



Volunteer Orientation & Information Handbook

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Introduction

Dear New Volunteer:

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

In Northeast Florida over a 1000 Red Cross volunteers are prepared to 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 to enhance your volunteer experience. Please take the time to read through it and refer to it as questions arise.

Feel free to contact the Volunteer Resources Office for additional information or to pass along suggestions or comments. Contact the Volunteer Director at (904) 358-8091 ext 1814.

Once again, welcome to the Northeast Florida Chapter. Thank you for giving your time and talents to help others. We hope you find volunteering with the American Red Cross a positive and rewarding experience.

Sincerely,

Lale Gerger
Director of HR & Volunteer Services

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 Northeast Florida Chapter. 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 Director of Volunteer Services if you have any questions about the content of this handbook.

Northeast Florida Chapter 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

In 1859 Henry Dunant was traveling in northern Italy. He was a young businessman of 30, and he had only one object in view—to get the support of the Emperor of France for a business project in Algeria. The fact that the emperor was then leading his army against the army of Austria did not deter the enthusiastic young promoter. He did not see the emperor, but he could not escape seeing the casualties left by the Battle of Solferino, where the French victory over the Austrians left 40,000 dead and wounded on the battlefield.

On the day of the battle Dunant had arrived in the nearby town of Castiglione. He joined in the work of relief, sent his coach to bring supplies, and wrote to his friends in Switzerland for aid. He labored for three days at his unfamiliar task. Then he returned home, never again to be just like the young man who had set out to discuss a business deal with an emperor. Solferino changed Dunant.

He resolved to write and appeal against such terrifying inhumanity as he had witnessed, on the chance that he might move people to prevent or to reduce the suffering of soldiers. The result was *A Memory of Solferino* (Un Souvenir de Solferino), printed in Geneva in October 1862.

Dunant was not present at the Battle of Solferino itself, but he collected information that enabled him to write an accurate description of it. To this he added his eyewitness story of the deserted battlefield and of the makeshift hospitals of Castiglione. The closing pages he devoted to the questions and proposals that held the germ of the Red Cross movement. He emphasized the need for trained volunteers and the necessity for international cooperation for the sake of humanity.

Created in 1864, the Red Cross was chartered to provide humane services to all victims during wartime under a flag of neutrality and has headquarters in Geneva, Switzerland.

The anniversary of his birth, May 8, 1828, is now celebrated as World Red Cross Day.

Clara Barton's civil war work began in April 1861. After the Battle of Bull Run, she established an agency to obtain and distribute supplies to wounded soldiers. In July 1862, she obtained permission to travel behind the lines, eventually reaching some of the grimmest battlefields of the war and serving during the sieges of Petersburg and Richmond. Barton delivered aid to soldiers of both the North and South.

By 1863, the Army Medical Department was geared up for a major war, overwhelming any efforts made by a single individual such as Miss Barton. But she continued working at battlefields as the war dragged on. Miss Barton threw herself into her next project as the war ended in 1865.

She helped with the effort to identify 13,000 unknown Union dead at the horrific prisoner-of-war camp at Andersonville, Ga. The search for missing soldiers and years of toil during the Civil War physically debilitated Miss Barton. Her doctors recommended a restful trip to Europe.

Although still ailing, another crisis jolted Miss Barton into action. The outbreak of war in 1870 between France and Prussia (part of modern-day Germany) brought hardship to many French civilians. Miss Barton joined the relief effort, and in the process, was impressed with a new organization—the Red Cross.

Miss Barton returned to the United States and began her most enduring work--the establishment of the American Red Cross. A reluctant U.S. government could not imagine the country ever again being involved in armed conflict after the Civil War. Finally, by 1881 at age 60, she persuaded the government to recognize the Red Cross to provide aid for natural disasters.

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.

- The American Red Cross Headquarters is in Washington, DC.
- There are over 800 chapters and 35 blood services regions in the United States.
- All Red Cross disaster assistance is an outright gift. It is funded by voluntary contributions from the American people.
- 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.
- The International Red Cross has been awarded the Nobel Peace Prize four times.

