



**American
Red Cross**

of the Susquehanna Valley

Volunteer Handbook

***A reference guide of policies,
procedures, and general information for
Red Cross volunteers.***

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The purpose of this booklet is to provide overall guidance and basic information for volunteers who have committed time to work with the American Red Cross of the Susquehanna Valley. Whether you can make a regular time commitment on a weekly basis or would simply like to get more involved in your community, your interest is welcome. This booklet is designed to serve as a guide and does not constitute, either implicitly or explicitly, a binding contractual or employment contract.



How can you contact us?



General email: ARCSV@usa.redcross.org

**Capital Region Office
1804 North 6th Street
P.O. Box 5740
Harrisburg, PA 17110-0740**

Main Phone Number: (717) 234-3101

Volunteer Specialist (717) 257-1822 ext.220

Manager of SCS: (717) 257-1822 ext. 132

Main Fax Number: (717) 257-1804

**Lancaster County Office
430 West Orange Street
P.O. Box 4624
Lancaster, Pa 17604-4624**

Main Phone Number: (717) 299-5561

Volunteer Specialist: (717) 299-5566 ext. 139

Manager of SCS: (717) 299-5566 ext. 132

RSVP (volunteer program for age 55 and older):
(717) 299-5566 ext. 177

Main Fax Number: (717) 299-9225

**Mifflin-Juniata Office
Phone: (717) 248-4213**

Visit the Chapter web site for more information about volunteer opportunities:

www.sqvalleyredcross.org

American Red Cross

of the Susquehanna Valley

Dear Volunteer,

On behalf of the American Red Cross of the Susquehanna Valley, we are pleased to extend a warm welcome to you as a new volunteer. You are joining a nationwide organization that provides disaster relief, offers health and safety training, and supplies many more service activities to communities across the country.

The American Red Cross of the Susquehanna Valley serves the geographical area of eastern Cumberland, Dauphin, Juniata, Lancaster, Mifflin, and Perry counties. As a Red Cross volunteer, you have the opportunity to serve in your county and assist your neighbors. You will have the privilege of working with a volunteer base of over 1,400 trained volunteers who commit their time and energy to our organization and community.

In getting started as a new volunteer, there are a few things to keep in mind. The *Community, Volunteer and Youth Services Department (SCS)* will introduce you to the American Red Cross family by presenting an orientation on the history, mission, and services of our organization. During the orientation, the Volunteer Specialist will assist you in choosing the service opportunity which best fits your interest and will take your picture for your Red Cross identification card. Before leaving the orientation, you will have the names of the service delivery staff who will contact you in order to begin your volunteer opportunity.

The SCS department is your volunteer advocate. The SCS Advisory Committee (comprised of volunteers) and the SCS staff, dedicate their time to ensure that you are recognized and rewarded for your commitment to the Red Cross. Throughout the year, the Chapter sponsors a number of volunteer recognition events and other special events in your honor.

Our best wishes as you begin your volunteer service. We hope this handbook and accompanying volunteer opportunities listing will help you discover a volunteer opportunity that meets your needs and interests. If you have any questions or concerns, please contact us. **Please remember that you, as an American Red Cross Volunteer, truly make a difference in the lives of others.**

Sincerely,

The Staffing & Community Services Staff

The Mission of The American Red Cross

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 for, and respond to emergencies.

The Fundamental Principles of the International Red Cross Movement

Humanity Impartiality Independence

Neutrality Voluntary Service

Universality Unity

Chapter value statement on the use of volunteers...

The American Red Cross of the Susquehanna Valley strives to enlist the help of volunteers wherever and whenever possible. We value and respect the contributions, input, and spirit that volunteers provide to our chapter.



**American
Red Cross**

Charter

The American Red Cross Charter states that we will:

1. Furnish volunteer aid to the sick and wounded of the armed forces in times of war.
2. Perform all the duties required as a signatory to the Geneva Conventions.

