously planned.
3. Volunteers will make provisions to assure that all handicapped personnel in their departments have been safely evacuated and will assist as required.
4. Evacuate the building in an orderly manner.

5. All personnel will walk to the assembly area specified by their location.
6. Keep roadways clear for emergency vehicles.
7. Personnel will be advised when the facility is safe for re-entry. Do not attempt to re-enter the building until advised by Management.

Do not panic - do not use elevator - do not try to save equipment or records - do not re-enter the building until an "all clear" is issued by the fire marshals, fire department, or management.

There will be occasional drills to test the evacuation plan and to familiarize personnel with proper procedures.

Conduct and Ethics

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 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.

Nepotism and Fraternalization

The American Red Cross permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the American Red Cross, create actual or perceived conflicts of interest. For purposes of this policy, "relative" is a spouse, significant other, child, parent, sibling, grandparent, grandchild, aunt, uncle, niece, nephew or corresponding in-law or "step" relation with whom the volunteer has a relationship. The American Red Cross 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 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 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, an actual or apparent conflict arises as a result of a relationship or 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.

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

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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 Office of Volunteer Services department.

Disclosure of Actual or Potential Conflicts of Interest

All volunteers and employees, at all levels of Red Cross service, must disclose any actual or potential conflict of interest to their supervisor and the Office of General Counsel immediately upon becoming aware of such actual or potential conflict of interest. In particular, any actual or potential conflict of interest between a volunteer's or employee's obligation to operate in the best interests of the Red Cross and (a) the interest of any organization in which such volunteer or employee has a financial interest, or with which he or she is affiliated, or (b) such volunteer's or employee's personal interest, must be reported immediately.

If any questions arise, your supervisor should be consulted to determine whether a conflict exists and, if so, to determine the appropriate course of action.

Harassment Free Workplace

The American Red Cross Region is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity while working, while on a Red Cross site/premises, while traveling on Red Cross business, or at a Red Cross social function. The American Red Cross 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.

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- 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.
3. Volunteers are responsible for reporting any concerns regarding unlawful harassment to the Volunteer Manager pursuant to the Dispute Resolution Policy (refer to Issue Resolution under Conduct and Ethics Section) 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 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 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:

- Physical injury to another person;
- Threats;
- Behavior that creates a reasonable fear of injury in another person;

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- Intentionally causing damage to Red Cross property or property of another volunteer or employee;
- Possession of weapons (for example, guns, knives, clubs, explosive devices, etc.) on American Red Cross property or while the American Red Cross sponsored-activities; or
- 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 Red Cross site/premises to the supervisor 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 American Red Cross is committed to a work environment where all persons are treated with respect and dignity. The American Red Cross 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 policy or procedure that affects the work activity of a volunteer.

Ombudsman Program - The American Red Cross has an independent Ombudsman designated as the neutral or impartial dispute resolution practitioner whose major function is to provide confidential and informal assistance to any constituents with concerns about the Red Cross and how we accomplish our critical mission. The constituents who seek the Ombudsman's services can be internal stakeholders, such as employees and volunteers, or external stakeholders, such as Red Cross clients, donors, suppliers, vendors, partners and the public at large. The Ombudsman provides a voluntary, confidential and informal process to facilitate fair and equitable resolutions, to help people clarify issues, and to help people identify and explore a range of alternatives or options to resolve the matter of concern. The Ombudsman does not conduct investigations or make decisions, and can refer individuals to appropriate formal or management resources, such as the whistleblower hotline, etc. Any contact with the Ombudsman is confidential and off-the-record, with the exception of situations in which a person is threatening themselves or others. The Ombudsman can be confidentially contacted at ombudsman@redcross.org or at 202-303-5399 or 1.866.667.9331.

Issue Resolution

The volunteer should promptly report a concern to his or her supervisor. The supervisor will investigate the matter and take appropriate action, and advise the Volunteer Manager of the situation. Any supervisor who receives a concern alleging a violation of the Harassment Free policy will notify the Volunteer Manager immediately. Volunteers are strongly encouraged to follow the steps listed below to discuss any concerns with their supervisor.

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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 department management who will review the situation. If the manager views the situation and cannot resolve the issue, the volunteer will be notified for further action.

If the problem is not resolved by the supervisor, the volunteer is encouraged to seek assistance from the Volunteer Department Manager. In an effort to resolve the problem, the Volunteer Manager will consider the facts, conduct an investigation, review the findings and recommendations with the Human Resources Department and the Executive Officer and respond back to the volunteer. The volunteer may be asked to put the concern in writing and provide appropriate documentation, the Issue Resolution Form (see appendix) should be used for all dispute resolutions.

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

If the concern the volunteer is having involves the Chief Executive Officer the volunteer should report his/her concern to the Division Vice President 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 Division Vice President is final.