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

About the Northeast Florida Chapter

Northeast Florida Chapter

- The first Red Cross presence in Jacksonville was in 1888 during the yellow fever epidemic.
- Receiving its Congressional Charter in 1914 from Woodrow Wilson, it is the oldest chartered Red Cross chapter in Florida, Georgia, Mississippi, or Alabama.
- The Northeast Florida Chapter serves eighteen counties; sixteen are located in Northeast Florida, Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Gilchrist, Hamilton, Lafayette, Levy Nassau, Union, St. Johns, Suwannee and Putnam Counties. The two counties in Southeast Georgia are Camden and Charlton.

Red Cross Locations:

The Northeast Florida Chapter Headquarters

751 Riverside Avenue
Jacksonville, Florida 32204
1-904-358-8091

NAS Jacksonville Branch Office (Naval Hospital)

The NAS Branch Office is located in the Naval Hospital. It is an all-volunteer office that places volunteers throughout the hospital and clinics. We are also helping out in the dental office. If the volunteer completes 400 hours, they can take the test and get their dental assistance license.

Contact Information:

Chairman of Hospital Volunteers
NAS Jacksonville Hospital Volunteer Office
2080 Child Street, Jacksonville, FL 32212
Main - (904) 542-7525
Fax - (904) 542-9303

Mayport Case Management Center

The Mayport Case Management Center serves as the hub for Armed Forces Emergency Services and military emergency communication for families. This branch is responsible for 8 counties in the state of Florida and 2 in Georgia.

Contact Information:

Service Center Director
American Red Cross
Building 1358, PO Box 280075
Mayport Naval Station, FL 32228
Main - (904) 246-1395

St. Johns River Area Service Center

The St. Johns River Area Service Center located in St. Augustine is a full service office covering St. Johns and Putnam Counties in Northeast Florida. Services include community education in disaster preparedness and training in First Aid, CPR, Aquatics, Babysitting and more. This branch also provides disaster response and financial assistance to families affected by disasters such as fires, flood, tornadoes or hurricanes.

Contact Information:

Service Center Director, American Red Cross
2730 US 1 South, Suite L
St. Augustine, Florida 32086
Main - (904) 797-3851
Fax - (904) 794-4841

Kings Bay Service Center

King's Bay Branch is a full service office covering Camden and Charlton Counties in Georgia. Services include community education in disaster preparedness and training in First Aid, CPR, Aquatics, Babysitting and more. This branch also provides disaster response and financial assistance to families affected by disasters such as fires, flood, tornadoes or hurricanes.

Contact Information:

Service Center Director
American Red Cross, Building 1051
Kings Bay Naval Submarine Base, GA 31547
Main - (912) 573-3939
Fax - (912) 573-3925

Northeast Florida Blood Services

751 Riverside Avenue
Jacksonville, Florida 32204
1-904-358-8091

Information relating to Blood Services such as blood drive locations, hosting a blood drive or questions related to giving blood can be obtained by calling the number listed above.

Volunteer Life Saving Corps

Jacksonville Beach - *Since 1912!*

Volunteer Policies

Commitment to volunteers, diversity and youth involvement

The achievement of the goals of the Northeast Florida Chapter is best served by the active participation of members of the community. To this end, the Northeast Florida 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 Northeast Florida Chapter 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 command become the leaders of tomorrow.

Ten Principles of Volunteerism

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

Definition of an American Red Cross Volunteer

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

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 Northeast Florida Chapter and the American Red Cross. Volunteers and employees have equal and complementary roles to play. Volunteers are encouraged to understand and respect the needs and abilities of the employees.

What is expected from a Red Cross Volunteer

1. Be realistic and candid in accepting your assignment, taking into consideration your interests, skills and availability, as well as the needs of Northeast Florida Chapter.
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 Northeast Florida Chapter, 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 is expected from the Northeast Florida Chapter

1. A suitable volunteer assignment based upon your interests, skills and availability, as well as the Northeast Florida Chapter's 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 Northeast Florida Chapter 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

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

[Disclaimer: In addition to the above statements, only the exact language in the American Red Cross Corporate Risk Management and Insurance Program (ARC 549) should be used to address insurance. Any changes to that language must be reviewed by the Risk Management division at national headquarters]

Questions about Insurance for volunteers can be referred to Northeast Florida Chapter Volunteer Director.

Dual Role of Red Cross Volunteers and Employees

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

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

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

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

Any employee who wishes to volunteer services for the Northeast Florida Chapter or American Red Cross must speak to his or her manager and the Director of Volunteer Services before performing any such volunteer service.

