



American Red Cross

Dallas Area Chapter

Volunteer Handbook

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Introduction

On behalf of everyone at the Dallas Area 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 Dallas Area Chapter over 700 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 Staff Services for additional information or to pass along suggestions or comments at (214) 678-4368.

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

About this handbook

Welcome to the American Red Cross. Thank you for joining the 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 Dallas Area Chapter (the 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/or the Volunteer Associate if you have any questions about the content of this handbook.

The 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 Movement, will provide relief to victims of disasters and help people prevent, prepare, 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 prevent, prepare for and respond to 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

The Concern Connection Line is a worldwide, 24-hour, anonymous, confidential, toll-free number; 1-888-309-9679. It provides a mechanism for reporting concerns or questions regarding illegal, unsafe or unethical conduct that is observed or discovered within the organization. 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, Staff Services or any manager with whom you feel comfortable. If attempts to resolve this at a local level are unsuccessful, call the Concern Connection Line.

Volunteer Policies

Ten Principles of Volunteerism

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

Definition of an American Red Cross Volunteer

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

Role of the Board of Directors

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

Volunteer and Employee Roles and Relationships

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

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

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

What You Can Expect 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 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 the 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 You Can Expect the Dallas Area Chapter to Provide for You

1. A suitable assignment based upon your interests, skills and availability, as well as the 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 the 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

Questions about insurance for volunteers can be referred to Staff Services.

Commitment to volunteers, diversity and youth involvement

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

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

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

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

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

Dual Role of Red Cross Volunteers and Employees

At times, employees of the Chapter may desire to volunteer for the organization. Exempt employees may volunteer for the Chapter. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees may only volunteer for the 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 Chapter or American Red Cross must speak to his or her supervisor and Staff Services before performing any such volunteer service.

Recruitment and Selection Policies

Role of the Staff Services Department

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

Volunteer Records, References and Privacy

The Chapter maintains personnel records of each volunteer which are the property of the Chapter and are confidential. Volunteers are required to notify their supervisor or Staff 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 Chapter.

Volunteers may review their personnel records at any time. Volunteers must notify the Volunteer Associate and schedule a time that is mutually convenient.

Volunteer position descriptions

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

Recruitment and Equal Opportunity

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

Volunteers are recruited without regard to gender, disability, age, race or other condition. Volunteers are recruited based upon their skills, abilities and suitability to perform volunteer responsibilities.

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

- Completes volunteer orientation
- Completes a volunteer application
- Provides appropriate references submits to a background check;

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

Additionally, some volunteers, such as nurses or disaster mental health volunteers will need to provide proof of current licensure.

Exceptions to these procedures may be made under some limited circumstances such as when the community is experiencing a larger-scale disaster.

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

Nepotism and Fraternization

The Chapter permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the Chapter, create actual or perceived conflicts of interest. For purposes of this policy, “relative” includes parent, stepparent, legal guardian, parent-in-law, spouse, domestic partner, brother, brother-in-law, sister, sister-in-law, child, stepchild, grandparent, grandparent-in-law, or grandchild. The 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 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 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 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.

Reference and Background Checks The 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 Chapter may perform, or may request that third parties perform, reference and background checks at any time in the application or volunteer management process. All reference and background checks will be performed in accordance with applicable federal and/or state law.

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

Potential and current volunteers are expected to cooperate fully with reference and background checks. Cooperation includes, among other things, providing consent to conduct a reference and background check and responding with truthful and complete information to inquiries made by the 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 Chapter's efforts to obtain relevant information, may result in discipline, up to and including termination of volunteer involvement.

Emergency contact information

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

Volunteer Classification

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

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

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

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

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 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 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.

Acceptance and appointment of volunteers

Service as a registered volunteer with the organization shall begin with a letter of acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the Chapter, who will normally be the Volunteer Associate. No volunteers shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork. At the time of final acceptance, each volunteer shall complete volunteer paperwork and shall receive a volunteer job description.