** International tracing is one of the services that the American Red Cross, as well as all Red Cross and Red Crescent Societies worldwide, is required to provide.*

3. Act...in accord with the military authorities as a medium of communication between the people of the United States...and their Armed Forces

** The American Red Cross Armed Forces Emergency Services (AFES) department is responsible for this emergency communications system that operates 24 hours a day, 365 days a year.*

4. Continue and carry on a system of national and international relief in time of peace...in mitigating the sufferings caused by pestilence, famine, fire, floods, and other great national calamities, and to devise and carry on measures for preventing the same.

** American Red Cross Disaster Services is responsible for meeting this mandate.*

American Red Cross 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
- Humanitarianism

Ethics are Important

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

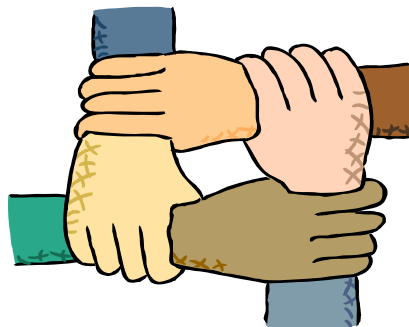
Each of us is responsible for maintaining the highest standard of ethics...every day.

Statement of Diversity

The American Red Cross of the Susquehanna Valley affirms its commitment toward the ideals of diversity. Those issues include employing a diverse workforce and recruiting a diverse board with volunteers that are reflective of the diverse society that we serve. In addition, the chapter seeks to inform our existing employees, board members, and volunteers of diversity issues in the workplace and in employment situations. We also seek to ensure that the chapter's services are available to and reflective of the needs of all segments of the Susquehanna Valley community and achieve a workplace free from harassment or discrimination based upon race, creed, religion, sexual orientation, ethnicity or national origin.

Employees and volunteers play an important role in a successful diversity program by having the responsibility for reporting any instances in which the employee feels there has been non-compliance to the policy by attempting to maintain an environment in the agency that is free from discrimination and harassment, and by providing suggestions for program improvement.

We encourage any employee or volunteer to speak out and communicate any evidence of actions contrary to the agency's diversity policy.



Commitment to volunteers, diversity and youth involvement

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

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

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

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

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

Chapter History

The American Red Cross has a rich history of service in the Susquehanna Valley. Since the early 1900s, the Red Cross has been providing vital services to keep communities safe and help residents prevent, prepare for, and respond to disasters.

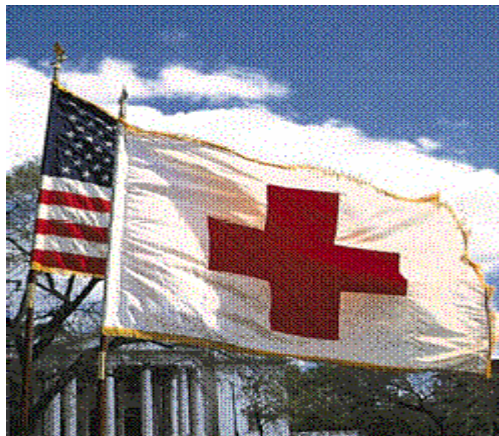
Red Cross volunteer and paid staff were busy in those early years – mobilizing a campaign against the influenza epidemic, providing first aid classes to women in the community, aiding the wounded and sick in the war raging throughout Europe, and even raising \$163,000 in one community over the course of one week to contribute to the first Red Cross War Fund.

Throughout the years of the Great Depression, the Red Cross assisted the federal government with the distribution of food, fabric, and garments to the people of the Susquehanna Valley.

And of course, there were always disasters. As early as 1927, Red Cross volunteers from the Susquehanna Valley region were traveling to national disaster sites to lend a hand. Over the years, our region has had its own share of disasters to respond to. Our volunteer and paid staff have tackled fires, hurricanes, tornadoes, explosions, and even the threat of a nuclear meltdown.