Recruitment and Selection Policies

Role of the Director of Volunteer Services

The productive involvement of volunteers requires a planned and organized effort. The function of the Volunteer Services department is to provide a central coordinating point for effective volunteer placement within the Northeast Florida Chapter, and to direct and assist volunteer and employee efforts jointly to provide more productive services. The Volunteer Services 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 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.

The five major areas of involvement are:

- Disaster Services
- Health & Safety Services
- Speaker's Bureau
- Services to the Armed Forces
- Administrative

Other areas include:

- Youth program
- Paid programs:
 - The Nurse Assistant Training (NAT) Program

Disaster Services

Definition of a Disaster

Hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, earthquake, drought, blizzard, pestilence, famine, fire, explosion, volcanic eruption, building collapse, transportation wreck, or other situation that causes human suffering or creates human needs that the victims cannot alleviate without assistance.

Disaster Services Opportunities...

- Adopt-a-Shelter Team
- Community Disaster Education
 - Personal Safety during a crisis, Disaster Presentations, Ready Red Cross, Disaster Resistant Neighborhoods
- Disaster Action Team
- Disaster Assessment Team
- Disaster Health Services
- Disaster Mental Health Services
- Mass Care Teams
- Shelter Teams
- Logistics
- Communications
- Administrative support

Training Required for Disaster Services...

Introduction to Disaster Services (3 hrs)

Adult CPR and First Aid (8 hrs)

Red Cross basic instruction course in your field of interest:

Disaster Assessment I (3 hrs)

Family Services: Providing Emergency Assistance (8 hrs)

Mass Care: An Overview (3 hrs)

Shelter Operations (3 hrs)

CDE Workshop (3-6 hrs)

What is DSHR?

Assignment outside of the Chapter

Average commitment is three weeks

Identify your career path and obtain appropriate training

DSHR application is available after the Introduction to Disaster class

You are required to complete a health statement.

Have experience in function.

Health & Safety Services Opportunities...

Instructor

First Aid; Adult, Infant & Child CPR; Automated External Defibrillator; Babysitting;
HIV/AIDS; Community Water Safety; Pet First Aid; Scrubby Bear; & Whales Tales

Marketing & Sales

Research; Customized Training; Product Sales; & Health Fairs

Community Education

Sport Safety; Life Guarding; Preventing Disease Transmission; etc.

Administrative Support

Training Required for Health & Safety Services...

Infant, Child & Adult CPR/AED with First Aid

Facilitation & Instruction Fundamentals

Instructor Training

This will take approximately 3 ½ days to complete!

Administrative Opportunities...

Public Support

Website; Marketing; Special Events; Fundraising; Speaking Engagements; Phone Banks

Data Entry

Filing

Mass Mailing

Telephone

Volunteer Records, References and Privacy

The Northeast Florida Chapter maintains personnel records of each volunteer which are the property of the Northeast Florida Chapter and are confidential. Volunteers are required to notify the Director of Volunteer Services 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 Northeast Florida Chapter .

Volunteers may review their personnel records in accordance with state law. Volunteers must notify the Director of Volunteer Services and schedule a time that is mutually convenient.

Volunteer position descriptions

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

Recruitment and Equal Opportunity

Volunteers are recruited by the Red Cross on a pro-active basis, with the intent of broadening and expanding volunteer involvement to assist in mobilizing Communities to help people prevent, prepare for and respond to disasters and other life-threatening emergencies.

Volunteers are recruited without regard to gender, disability, age, race or other condition. Volunteers are recruited based upon their skills, abilities and suitability to perform volunteer responsibilities. [No final acceptance of a volunteer [will] take place without a specific written volunteer position description for that volunteer].

Our volunteer intake process is as follows. The prospective volunteer:

- Reviews opportunities/requirements on-line to gauge interest
- Based on qualifications and interest completes a volunteer application on-line
- Completes volunteer orientation on-line
- Participates in a screening interview
- Reviews and signs the:*
 - American Red Cross Code of Conduct
 - Intellectual Property and Confidential Information Agreement
 - Northeast Florida Chapter Code of Ethics, including a release for a background check;

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.

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

Volunteers working in blood services may be required to complete additional specialized training as required by Food and Drug Administration regulations.