Court-referred volunteers

Our Chapter does not involve court referred/alternative sentence volunteers. We no longer accept court referred volunteers who need to fulfill community service hours. These individuals must contact the Community Restitution Program at the Volunteer Center of North Texas. The Volunteer Center can be reached at (214) 826-6767.

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 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 Development/Feedback

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

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

Volunteers can expect to receive performance reviews at least annually after the close of the Chapters fiscal year.

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 Chapter, supervisors and volunteers to align individual goals with the overall direction of the 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 Staff Services

A supervisor is responsible for maintaining regular communications with Staff Services regarding the status of the volunteer(s) they are supervising, and are responsible for the timely

provision of all necessary paperwork to the Staff Services Department. Staff Services 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 Staff Services regarding queries or concerns.

[Leaving your volunteer assignment and exit interview](#)

A volunteer may decide to end his or her service with the Red Cross at any time and for any reason. Notice of the volunteer's decision to separate should be communicated as soon as possible to the volunteer's supervisor.

Separation from Red Cross Volunteer Involvement –

Voluntary separation from the Chapter occurs when a volunteer dies, resigns or retires. Volunteers are encouraged to give the Chapter at least two weeks notice of intent to resign in a written resignation letter stating the reason for leaving and the intended last day of work. A volunteer who does not report to work for three consecutive assignments without contacting his or her supervisor may be considered to have abandoned the position and voluntarily resigned from volunteer involvement.

Involuntary separation occurs when a volunteer is discharged or when the position comes to an end.

On or before the volunteer's last day of work, an exit interview should be scheduled, at which time all Chapter property must be returned. This includes American Red Cross–authorized credit cards (including but not limited to Visa, rental car, car service, telephone) and American Red Cross properties (including, but not limited to, equipment, supplies, policy manuals, organization manuals, business documents, papers, files, proprietary information, computers and accessories, portable telephones, procurement cards, access cards, identification badges and keys). Settlement of volunteer obligations (e.g., advances) must also be completed at the time of termination/separation.

The interview should ascertain why the volunteer is leaving, suggestion for improving the position and the possibility of future volunteer involvement.

[Awards and Recognition](#)

The American Red Cross is committed to recognizing its volunteers and employees. As a Red Cross volunteer you are eligible for a number of awards both locally and nationally. Service pins are awarded on your one–year and five year anniversaries and in five–year increments thereafter.

More information about Chapter awards and recognition program(s) is available from Staff Services.

[Reimbursement for approved expenses](#)

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

[Tracking volunteer hours](#)

The Chapter does track volunteer hours of service. A sign-in book should be located in each department and branch office where volunteers can record their hours of service for the day. Volunteer hours are reported monthly to Staff Services.

Attendance

The Chapter expects all volunteers to assume diligent responsibility for their attendance and promptness. Volunteers who are unable to come to work or who will be late should notify their supervisors at least one hour prior to their scheduled start time. Frequent absenteeism or lateness that is unexcused or excessive may result in disciplinary action, up to and including separation.

Volunteers who have been absent for health reasons may be asked to provide fitness for duty certification prior to being allowed to return to active volunteering.

Work Schedules

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

Severe Weather

If the Dallas Independent School District (DISD) closes due to inclement weather, the Dallas headquarters will close. If DISD delays openings, the Dallas headquarters will delay opening using the same opening time. Local radio and television broadcasts will announce the closing of DISD campuses.

The Terrell Branch Office will adhere to the closing and late opening schedule of the Terrell Independent School District. The Denton Branch Office will adhere to the schedule of the Denton Independent School District. The McKinney Branch Office will adhere to the schedule of the McKinney Independent School District. The Greenville Branch Office will adhere to the schedule of the Greenville Independent School District.

In the event the DISD or other school districts are not in session, Chapter management will determine if offices will close and will initiate the call down notification system. Staff must keep their supervisors and Staff Services informed of their current contact information.