In more recent years, we have made a concerted effort to increase our youth programming to educate and provide leadership training for young people in our communities. And, since 1997, the American Red Cross has been very active in blood collection throughout the Susquehanna Valley, helping meet the growing demand for blood across the nation.

As we move forward, the American Red Cross continues to expand and evolve its services to meet the changing needs of our communities. We don't know what the future holds, but one thing is certain: **the American Red Cross will be there!**



Who can be a Red Cross volunteer?



First: Who is 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.

Or more simply, a Red Cross volunteer is someone who gives his or her time to help somebody else. It could be assisting a family who has lost all of their possessions in a fire. It could be the person who instructs CPR/First Aid or trains young people babysitting skills. It could be a youth who instructs elementary students on fire safety and disasters. Or it could be an individual who helps with clerical needs at the chapter offices, working with Red Cross staff members.

Second: Why are you volunteering?

The American Red Cross understands that everyone is motivated to volunteer for different reasons. Some of you want to make a positive difference in your community, others want to meet their neighbors and make new friends, and some of you are here to fulfill a commitment. Whether it's because of school, work, church, or even court appointed service, the American Red Cross accepts all reasons for volunteering. We only ask that you be honest with us. Different volunteers have different needs and we can assist you in meeting those needs when we know what they are.

Third: Why Volunteer? How about...*Why Not Volunteer?*

The volunteer experience gives so much for so little. It can be a fulfilling personal experience, an introduction to a possible career, a valuable experience for a future job or college life, or just an active and fun way to spend retirement. It could also be an opportunity to meet new people and make friends. In addition, there are many valuable training opportunities for our volunteers, many of which will help you succeed not only with volunteering but in life as well.

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 for your five-year anniversary and in five-year increments thereafter.

The Susquehanna Valley chapter will provide, upon request, a letter of service to all volunteers shown to be in good standing with the chapter.

We also host volunteer recognition events annually. We plan activities and thank you for all the hard work that you do and for being such a valuable asset to our organization.

More information about Susquehanna Valley awards and recognition programs is available from the Volunteer Specialist in your respective office.

Volunteer and Staff...Working Together

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

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

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

After Your Orientation...

You can take your time to decide what you would like to do or make a commitment on the spot. It's up to you. Upon making your decision, SCS will submit your name to the appropriate staff contact. Upon receiving your name, the contact will call you and set up your site interview and/or volunteer schedule. SCS will continue to monitor your progress through the staff contact.



A few important things to remember!

Don't forget the Parental Consent Form if you are under the age of 18. This needs to be completed and returned to us after the orientation.

Don't forget to ask questions. You may ask questions at any time-- before, during and after orientation. Sometimes we forget to mention something important. Raise a hand or your voice.

Don't forget that the Red Cross offices are always home base. Stop in if you have a problem or question, or just to visit.

Don't forget to attend an agency orientation if you are volunteering somewhere other than at the chapter offices. The volunteer coordinators at each facility will inform you of the orientation or interview process.

Don't forget to record your volunteer hours. It is vital that the Red Cross has an accurate record of volunteer hours. This gives us a good picture of all the volunteer work that's going on in the community. We report these hours to our National Headquarters and our financial contributors.

Don't forget that as a volunteer, we depend on you! You will be making an important commitment to serve your community, and we greatly appreciate your faithful dedication.

So, You're a Red Cross Volunteer...Now What?

Your responsibility as a volunteer:

1. Be realistic and candid in accepting your assignment, taking into consideration your interests, skills and availability, as well as the needs of the American Red Cross of the Susquehanna Valley.
2. Learn your volunteer assignment as well as you can by completing all required training, asking questions, and staying in touch with your supervisor.
3. Contribute to the Red Cross by being reliable and dependable in doing your job and working with your co-workers.
4. Follow all policies and guidelines of the American Red Cross of the Susquehanna Valley, sign a Code of Conduct and Confidential Property Agreement, observe confidentiality when needed, and engage in appropriate public behavior at all times.
5. Evaluations: 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.