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

Reference and Background Checks

The Northeast Florida Chapter strives to maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent volunteers and employees who do not present a risk of harm to their co-workers or others. The Northeast Florida Chapter requires third parties perform computer on-line background checks at the time of the application 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 Northeast Florida Chapter may use consumer reporting agencies to gather and report information to the Northeast Florida Chapter in the form of consumer or investigative consumer reports. All reference and background check results will be maintained confidentially by the Human Resources Officer.

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 Northeast Florida Chapter or third party investigators during the reference and background check process. Failure to cooperate in these respects, or any attempt to interfere with implementation of this policy, or the Northeast Florida Chapter'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 Northeast Florida Chapter, who will normally be the Director of Volunteer Services. 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 list other documents to be received such as 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. This update can be made by contacting the Volunteer Services Office.

Nepotism and Fraternization

The Northeast Florida Chapter permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the Northeast

Florida Chapter, create actual or perceived conflicts of interest. For purposes of this policy, “relative” is Northeast Florida Chapter definition of a relative here, may include: a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, niece, nephew or corresponding in-law or “step” relation. The Northeast Florida Chapter exercises sound business judgment in the placement of related volunteers in accordance with the following guidelines:

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

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

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

This policy applies to all categories of volunteer assignments.

[Note: Family members are frequently involved as volunteers especially during episodic volunteer events. Youth volunteers may depend on parental involvement as drivers or chaperones. Family volunteer involvement should be encouraged as long as it does not create a perceived conflict of interest].

Court-referred volunteers

The Northeast Florida Chapter does involve court referred volunteers. We accept court referred volunteers who need to fulfill service hours for DWI convictions, however they will not be allowed to drive. Volunteers assigned to do their community service by the court must complete their legal obligation before the Chapter will complete a legal document on letterhead stating they have completed their hours.

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 Northeast Florida Chapter may apply for volunteer positions. Only those employees who resigned or retired “in good standing” will be considered for volunteer opportunities. Former employees of the Northeast Florida Chapter will not be accepted for governance or leadership positions for at least two years after their employment has ended.

Placement with at-risk clients

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

Supervision, Feedback, Training, and Miscellaneous Policies

Role of Supervisors

Each volunteer has a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor may be a volunteer or employee.

This supervisor is responsible for the day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance.

The supervisor has primary responsibility for developing suitable assignments for the volunteer, for involving the volunteer in the communication flow of the Northeast Florida Chapter and for providing feedback to the volunteer regarding their work.

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

Performance Feedback

Volunteers and their supervisors are encouraged to have informal, open and honest discussion on an ongoing basis about work performance and goals of the volunteer. A more formal performance review may be conducted at any time at the discretion of the volunteer's supervisor. Performance reviews are intended to reflect the volunteer's effectiveness on the job, and are a continuing record of work performance. They allow the supervisor to measure the volunteer's work against the requirements of their positions, review results of negotiated business goals, and assess general performance behaviors.

Volunteers can expect to receive performance reviews at least annually on or after the close of the Northeast Florida Chapter fiscal year.

Every Red Cross volunteer has the right to know what is expected of him or her. Volunteers need feedback on their job performance, and the supervisor needs feedback on their effectiveness in providing the necessary support. An effective evaluation system ties each member's job to the goals and objectives of the department. Each job should focus on moving the department toward its goals.

Formal feedback should assess how the volunteer is meeting key responsibilities, performance factors and work related behaviors.

Formal feedback should be scheduled for volunteers at regular intervals, for example, within 90 days after initial placement and on an annual basis thereafter.

As a result of performance feedback, volunteer development activities may be pursued. Volunteer development is a collaborative effort between the Northeast Florida Chapter, supervisors, and volunteers to align individual goals with the overall direction of the Northeast Florida Chapter. 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 Northeast Florida Chapter, supervisors and volunteers to align individual goals with the overall direction of the Northeast Florida Chapter. Development efforts are focused on building the capabilities of all volunteers. Developmental activities may include both hands-on projects and formal training.

Communicating with Volunteer Services Office

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

Awards and Recognition

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

Reimbursement for approved expenses

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

Tracking volunteer hours

Our Northeast Florida Chapter does track volunteer hours of service. Volunteers are required to record their hours to satisfy the Annual Statistical Report and Instructions for Red Cross Chapters and Stations as required by National Headquarters.