Attempts to resolve this at a local level are unsuccessful, call the Concern Connection Line at 1-888-309-9679

Retaliation - Retaliation is prohibited against any employee or volunteer who seeks advice from, raises a concern with or makes a complaint to a supervisor or other member of management, the Ombudsman, the Concern Connection Line, the

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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.

Progressive Discipline

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

The American Red Cross 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 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 the property of the American Red Cross and are to be used for business purposes only. Because these communication systems are

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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. The American Red Cross communication systems include, but are not limited to, Volunteer Connection, 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 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 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 Red Cross business on a hand held cellular telephone while driving a vehicle.

The American Red Cross 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.

Social Networking

Volunteers do not have to be a Red Cross advocate with personal social networking accounts. You are not obligated to engage with stakeholders, support campaigns, or use these tools to connect with other subject matter experts in your field. You are in charge of your own presence online. If you do want to take any of these actions, we ask that you follow these guidelines:

RESPECT

- Follow the Code of Conduct and Fundamental Principles. When you were hired as a volunteer, you signed the Code of Conduct and were made aware of the Fundamental Principles. They both apply to your activities on the social and mobile web.

DISCLOSURE

- If you are typing or posting anything about the Red Cross, you have a duty to disclose your relationship to the organization. Use your real name, identify that you work or volunteer for Red Cross, and be clear about your role.
- If you have a vested interest in the conversation, disclose your interest with specifics.
- Be yourself. Stick to your area of expertise and write what you know.

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BE RESPONSIBLE

- Do not violate our clients' privacy. Before you post any identifying information via text, photo, or video, you must have a signed release.
- Do not post financial or service delivery numbers until they are triple checked, approved, and publicly published by the Red Cross. We value transparency and want to avoid publishing conflicting reports.
- Remember if you're online, you're on the record.

USE COMMON SENSE

- The lines between public and private, personal and professional are blurred in social networking. By identifying yourself as a Red Cross volunteer, you are creating perceptions about your expertise and about Red Cross Online

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 any American Red Cross buildings, parking lots and driveway areas and work areas in which the American Red Cross work is regularly performed. This policy also prohibits solicitations via the American Red Cross 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.

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Solicitation or distribution by non-staff is prohibited on any the Red Cross 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 Red Cross facilities are to be referred to Communications department.

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 appropriate Executive Officer.

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 Volunteer Department Manager.

Volunteers, who are convicted of any drug- or alcohol-related offense, including pleas of no contest, are obligated to inform the Volunteer Supervisor within five

days of said conviction or plea. Failure to comply with this regulation may result in disciplinary action up to and including separation.

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Smoking

The American Red Cross provides a smoke-free work environment. Smoking inside all Red Cross 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 the American Red Cross

Prior to any action or statement, which might significantly affect or obligate the American Red Cross, volunteers should seek prior consultation and approval from the local management team who, if necessary, will contact the Communications department. 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 will provide a response to media inquiries as soon as possible, generally within 24 hours of receipt. Individuals designed to speak on the organization's behalf are determined by the Executive Officer.

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 Communications Department at Red Cross national headquarters are charged with handling national media calls and requests for interviews with

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national news media. Communications management will route national media calls to the available spokespersons.

Dress Code

All volunteers should have American Red Cross identification while performing their duties. Name tags and ID cards will be issued by your department as appropriate, and must be worn at all times while on American Red Cross assignments.

Volunteers representing the American Red Cross are expected to dress appropriately for the volunteer job environment, maintain good grooming and personal cleanliness. A neat and professional appearance is expected at all times. Due to work involved with certain volunteer jobs, some departments may have a dress code (for example: Bloodmobile Volunteer smocks, Emergency Services disaster vest, Health and Safety Instructor shirts, SAF vests for some volunteers in medical treatment facilities). Please discuss the proper attire for your job with your supervisor.

We ask that you not wear the following while on duty:

- Tight or revealing garments such as shorts, tank tops, halter tops
- Flip flops or other footwear that is unsafe or inappropriate to a position
- Clothing with political, religious or controversial messages.

Personal Phone Calls

The American Red Cross requests that while volunteering you limit the number of personal or cell phone calls while serving on Red Cross business.

The Concern Connection Line

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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.

Reporting Suspected Child Abuse and Neglect

The Red Cross is committed to protecting children from abuse and neglect. To that end, Red Cross employees and volunteers who, in the course of performing their Red Cross duties, observe or suspect child abuse or neglect should comply with the reporting requirements outlined below.

Please note that some categories of employees and volunteers, by virtue of their positions working with children, currently have federal or state statutory requirements to report suspected child abuse or neglect – That does not change these statutory obligations and they continue to supersede any Red Cross policies.