The decision to close early as a result of severe weather will be made by senior management on a situation-by-situation basis. Department directors will be notified of an early closing by chapter management. Volunteers will be notified of an early closing by their department director or his/her designee.

The decision to come to work on an inclement weather day will be the volunteer's personal decision. The Chapter expects all volunteers to exercise common sense in making this decision and not to take unnecessary or unreasonable risks.

Holidays

The Chapter observes 10 holidays each year.

New Year's Day	January 1
Martin Luther King Jr Day	3 rd Monday in January
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1 st Monday in September
Veterans Day	
Thanksgiving Day	4 th Thursday in November
Day After Thanksgiving	Day after Thanksgiving
Christmas Eve	December 24
Christmas Day	December 25

Holidays falling on Sundays will be observed on the following Monday, and holidays falling on Saturdays will be observed on the Friday before.

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 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 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 Chapter will investigate such reports promptly and thoroughly and take appropriate corrective action. Further, any comments or jokes regarding threats of violence will be taken seriously, and dealt with appropriately and promptly.

Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must immediately report any unsafe condition to their supervisor. Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including separation.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify their supervisor. Such reports are necessary to comply with laws and initiate insurance benefit procedures.

Injuries while volunteering

All volunteers are expected to follow appropriate safety guidelines while volunteering. However, even under the best circumstances, an accident may occur.

If a volunteer is injured, even slightly, the volunteer is expected to immediately stop the activity that caused the injury and seek first aid or medical attention if necessary. The volunteer must inform his or her supervisor about the incident and complete an incident report form. If the volunteer is unable to reach the supervisor, then the volunteer must contact Staff 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.

Use of American Red Cross Vehicles

From time to time, volunteers may be required to travel as part of their job duties. Volunteers who drive as part of their duties are required to do so in a friendly, courteous and safe manner.

It is the policy of the Chapter to make sure its drivers are qualified and legally authorized to safely operate motor vehicles used in the course of company business.

Staff must be included on the "Approved Driving List" maintained by the Facility department in order to operate an ARC–Dallas Area Chapter fleet vehicle.

To be included on the "Approved Driving List," staff must:

- Maintain a valid Texas driver's license.
- Have completed an approved background check including a MVR evaluation once a year for all authorized drivers.
- Complete a driving test and driver training administered by a Facility Services approved tester.
- Comply with provisions detailed within the Fleet Safety Policy in the Chapter's Safety Manual.

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

Drivers are required to notify the Chapter of license suspensions or revocations, and to report accidents or damage to company vehicles no matter how insignificant they appear within 24 hours. Drivers who fail to comply with these rules may face disciplinary action up to and including termination of employment.

Seat belts must be used at all times, by both the driver and all occupants of the vehicle. Failure to properly use seat belts will also be cause for disciplinary action. No volunteer, while operating a Chapter vehicle, or while driving his or her personal vehicle on 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 company vehicles while under such conditions which could impair their driving ability face disciplinary action up to and including termination. 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 evidenced 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 or reimbursed by the Chapter.

Red Cross Property

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

Identification

New volunteers will be issued identification badges which should be worn at all times on Chapter's 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 their supervisor immediately so that a new badge can be issued. Badges must be turned in when a volunteer's service with the organization ends.

[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](#)

The Chapter has developed the following Emergency Evacuation Procedures from our facilities. All paid and volunteer staff will evacuate the building via the nearest exit and report to their department meeting place. Classes will go to the nearest exit and report to either the front meeting place or the rear meeting place. Facilities services will assign a representative to check the classrooms and direct class participants to meeting places.