Our responsibility as staff:

1. Develop a suitable assignment based upon your interests, skills and availability, as well as Red Cross and community needs. 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.
2. Provide orientation and training to help you perform your job.
3. Give you 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. Provide the support you need to do your job, including necessary equipment, supplies, work space and helpful supervision.
5. Give the opportunity to receive feedback about your Red Cross volunteer experience.

6. Supply the chance to grow and develop as a volunteer through participation in other American Red Cross of the Susquehanna Valley activities, special training events, meetings and advancement to more responsible positions.

Role of Supervisors

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

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

The supervisor has primary responsibility for developing suitable assignments for the volunteer, for involving the volunteer in the communication flow of the American Red Cross of the Susquehanna Valley 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 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 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 may receive performance reviews annually or on an as needed basis.

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 American Red Cross of the Susquehanna Valley. Development efforts are focused on building the capabilities of all volunteers.

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

Training for Volunteers

Volunteers and employees should have equal access to training for equivalent positions. All volunteers must go through Red Cross orientation. Volunteer development is a collaborative effort between the American Red Cross of the Susquehanna Valley , 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.

The Staffing & Community Services Department (SCS)

Who are we and what do we do?

The productive involvement of volunteers requires a planned and organized effort. The function of the SCS Department is to provide a central coordinating point for effective volunteer placement within the American Red Cross, and to direct and assist volunteer and employee efforts jointly to provide more productive services. The SCS Department shall also bear responsibility as liaison to other volunteer programs in the community and assisting in community-wide efforts to recognize and promote volunteering. The SCS 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.

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:

- Attends a volunteer orientation and completes a volunteer profile;
- Participates in a screening interview;
- Provides appropriate references or signs a release for 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.

So how do we know what's going on?

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



Volunteer Policies

Dual Role of Red Cross Volunteers and Employees

At times, employees of the American Red Cross of the Susquehanna Valley may desire to volunteer for the organization. Exempt employees may volunteer for American Red Cross of the Susquehanna Valley. However, because of the overtime requirements of the Fair Labor Standards Act, only non-exempt employees may volunteer for the American Red Cross of the Susquehanna Valley 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 American Red Cross of the Susquehanna Valley or American Red Cross must speak to his or her manager and appropriate staff i.e., the Executive Director or the volunteer administrator before performing any such volunteer service.

Volunteer Concerns Procedure

The Chapter’s Concerns Procedure has been established to provide staff (paid and volunteer) with a formal system for presenting complaints or concerns to management. The process offers a prompt and orderly method for resolving a complaint or concern.

Concerns are broadly defined as a volunteer staff member’s dissatisfaction, complaint, or dispute relating to his or her position/placement. However, any concern that cannot be resolved through discussion with the volunteer’s immediate supervisor may be processed through the concerns procedure.

The processing of a volunteer concern is conducted as follows:

Step 1: A volunteer should discuss his or her concern with the immediate supervisor. The supervisor is responsible to attempt to settle problems as quickly as possible. An informal discussion with the supervisor may clarify the nature and

extent of the problem. It may be that this one step alone will solve the problem. Any complaint or concern, in order to be considered, must be presented to the volunteer's immediate supervisor within five days from the occurrence of the matter or from the time the volunteer became aware of the matter giving rise to the concern. The supervisor will respond to the volunteer within five days.

* If the volunteer feels his or her concern has not been resolved satisfactorily, the volunteer may approach the next level of supervision by moving to Step 2.

Step 2: The volunteer must present the concern in writing to the supervisor's superior within five days of the supervisor's decision. Copies of the written concern will be sent to the Executive Director of the American Red Cross of the Susquehanna Valley. The volunteer supervisor's supervisor will respond to the volunteer within five days.