The following information should be maintained on all volunteers within a unit:

1. Number of volunteers by category who have given service during the past year.
2. Registered; a file is established and an individual record is maintained.
3. Registered for credit; a file is established and an individual record is maintained.
4. Unregistered; a file is established for a group and a summary record is maintained for all volunteers participating in the group

Holidays

The Northeast Florida Chapter observes total 10.5 holidays each year.

Holiday	Date Observed
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 Eve ½ day	December 24
Christmas Day	December 25

Holidays on Sunday will be observed the following Monday. Holidays on Saturday will be observed on the preceding Friday.

In order to maintain adequate staffing and production levels, management reserves the right to request a volunteer to work on a holiday. **Note:** the volunteer may decline this request.

Safety & Security Policies

Workplace Safety and Security

In order to provide a secure, safe and healthy work environment for volunteers, the Northeast Florida Chapter periodically provides information to volunteers about workplace safety, health, and security issues through regular internal communication means such as meetings, memos or other written communications.

Volunteers are discouraged from bringing large amounts of cash or other personal valuables to work unless absolutely necessary. The Northeast Florida Chapter 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 Northeast Florida Chapter will investigate such reports promptly and thoroughly and take appropriate corrective action. Further, any comments or jokes regarding threats of violence will be taken seriously, and dealt with appropriately and promptly.

Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must immediately report any unsafe condition to their supervisor. Volunteers violating 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.

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. Such reports are necessary to comply with laws and initiate insurance benefit procedures. If the volunteer is unable to reach the supervisor, then the volunteer must contact the Director of Volunteer Services. 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.

Refer to Insurance for Volunteers Section if included in handbook. 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 Northeast Florida Chapter to make sure its drivers are qualified and legally authorized to safely operate motor vehicles used in the course of company business. Only those volunteers who meet the qualifications of the Northeast Florida Chapter's vehicle policy are allowed to operate Northeast Florida Chapter vehicles or operate a personal vehicle on Northeast Florida Chapter business.

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

Drivers are required to notify the Northeast Florida 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 Northeast Florida Chapter vehicle, or while driving his or her personal vehicle on Northeast Florida Chapter business, may use a hand-held cellular telephone. Smoking is prohibited in Red Cross vehicles.

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

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

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

Red Cross Property

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

Identification

New volunteers will be issued identification badges after the completion of their first class which should be worn at all times on Northeast Florida Chapter 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 Office immediately so that a new badge can be issued. Badges must be turned in when a volunteer's service with the organization ends. Short term volunteers will be issued temporary identification badges.

Harassment Free Workplace

The Northeast Florida Chapter is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity while working, while on Northeast Florida Chapter premises, while traveling on Northeast Florida Chapter business, or at Northeast Florida Chapter social functions. The Northeast Florida 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 Northeast Florida Chapter 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 Northeast Florida Chapter promotes a safe work environment for all volunteers and does not tolerate any type of violent behavior committed by or against volunteers. All volunteers are expected to conduct themselves in a professional manner and in accordance with the Code of Conduct.

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

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

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

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

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

Dispute Resolution

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

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

Step One

The volunteer should promptly report a concern to his or her supervisor, who will investigate the matter and take appropriate action. Any supervisor who receives a concern alleging a violation of the Harassment Free policy will notify the Director of Volunteer Services immediately.

If the concern the volunteer is having involves his or her supervisor, the volunteer should report his or her concern to the next level of management who will review the situation.

Step Two

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

Step Three

If volunteer is not satisfied with the decision of the Director of Volunteer Services, he or she may prepare a written summary of the concerns and request that the matter be reviewed by the Northeast Florida Chapter CEO. In these instances the decision of the CEO] is final.

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

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

Progressive Discipline

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

The Northeast Florida Chapter endorses a philosophy of progressive discipline in which it attempts to provide volunteers with notice of deficiencies and an opportunity to improve whenever practical or reasonable. 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 Northeast Florida Chapter retains the right to administer discipline in any manner it deems suitable and any of the steps listed above may be skipped. Separation from service may occur at any time without any progressive discipline steps having been taken.

Red Cross Communication Systems

All communication systems are Northeast Florida Chapter property and are to be used for business purposes. Because these communication systems are provided for business purposes, volunteers should have no expectation of privacy regarding their personal use of any Northeast

Florida Chapter communication systems, and their communications and systems use may be audited by authorized management at any time without notice. Northeast Florida Chapter communication systems include, but are not limited to, e-mail, telephone, Internet, fax, voicemail, bulletin boards, and interoffice mail. Volunteers are to use proper discretion in the amount and length of non-business use of Red Cross communication systems.