Conduct Policies

Code of Conduct and Business Ethics

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

- **Compliance Requirements.** All employees and volunteers are required to comply with applicable federal, state and local laws and regulations and with American Red Cross corporate policies and regulations.
- **Actions Prohibited by the Code of Business Ethics and Conduct.** No employee or volunteer shall engage in the following actions:
 - **Personal Use.** 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.
 - **Financial Advantage.** Accept or seek on behalf of or any other person, any financial advantage or gain of other than nominal value offered as a result of the employee's or volunteer's affiliation with the American Red Cross.
 - **Red Cross Affiliation.** Publicly use any American Red Cross affiliation in connection with the promotion of partisan politics, religious matters or positions on any issue not in conformity with the official position of the American Red Cross.
 - **Confidentiality.** Disclose any confidential American Red Cross information that is available solely as a result of the employee's or volunteer's affiliation with the American Red Cross to any person not authorized to receive such information, or use to the disadvantage of the American Red Cross any such confidential information, without the express authorization of the American Red Cross.
 - **Improper Influence.** 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.
 - **Conflict of Interest.** Operate or act in a manner that creates a conflict or appears to create a conflict with the interests of the American Red Cross and any organization in which the individual has a personal, business or financial interest. In the event there is a conflict, the American Red Cross has a structured conflict of interest process. First, the individual shall disclose such conflict of interest to the Chairman of the Board or the Chief Executive Officer of the individual's Red Cross unit or the general counsel of the American Red Cross, as applicable. Next, a decision will be made about the conflict of interest, and, where required, the individual may be required to recuse or absent himself or

- herself during deliberations, decisions and/or voting in connection with the matter.
- **Retaliation.** Retaliate 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 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.
 - **Contrary to the Best Interest of the Red Cross.** Operate or act in any manner that is contrary to the best interest of the American Red Cross.
- **Ombudsman Program – Informal Dispute Resolution.** The American Red Cross has an organizational ombudsman designated as the neutral or impartial dispute resolution practitioner whose major function is to provide confidential and informal assistance to the many constituents with concerns or complaints about the Red Cross. The constituents who seek the ombudsman’s services are internal stakeholders, such as employees and volunteers, and external stakeholders, such as Red Cross clients, donors, suppliers, vendors and the public at large. The ombudsman provides a voluntary, confidential and informal process to facilitate fair and equitable resolutions and explore a range of alternatives or options to resolve the problems. If a formal investigation is what the individual seeks, referrals to the whistleblower hotlines may be appropriate.
 - **Investigations, Compliance and Ethics – Formal Dispute Resolution.** Distinguishing from the actions of the ombudsman, the Office of the General Counsel and the Office of Investigations, Compliance and Ethics (IC&E) conduct formal investigations into allegations of fraud, waste, abuse, Red Cross policy violations, illegal or unethical conduct or other improprieties regarding the Red Cross. Usually, the allegations arise from whistleblower complaints of Red Cross employees and volunteers seeking formal review or investigations of their allegations of wrongdoing.
 - **Whistleblower Hotline Programs.** The American Red Cross encourages open communications. All employees and volunteers are encouraged to bring any concerns they have regarding the organization or its employees and volunteers to their direct supervisor. If individuals seek an informal and confidential resolution, the ombudsman may be the appropriate choice. If a formal IC&E investigation is sought, the hotlines described below are the appropriate choice.

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

Confidential Information and Intellectual Property

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

Intellectual property includes inventions, discoveries, and original works of authorship as defined by US patent, trademark, and copyright law. Questions about this policy should be directed to Staff Services.

Harassment Free Workplace

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

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

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

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

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

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

Volunteers are responsible for reporting any concerns regarding unlawful harassment to management pursuant to the Fair Hearing 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 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 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 Chapter property or while at Chapter sponsored-activities; or
- (6) Committing acts motivated by, or related to, sexual harassment or domestic violence.

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

Volunteers have a responsibility to report any potentially dangerous situations or unauthorized individuals on 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.

Fair Hearing

The Chapter is committed to an environment where all persons are treated with respect and dignity. The Chapter has therefore adopted the Fair Hearing policy to establish a comprehensive method of resolving staff concerns that builds trust and produces prompt and fair resolutions. The Fair Hearing policy may be used to resolve issues regarding any condition

of volunteerism or the application, meaning or interpretation of any human resource policy or procedure that affects the work activity of a volunteer.