- Report Suspected or Observed Incidents to the CCL hotline 1-888-309-9679
- Immediate Danger to the Child, Contact Law Enforcement

Acknowledgement and Receipt

Receipt and review of policies form

Signature on this receipt acknowledges that you have reviewed the American Red Cross 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 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 the Volunteer Manager. I also realize that this statement will become a permanent part of my volunteer personnel file.

Volunteer Name (Please Print)

Signature

Address

City, State, Zip

Date

*Please print, sign and return to:
American Red Cross
209 Farmington Avenue, Farmington CT 06032

Appendix

About the Connecticut and Rhode Island Region

The first office of the Red Cross in Connecticut was established in 1898. In its early years, the chapter funded local, national and international disaster relief and produced items for the military. During its more than 100 year history, the chapter provided comfort services to local families affected by fires or weather disasters. It has also been a key responder to major disasters including the Influenza outbreak of 1918, the Flood of 1936, the Hurricane of 1938, the 1944 Circus Fire, the Flood of 1955, the Blizzard of 1978 and the September 11, 2001 terrorist attack in New York.

Production for the armed forces, including clothing, comfort items and bandages, rose dramatically during World War I. The Home Service program was established in World War I to help the families of servicemen communicate with their loved ones overseas and to provide other services.

The chapter entered into preparedness training in the 1920s, when it added first aid, water safety and Junior Red Cross programs. Over the decades, our roster of classes expanded as technology developed to include CPR and Automated External Defibrillator (AED) training. We also have developed materials to help individuals prepare for natural or other disasters and make these materials available on the Chapter's website.

With the start of World War II, services to the armed forces again increased. Volunteers produced needed materials, visited wounded soldiers and supported home front relief work. The also assisted the National Office of the American Red Cross in efforts to relieve the suffering of displaced persons in the aftermath of the War. Also during World War II, the Red Cross began to supply the armed services with blood plasma. In 1950, with blood transfusions becoming a more frequent medical practice, the Connecticut Red Cross Blood Program was established to serve the needs of the state's civilian population.

The first Red Cross office in Rhode Island opened in Newport in 1916. The chapter rented a workroom on Bellevue Avenue for its headquarters where volunteers prepared bandages and other items needed by the hospitals. Today, from offices in Providence and Middletown, the American Red Cross works to achieve our mission to provide relief to victims of disasters and help people prevent, prepare for and respond to emergencies. In Rhode Island, the majority of these emergencies are residential fires that occur primarily in the core cities.

Today in Connecticut and Rhode Island, the American Red Cross helps residents prevent, prepare for and respond to emergencies with a broad range of services provided by small paid staff and a corps of more than 4,000 volunteers. The Region responds to more an average of two local disasters each day, primarily residential fires, providing emotional support and immediate disaster-related needs to affected families. The Red Cross tens of thousands of Connecticut and Rhode Island residents how to protect themselves and their families or to help others in an emergency through classes in First Aid, CPR, Lifeguard training, Babysitter training, Community Disaster Education programs and more. The Region provides emergency communications, counseling services and emergency financial assistance to military families. And the Red Cross in Connecticut collects an average of more than 120,000 units of blood at thousands of drives across the state to provide lifesaving blood components, plasma derivatives and transfusion services to hospitals and acute care facilities in Connecticut.

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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, at all times.

Disclosure of Actual or Potential Conflicts:

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

Future Actual or Potential Conflicts:

At any time during the term of my employment or volunteer status 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:

- a. Disclose promptly the actual or potential conflict to the chair of my unit, the executive of my unit, my department head, or the General Counsel, as applicable; and
- b. Until Red Cross approves actions to mitigate or otherwise resolve the conflict, refrain from participating in any discussions, deliberations, decisions or voting related to the conflict of interest.

ALL VOLUNTEERS SIGNED THIS FORM WHEN JOINING THE RED CROSS

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Issue Resolution Form

Confidentiality is required of all parties involved with the Issue Resolution Process. The American Red Cross prohibits retaliatory behavior against anyone seeking resolution through this process.

Name:	Employee ID:
Department:	Job Title:
Work Phone No.	Alternate Phone No. (Optional)

Section 1

Please describe your issue/concern including any relevant data, facts or person(s) involved.

Please check (as appropriate) and describe the steps you have previously taken to address your issue.

Reviewed with immediate supervisor (or second level supervisor if immediate supervisor is part of your issue or concern).

- Date(s) reviewed with immediate supervisor:
- Reason for non-resolution at that level:

Other steps (please describe):

Names and contact information of individuals with direct knowledge of your issue/concern.

What resolution are you seeking?