Volunteers must be mindful that their association with the Northeast Florida Chapter 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 Northeast Florida Chapter communication systems include, but are not limited to:

- 1) Developing, accessing or distributing material which:
 - harasses or disparages others, or contains ethnic or racial stereotypes, epithets or slurs;
 - contains pornography, profanity, violent or sexually explicit images, messages, or cartoons;
 - solicits for commercial ventures or outside organizations;
 - advocates positions not officially endorsed by the Red Cross
 - violates any applicable law
- 2) Personal mass e-mail distribution (“spamming”), unauthorized computer access (“hacking”), obtaining pirated software, or violating copyright protections.
- 3) Distributing sensitive, proprietary, confidential, or private information of the Northeast Florida Chapter and/or the Red Cross without appropriate authorization.
- 4) Obtaining unauthorized access to another volunteer’s or employee’s communication systems, or sending unauthorized communications under another colleague’s name.
- 5) Conducting Northeast Florida Chapter business on a hand held cellular telephone while driving a vehicle

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

Non-Solicitation/Distribution of Literature

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

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

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

Representing Red Cross

Prior to any action or statement, which might significantly affect or obligate the Northeast Florida Chapter, volunteers should seek prior consultation and approval from Director of Volunteer Services. 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. Northeast Florida Chapter 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 Public Support staff.

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.

Personal Phone Calls

The Northeast Florida Chapter will limit the number of personal or cell phone call received by volunteers while they are serving on Red Cross business.

Conduct Policies

Code of Conduct

This is the Code of Conduct form to be signed by 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 him or herself during deliberations, and shall refrain from participating in any decisions or voting in connection with the matter.

**AMERICAN RED CROSS CODE OF 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:

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 Northeast Florida Chapter, the executive of my Northeast Florida Chapter, 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 Northeast Florida Chapter, the executive of my Northeast Florida Chapter, 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

Signed Name

Date

CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY AGREEMENT

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

Reasons for Agreement

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

1. Definitions.

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

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

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

- (i) all inventions, discoveries, techniques, processes, methods, formulae, ideas, technical data and specifications, testing methods, research and development activities, computer programs and designs (including improvements and enhancements and

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- regardless of patentability),
 - (ii) trade secrets and know-how,
 - (iii) all copyrightable material that is conceived, developed, or made by me, alone or with others,
 - (iv) trademarks and service marks and
 - (v) all other intellectual property.

Intellectual Property shall include any intellectual property created by me:

- (y) in the course of Volunteer Service or using Red Cross time, equipment, information or materials, and
- (z) within one (1) year after termination of Volunteer Service and relating directly to work done during Volunteer Service.

Intellectual Property may be in any form, including but not limited to written, oral, electronic, digital or other form.

2. Obligation of Confidentiality. Except as may be required for the performance of my duties during Volunteer Service, or unless specifically authorized in writing by Red Cross, I shall not use or disclose, for my or for others' benefit, either during or after Volunteer Service, any Confidential Information.
3. Disclosure and Ownership of Intellectual Property. I (i) shall promptly and fully disclose to Red Cross any and all Intellectual Property, (ii) agree that all Intellectual Property shall be owned by Red Cross, (iii) agree to and do hereby assign, transfer and convey to Red Cross the entire right, title and interest in and to all Intellectual Property, (iv) will execute and deliver any and all documents, take all actions and render any and all assistance reasonably requested by Red Cross, during or at any time after Volunteer Service, to establish Red Cross' ownership of, or to enable Red Cross to obtain patents to or register copyrights of, any Intellectual Property, and (v) acknowledge that all Intellectual Property that is copyrightable subject matter and that qualifies as a "work made for hire" shall be automatically owned by Red Cross. In the event Red Cross is unable for any reason whatsoever to secure my signature to any document required to apply for or execute any patent, copyright, or other applications with respect to Intellectual Property, I hereby irrevocably appoint Red Cross and its authorized officers and agents as my agents and attorneys-in-fact to execute and file any such application and to do all other acts to further the prosecution and issuance of patents, copyrights, or other rights with respect to Intellectual Property with the same legal force and effect as if executed by me. *As a reminder, Intellectual Property shall only include intellectual property created by me (y) in the course of Volunteer Service or using Red Cross time, equipment, information or materials, and (z) within one (1) year after termination of Volunteer Service and relating directly to work done during Volunteer Service.*
4. Ownership and Return of Material. All materials, including but not limited to business information, files, research, records, memoranda, books, lists, computer disks, hardware, software, cell phones and other wireless devices, documents, drawings, models, apparatus, sketches, designs and any other embodiment of Confidential Information or Intellectual Property received by me during Volunteer Service, and any tangible embodiments of such materials created by me, alone or with others, whether confidential or not, are the property of Red Cross. I shall return to Red Cross all such materials, including copies thereof, in my possession or under my control upon termination of Volunteer Service for whatever reason or upon the request of Red Cross. The return of such materials shall take place within twenty-four (24) hours of notice of termination or upon request of Red Cross, whichever comes first.