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 Workplace or Equal Employment Opportunity policies will notify the Director of Staff 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. If the concern the volunteer is having involves the CEO, the volunteer may move directly to Step Four.

Step Two

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

Step Three

If the volunteer is not satisfied with the decision of the COO, he or she may prepare a written summary of the concerns and request that the matter be reviewed by the Chapter's CEO. The CEO will consider the facts, review the findings and respond back to the volunteer.

Step Four

If the volunteer is not satisfied with the decision of the CEO, he or she may request a panel selected by the Chairman of Volunteers review the matter. To pursue this appeal the staff member must send a copy of the amended statement to the Director of Staff Services within 14 calendar days from the date the staff member receives the CEO's decision. Upon receipt of the request for a panel review, the Chairman of Volunteers will select a hearing panel of five members from the Committee on Volunteerism. The panel will set a date for a hearing on the matter within 30 days and will promptly notify the staff member and the CEO, in writing, of the hearing date. The panel shall set such guidelines and procedures for the hearing that are appropriate and fair, and the volunteer and the Chapter shall have the right to present relevant testimony and documents in support of their position. The panel's decision will be 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 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 may be taken, up to and including termination of volunteer involvement. 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 separates from service.

[Progressive Discipline](#)

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

The 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 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

The Chapter provides "Users" (as defined below) with Communication Systems including Telecommunications, Voice Mail, Fax, Internet and Intranet access and E-mail for authorized business-related purposes (e.g., to communicate with clients, co-workers, customers and suppliers, conduct research and obtain business information). It is the responsibility of all Users to see that the Communication Systems are used in an efficient, ethical, and lawful manner in accordance with this Policy.

DEFINITIONS

User – As used in this document the term includes paid and unpaid staff, contractors and agents acting on behalf of Chapter.

Chain Letters – A transmission or E-mail directing recipients to send out multiple copies of it so its circulation increases exponentially. Some types of chain letters, specifically those asking for individuals to send money to other participants, are illegal.

Encryption – The conversion of data into a form that cannot be easily understood by unauthorized individuals.

Public Instant Messaging (IM) – A type of communications service that enables a user to create a semiprivate chat room with another individual.

Spam – Unsolicited E-mail, generally advertising for some product or service; electronic junk mail.

Virus – A program or piece of malicious code that is loaded onto an individual's computer without his/her knowledge.

POLICY

COMPANY MONITORING, INSPECTION AND CONTROL

Company Authority: For business and legal reasons, Chapter reserves the right to monitor the usage of its Communication Systems and to monitor and inspect any and all information received, contained or transmitted on its computers or networks (including all related hardware and storage devices), phones and faxes. In exercising this right, Chapter may, among other things, inspect files, data, or messages (including those that may appear to be deleted), electronically scan Users' E-mail for information or activity that may violate this Policy, and identify Internet sites viewed by Users. Chapter may also use software to block User's access to inappropriate Internet sites.

Where Chapter deems it appropriate, it may disclose to third parties activities or information identified from monitoring or inspection.

No Privacy Expectations: Users do not have any expectation of privacy in connection with their use of Communication Systems services at or with Chapter, or with the transmission, receipt, or storage of information in connection with Internet, Intranet and E-mail usage. However, where personal information is requested or sent by the Chapter, Chapter will take reasonable measures to safeguard the privacy of such information.

Company Ownership: All communications equipment (i.e. computers, servers, monitors, fax, modems, printers and phones) is the property of the Chapter. Chapter retains the copyright to any material created by any User in the course and scope of his/her service with Chapter that is posted or transmitted to any forum, news group, web page, etc. In addition, no equipment shall be removed from the premises without written authorization from the IT Department.