* If the volunteer feels his or her concern has not been resolved satisfactorily, the volunteer may approach the next level of supervision by moving to Step 3.

Step 3: The concerned volunteer must make a written request to the Executive Director or the Staff Concerns Committee to become involved. The request must be received within five days after the receipt of the written decision from the supervisor's superior.

The Executive Director will assemble a Staff Concerns Committee within seven days after the receipt of the concerned volunteer's request. Within ten days after the Staff Concerns Committee is formed, the Chair to the Committee will schedule a review of the concern to be held at a suitable time and place. The Committee members, the concerned volunteer, the supervisor, and the supervisor's superior will be notified of the meeting.

Within five days after the meeting, the Chair of the Committee will make a written recommendation approved by a majority of the Committee members to the Executive Director. Within three days after the receipt of the Committee's recommendation, the Executive Director shall review all the facts presented throughout the procedure and make a final decision. The final decision shall be sent in writing to all parties.

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 at American Red Cross National Headquarters:

The Concern Connection Line: 1-888-309-9679

Harassment Free Workplace

The Susquehanna Valley 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 Susquehanna Valley 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, sexual orientation, 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 a 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 or 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 Volunteer Concerns Procedure. 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 Susquehanna Valley 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 Susquehanna Valley 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 Red Cross sponsored-activities; or
6. Committing acts motivated by, or related to, sexual harassment or domestic violence.

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

Volunteers have a responsibility to report any potentially dangerous situations or unauthorized individuals on Red Cross 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 for return to the workplace does not negate further disciplinary action up to and including separation.

Zero Tolerance Policy

The American Red Cross has a zero-tolerance policy regarding discrimination of any kind including abusive treatment of clients, employees, volunteers, or partners.

Discriminatory behavior and abusive treatment includes, but is not limited to:

- Hesitating or refusing to deliver Red Cross services.
- Communicating verbally in a condescending tone.
- Shouting or screaming.
- Providing assistance or delivering services by intimidation and “power plays” (e.g., threats of refusal to provide services or offer assistance).
- Slandering with the intent to damage an individual’s reputation.
- Taking any action that could be considered a physical threat.
- Retaliating against a client or worker (paid or volunteer) for raising legitimate concerns.
- Humiliating or degrading behavior.
- Partaking in harassment, either verbal or physical, that could be interpreted as offensive or hostile by others.
- Exhibiting non-verbal cues and behaviors that could be interpreted as offensive, hostile or unwelcoming by others.

The zero-tolerance policy is not intended to restrict chapters in the performance of their duties. It is intended to make clear that discrimination and abusive behavior simply will not be tolerated.

As stewards of the public’s trust, we are held to a higher standard for our behavior. To every extent possible, we must strive to create a warm and welcoming environment that reinforces to all our clients that their needs are our priority. This inclusive atmosphere must also demonstrate to our employees, volunteers, and partners that they are valued and appreciated, and that the work we do together is meaningful and sustains our humanitarian mission and vision.

Workplace Safety and Security

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

Volunteers are discouraged from bringing large amounts of cash or other personal valuables to work unless absolutely necessary. The American Red Cross of the Susquehanna Valley is not responsible for volunteers’ personal items that are lost or stolen.

Some of the best safety improvement ideas come from volunteers. Those with ideas, concerns or suggestions for improved safety and security in the workplace are encouraged to bring them to management's attention so that the safety and welfare of all volunteers can be improved. Volunteers should feel free to report, without fear of retaliation, any condition which they believe poses a safety, health or security risk in the workplace. The American Red Cross of the Susquehanna Valley 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 any staff member in Staffing & Community 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.

Volunteers who become unable to work because of a volunteer related illness or injury must inform their supervisor as soon as possible.