Section 2 - Signature

Signature:	Date:
Acknowledge receipt by (signature):	Date:

Issue Resolution Form - page 2 of 2

Section 3 - Appeal

Appeals are accepted based on new, relevant facts not available during the initial investigation or identified discrepancy in the investigation. Please check the appropriate box and explain:

I have new, relevant information not included in the initial investigation.

I have identified a problem in the way the investigation was done.

Please list names and contact information of any individuals who can substantiate your new information or the problem in the way the investigation was done .

Signature:	Date:
Acknowledge receipt by (signature):	Date:

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American Red Cross First Report of Accident

Location Code: Claims Reporting Hotline: 1-800-272-7988 VOLUNTEER INFORMATION:	Attention: This form contains information relating to Volunteer health and must be used in a manner that protects the confidentiality of Volunteers to the extent possible while the information is being used for safety and health purposes.
---	--

Name of Volunteer:		Gender:	DOB:
Address:		Volunteer Number (if applicable):	
		Telephone Number:	
Marital Status:	No. of Dependents:	Beginning of Service Date	Term Date:
Dept:	Position:		
Hours worked weekly:	Start time:	End Time:	
Medical Treatment Required: Yes No Not at this time:			
Was Volunteer treated in an emergency room?		Was Volunteer hospitalized overnight as an in-patient?	
Hospital / Medical Center:			
Physician:			
Address:			
Date of Injury:		Time of injury	

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AMERICAN RED CROSS FIRST REPORT OF ACCIDENT - PAGE 2 of 3

VOLUNTEER NAME: _____

IIINFORMATION ABOUT THE CASE

What was the Volunteer doing just before the accident occurred? (I.e. moving chairs to set up for a meeting):	Explain:
How did the accident occur?	Explain:
Body part(s) injured? (i.e. strained lower back, chemical burn, left hand):	Explain:
What object or substance directly harmed the Volunteer? (i.e. concrete floor, door knob)	Explain:
Was there a fatality?	If yes, when did the death occur?

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AMERICAN RED CROSS FIRST REPORT OF ACCIDENT - PAGE 3 of 3

VOLUNTEER NAME: _____

Claims Reporting Hotline: 1-800-272-7988

Record Only	Medical Only	Indemnity/investigation	
Location of Accident:		Did Accident Occur on Premises? Yes / No	
Street	City	State	Zip
Volunteer's Supervisor/Manager:			
Was safety equipment provided?		Was safety equipment used?	
Was the safety equipment appropriate for the task?		How could the injury be prevented in the future?	
What action has the Volunteer's manager/supervisor taken to prevent this accident from recurring?			
Was this recommendation communicated?		To whom?	By whom?

Type of Injury:

Contusion:	Strain:	Sprain:	Fracture / Dislocation:
Laceration	Exposure:	Puncture:	Concussion:

Class of Injury

Caught in:	Inhalation:	Laceration:	Disease:
Slip/Trip/Fall:	Overexertion:	Struck By:	MVA:
Blood Splash:	Sharps:	Other (explain):	

Name and Address of Witness:	Date Reported to ARC (if not on the day of injury, why?):
Telephone Number:	Who was the injury reported to?
Last Service Date:	Date Volunteer Returned to Service:

Reported to Red Cross Claims Handling Company:
Name:
Date & Time

Additional Comments (is the claim questionable, etc.?)
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Report Completed By:	Injured Volunteer's Manager/Supervisor:
Signature:	Signature:
Title:	Title:
Date:	Date:

AMERICAN RED CROSS

Parental/Guardian Consent



**American
Red Cross**

_____, a minor child, wishes to participate as an American Red Cross Volunteer ("Activity"). The American Red Cross involves activities on and off the premises of the local Red Cross chapter. As the minor's parent/guardian, I hereby consent to his/her participation in the Activity.

I am not aware of any physical or medical condition that would interfere with the child's ability to participate. If the child is injured or becomes ill and neither I nor any other parent/guardian identified below can be reached, I give the American Red Cross permission to seek medical attention for the child.

Signature of Parent/Guardian

Date

Printed Name of Parent/Guardian

I understand that the child may be photographed during the course of the Activity. I grant full and unlimited permission to the American Red Cross, and its agents and affiliates, to use the minor's name, photographs or any other record of participation in this Activity in any broadcast, telecast or other account of the Activity for publicity purposes, without compensation, by placing my initials here. _____

Emergency Information

Please indicate how we can reach you in an emergency:

Parent/Guardian 1:

Parent/Guardian 2 (or Emergency Contact):

Name: _____

Name: _____

AMERICAN RED CROSS

Relationship to child: _____ Relationship to child: _____

Home phone: _____ Home phone: _____

Mobile phone: _____ Mobile phone: _____

Office phone: _____ Office phone: _____

Child's Physician:

Name: _____ Office phone: _____