RESPONSIBLE PHONE, VOICE MAIL, FAX, INTERNET, INTRANET & E-MAIL USE

1. Each User must identify him or herself honestly, accurately and completely (including Chapter affiliation and function where requested) when using the Communications System. Only duly authorized Chapter representatives may communicate to the media, market analysts, or in public gatherings in the name of or as a representative of Chapter.
2. Communication Systems are provided by Chapter for business-related use. Any personal use by Users must be kept to a minimum and must comply with all Chapter policies. Additionally, sending a chain letter or non-business related bulk E-mail, as well as the creation and exchange of spam, are prohibited. Users may not use any Chapter resources to create a personal home page, web page, or computer programs.
3. Computers connected to Chapter network or computers used for Internet access must have approved anti-virus software installed by IT.
4. If a User accidentally becomes connected to an Internet or Intranet site containing material that violate this Policy (e.g., sexually explicit, pornographic, or offensive material), or confidential material that the User is not authorized to access, the User should disconnect from the site immediately.
5. Any software, files, or other information downloaded or stored in Chapter' network or computers must be used consistent with applicable licenses or copyright. IT is the only department authorized to upload any software owned by or licensed to Chapter. Users may not download entertainment software (music, videos, movies, games, etc.). No unauthorized third party software downloads, or file-sharing programs (P to P) are permitted.
6. Personal E-mail accounts provided through an individual's internet service provider (ISP) should not be used for Company business purposes unless prior documented approval is obtained from IT Security.

PROHIBITED CONDUCT

Users are prohibited from the following actions in connection with the Communication Systems use:

1. Communicating, releasing, or transmitting Chapter' confidential, proprietary, or material nonpublic information as defined in the Code of Conduct, unless authorized to do so. Users are also prohibited from transmitting information with the intent to damage the Chapter' reputation.
2. Attempting to access or accessing information to which the User is not entitled.
3. Infringing or misappropriating the copyright, patent and/or trademark rights of another through the use of Chapter' computers or networks, the Internet, Intranet or E-mail.

4. Using Internet, Intranet and/or E-mail for transmitting communications, or releasing or accessing information that violates applicable codes of conduct.
5. Using Internet, Intranet and/or E-mail in violation of local, state or federal laws, regulations, or rules, including, but not limited to, transmitting libelous, harassing, defamatory, or threatening communications.
6. Displaying, transmitting, forwarding, viewing, archiving, or storing any message or graphic which is reasonably determined to be offensive, inappropriate, harassing, threatening, discriminatory, sexually-explicit, pornographic, or obscene.
7. Creating, propagating or forwarding any program intended for harmful purposes, disabling or overloading any computer system or network or circumventing any control or security system. In addition, no User should use, download or have installed onto their PCs hacker/cracker programs or encryption devices/software for any reason, without the prior written consent of IT Security. However, such consent is not required for IT supported programs (e.g., Lotus Notes, MS Internet Explorer, and WinZip) that may include encryption capabilities. Encryption devices/software may not be used, under any circumstances, to avoid detection of a violation of this policy or to circumvent any control or security system.
8. Using the Internet, Intranet and/or E-mail to conduct outside business activities, to interrupt or interfere with the work of employees, to be disruptive to the work environment or for any other purpose that would violate Chapter policy.

GOVERNANCE & IMPLEMENTATION

Nothing in this Policy will be interpreted as denying an volunteer's legal rights as granted under any federal, state, or local statute or ordinance. The use of the Communication Systems may be suspended immediately upon the discovery of a potential violation of this or other Chapter policies, or other possible wrongful conduct. A volunteer's violation of any provision of this Policy may result in disciplinary action, up to and including termination of volunteer involvement. It is a violation of this Policy for a User to assist others in activities that violate this Policy or to authorize others to perform activities that violate this Policy. If a User is uncertain about whether an activity may violate this Policy, the User should refrain from performing the activity and contact his/her supervisor and/or manager.

REPORTING

Inappropriate Activity: Users who know of or have reasonable grounds to suspect violations of this Policy should notify their supervisor and/or Staff Services to report their concerns. If a User receives an E-mail that violates this Policy, the User should forward a copy addressed to Information Technology (IT) Support, notify his/her supervisor and/or manager and delete the original.