Use of American Red Cross Vehicles

From time to time, volunteers may be required to travel as part of their responsibilities. Volunteers who drive as part of their responsibilities are required to do so in a friendly, courteous and safe manner. It is the policy of the American Red Cross of the Susquehanna Valley to make sure its drivers are qualified and legally authorized to safely operate motor vehicles used in the course of company business. Only those volunteers

who meet the qualifications of the chapter's vehicle policy are allowed to operate chapter vehicles or operate a personal vehicle on chapter business.

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

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

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

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

Parking and traffic fines incurred while utilizing vehicles are the responsibility of the driver and will not be paid by the American Red Cross of the Susquehanna Valley.

Red Cross Property

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

Identification

New volunteers will be issued photo identification badges which should be worn at all times on chapter premises or when serving on Red Cross business off-site. Identification badges may be required to permit access to the site where their service will be performed. Lost badges should be reported to the Volunteer Resources 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 with expiration dates]

Volunteer Records, References and Privacy

The American Red Cross of the Susquehanna Valley maintains personnel records of each volunteer which are the property of the American Red Cross of the Susquehanna Valley and are confidential. Volunteers are required to notify the Volunteer Specialist of any changes in contact information (i.e., emergency contact notification, home address, telephone number(s), email address) and to report any additional educational and skill training acquired after joining the American Red Cross of the Susquehanna Valley.

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

Reference and Background Checks

The American Red Cross of the Susquehanna Valley strives to maintain safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent volunteers and employees who do not present a risk of harm to their co-workers or others. The American Red Cross of the Susquehanna Valley 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 American Red Cross of the Susquehanna Valley in the form of consumer investigative consumer reports. All reference and background check results will be maintained in a confidential file.

Potential and current volunteers are expected to cooperate fully with reference and background checks. Cooperation includes, among other things, providing written consent to conduct a reference and background check, and responding with truthful and complete information to inquiries made by the American Red Cross of the Susquehanna Valley or third party investigators during the reference and background check process. Failure to

cooperate in these respects, or any attempt to interfere with implementation of this policy, or the American Red Cross of the Susquehanna Valley efforts to obtain relevant information, may result in discipline, up to and including termination of volunteer involvement.

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.

Recruitment of Minors (parent/guardian release form)

Volunteers who have not reached the age of 18 must have the written consent form 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.

Nepotism and Fraternization

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

- (1) Individuals who are relatives may work in the same American Red Cross of the Susquehanna Valley facility, as long as no direct reporting or supervisory relationship exists. No volunteer is permitted to work within the “chain of command” of a relative such that the volunteer’s work responsibilities or career progress could be influenced by a relative.
- (2) No relatives are permitted to work in any positions, in which the American Red Cross of the Susquehanna Valley believes an inherent conflict of interest may exist.
- (3) Volunteers who marry or enter into a romantic relationship while volunteering are treated in accordance with these guidelines. If, in the opinion of the American Red Cross of the Susquehanna Valley, 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.

Representing Red Cross

Prior to any action or statement outside the Red Cross which might significantly affect or obligate the Susquehanna Valley Chapter, volunteers should seek prior consultation and approval from the appropriate staff member. These actions may include, but are not limited to, public statements to the press, collaboration or joint initiatives, or any agreement involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the organization as specifically indicated within their position / opportunity profile and only to the extent of such written specifications.

**The American Red Cross...
always there...
touching more lives,
in new ways...
under the same trusted symbol.**

Media Inquiries

The American public relies on the American Red Cross as a symbol of trust and as a powerful voice in providing life-saving information. The Susquehanna Valley 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 Relations Department, all members of Senior Management, and any other volunteers designated by chapter leadership. If approached by the media, volunteers not designated as media contacts are asked to refer members of the media to one of these individuals.

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.

Leaving Your Volunteer Assignment and Exit Interview

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

Voluntary separation from the Susquehanna Valley 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 volunteering. A volunteer who does not report to their position 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.

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.

- Business Casual (speaking engagements)
- Red Cross attire if available (public events)

Examples of attire considered inappropriate in the workplace include the following (NOT all inclusive):

- Clothing with explicit or offensive material
- Clothing with noticeable holes or tears
- Shorts or cutoffs
- Sandals or open toed shoes

Volunteers should wear their Red Cross photo ID at all times when volunteering.