5. Survival of Obligations and Enforcement. The obligations that I have under this Agreement shall survive the termination of Volunteer Service, regardless of the reasons or method of termination. I agree that Red Cross shall be entitled to recover from me all attorneys' fees incurred in enforcing Red Cross' rights under this Agreement.

I represent that the above restrictions are necessary to protect Red Cross' legitimate interests, and that these restrictions will not prevent me from earning a livelihood.

Date: _____

Print Name: _____

Signature: _____

NORTHEAST FLORIDA CHAPTER CODE OF ETHICS

RED CROSS MISSION

The American Red Cross is a humanitarian organization, led by volunteers that provides relief to Victims of disaster and helps people prevent, prepare for, and respond to emergencies. It does these services that are consistent with its congressional charter and the fundamental principles of the International Red Cross movement.

CONFIDENTIALITY

The relationship between the Red Cross and the persons who come to it for service is Confidential. Safeguarding this relationship is an essential part of the organization's obligation to the people it serves and to civilian and military communities. The principle of confidentiality should be observed by all Red Cross workers, including supervisory and clerical support staff, in obtaining, protecting, and releasing information about people. Red Cross workers/volunteers must recognize that information about clients is to be used only for the purpose of giving Red Cross service. The Red Cross complies voluntarily with the spirit of the Privacy Act of 1974 in handling of records on individuals maintained in connection with giving Red Cross Service.

DRESS CODE

The American Red Cross has an image to protect and to project. Whether volunteer or paid staff; our clients, customers and community should associate our visual image with professionalism, competence, conservatism, and discretion. Your attire must be clean, neat, whole and appropriate. This eliminates tank tops, suggestive tee shirts, short shorts, mini skirts, and other revealing clothing. In addition, a free American Red Cross identification name tag will be provided and must be worn at all times while representing the Red Cross.

ALCOHOL, DRUGS, AND SMOKING IN THE WORKPLACE

The use of illegal drugs and abuse of alcohol in the workplace is not permitted. No smoking is permitted inside Red Cross buildings, work sites, or vehicles. Violation of this policy will be subject to disciplinary action up to and including termination.

CONSENT FOR REFERENCE AND BACKGROUND CHECKS

I do hereby give the American Red Cross permission to inquire into my educational background, references, driving record, police records, employment, and/or volunteer history. I further give permission to the holder of any such records to release the same to the American Red Cross.

I do hereby hold the American Red Cross harmless from any liability, whether civil or criminal that may arise as a result of the release of this information about me. I further hold harmless any individual, agency, business, or corporation that provides information or documents to the above named American Red Cross unit. I understand that the American Red Cross will use this information as part of its verification of my volunteer application and periodically for evaluation purposes.

Signature of Applicant

Date

Acknowledgement and Receipt

Receipt and review of policies form

Signature on this receipt acknowledges that you have received and reviewed certain portions of the Northeast Florida Chapter volunteer handbook. Please sign and date the receipt.

Volunteer Orientation and Information Handbook Statement of Certification

I, _____, certify I have received and reviewed certain portions of the Northeast Florida Chapter of the American Red Cross Volunteer Handbook.

I further understand, by signing this statement as required, I am indicating I will contact the Director of Volunteer Services should I have any questions. I also realize that this statement will become a permanent part of my volunteer personnel file.

Volunteer's Name (Please Print)

Signature

Address

Date