Viruses: If a User believes a PC, file or software has a virus, he/she should immediately contact Information Technology (IT) Support.

ADMINISTRATION

Initiate Investigation: Investigations into potential violations will be initiated by IT Support at the request of supervisors, managers, directors or officers.

Discovery: Information Technology, in the performance of normal maintenance and/or support processes, may discover activities that are in violation of this policy. When this occurs, the IT employee is required to report the discovery to Senior Management. The suspected violation shall not be discussed by the reporting employee outside the scope of the ensuing investigation.

Monitoring: IT Support monitors Internet, Intranet, and E-mail traffic. If this monitoring activity indicates a potential policy violation, the potential violation will be immediately reported to Senior Management.

Non-Solicitation/Distribution of Literature

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

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, volunteers may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause in the workplace during working time. The workplace includes Chapter buildings, parking lots and driveway areas and work areas in which Chapter work is regularly performed. This policy also prohibits solicitations via the 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 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 Chapter facilities are to be referred to Staff Services.

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 Chapter Management.

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 Associate

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

Smoking

The Chapter provides a smoke-free work environment. Smoking inside all Chapter facilities, including owned and leased vehicles, is prohibited. Smoking is permitted in exterior designated smoking areas only. Smokers have a special obligation to keep outside smoking areas free of litter and to dispose of all smoking materials in proper receptacles.

Representing Red Cross

Prior to any action or statement, which might significantly affect or obligate the Chapter, volunteers should seek prior consultation and approval from appropriate staff. 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. Chapter will provide a response to media inquiries as soon as possible, generally within 24 hours of receipt. All local media requests should be directed to the Chapter's Development & Communication Department.

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

Dress Code

Appropriately dressed volunteers add to the overall credibility of the Red Cross and display a sense of confidence to the American public. The following guidelines describe grooming and attire appropriate for Red Cross business:

Pants	Appropriate: Pressed dress or casual slacks, Capri pants, and jeans. Inappropriate: Sweatpants, shorts, bib overalls, leggings, spandex, and wind suits.
Shirts	Appropriate: Dress shirts, golf or polo shirts, sweaters, turtlenecks, Red Cross logo shirts, T-shirts, and sweatshirts. Inappropriate: Tank tops, halter tops, tube tops, midriff tops.
Dresses/skirts	Appropriate: Suits, casual dresses, skirts, and skorts. Inappropriate: Anything that detracts from the quality of work or looks unprofessional.
Shoes	Appropriate: Dress shoes, loafers, boots, flats, dress sandals, leather deck shoes, and athletic shoes. Inappropriate: Thongs, slippers.

Always Inappropriate:

- See through clothes or those that expose areas of the body usually covered in the workplace such as the midriff.
- Revealing or extremely tight fitting clothing.

- Garments or accessories bearing inappropriate words, slogans, or pictures.
- Garments bearing product endorsements (except for product labeling).
- Attire traditionally worn at the beach or in the gym.
- Exposed body piercing ornaments other than earrings.

Supervisors are responsible for enforcing these guidelines. Volunteers who arrive inappropriately dressed will be asked to return home to change and return to work.

Uniforms may be required within selected departments. Participants in disaster relief activities must comply with the guidelines listed in *Standards of Identification for Disaster Relief Operations* (ARC 5062).

Personal Phone Calls

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

Acknowledgement and Receipt

[Receipt and review of policies form](#)

Signature on this receipt acknowledges that you have reviewed Dallas Area Chapter volunteer handbook. Please sign and date the receipt.

Volunteer Handbook Statement of Certification

I, _____, certify that I have received and reviewed the Dallas Area Chapter of 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 Staff Services. I also realize that this statement will become a permanent part of my volunteer personnel file.

Volunteer's Name (Please Print)

Signature

Address

Date

*Please return to Staff Services, Dallas Area Chapter American Red Cross
4800 Harry Hines, Dallas, Texas, 75235