In some cases for specific volunteer positions, American Red Cross attire is required. Volunteers are asked not to wear uniforms or other official Red Cross apparel or identification in public places other than when performing assigned volunteer duties. We do not want to give the public the impression that you are performing in an official Red Cross capacity outside of your volunteer job.

Progressive Discipline

The Susquehanna Valley 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 developmental 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, suspensions, and separation from service. The Susquehanna Valley 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.

Service at the Discretion of the Organization

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

Red Cross Communication Systems

All communication systems are Red Cross 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 chapter communication systems, and their communications and systems use may be audited by authorized management at any time without notice. Red Cross communication systems include, but are not limited to, e-mail, telephone, Internet, fax,

voicemail, bulletin boards, and inter-office 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 Susquehanna Valley 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 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 Susquehanna Valley Chapter and/or the Red Cross without proper authorization.
4. Obtaining unauthorized access to another volunteer’s or employee’s communication systems, or sending unauthorized communications under another colleague’s name.
5. Conducting Red Cross business on a hand held cellular telephone while driving a vehicle.

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

Non-Solicitation / Distribution of Literature

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

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, volunteers may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause in the workplace during working time. The workplace includes chapter buildings, parking lots and driveway areas and work areas in which Red Cross 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 Red Cross property, including buildings and surrounding parking, patio, and driveway areas. Any requests

from outside persons or organizations to sell merchandise, solicit contributions, distribute literature, arrange displays or utilize chapter facilities are to be referred to the appropriate Branch Manager.

Drugs and Alcohol

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

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

While on Red Cross property or while performing Red Cross business off premises, volunteers are prohibited from unlawful possession, use, manufacture, distribution, sale or dispensation of illegal drugs or alcohol. Such conduct is also prohibited during non-working 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 Specialist.

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

Insurance and Liability

General Liability Insurance

The Red Cross commercial general liability insurance covers volunteers against claims while they serve as agents of the American Red Cross. Volunteers must be working under the direct supervision and control of the Red Cross and within the scope of his or her Red Cross duties to be covered. Volunteer drivers must also be certified in American Red Cross Standard First Aid and CPR. All volunteers utilizing any vehicles must submit to a Pennsylvania Department of Transportation vehicle records report. All volunteers working in the community with youth—ages 17 and under—must submit to a Pennsylvania State Criminal Records Check.

Vehicle Liability Insurance

When the Red Cross assigns a volunteer to drive a Red Cross vehicle that the chapter owns, leases, or rents, the volunteer is covered by the Red Cross motor vehicle liability insurance.

When volunteers drive personal vehicles while on Red Cross business, they must be covered by their own insurance. If their personal insurance is not sufficient to cover an entire claim, the Red Cross will provide the excess liability coverage, but in no case will cover the deductibles that the volunteers may have to pay for his or her personal insurance policy.

The driver, alone, is responsible for charges and expense involving traffic or criminal violations and those charges and expenses associated with his/her defense.

Physical Damage Insurance

Personal vehicles are not covered by Red Cross insurance.

Accident Insurance for Medical Expenses

Injured volunteers should first turn to their own health and medical insurance if the Red Cross is not legally liable for the injury. However, depending on the circumstances of the accident and the injured person, the Red Cross may pay up to \$10,000 for medical expenses for injuries sustained while volunteers serve as agents of the Red Cross, even if the Red Cross is not legally liable.

Volunteers injured while a passenger in a Red Cross vehicle should use their own insurance if the Red Cross is not legally liable for injury. However, depending on the circumstances of the accident and the injured person, the Red Cross may pay up to \$10,000 for medical expenses, regardless of who was at fault.

RSVP volunteers also receive a supplemental insurance free of charge. This supplemental insurance is through the National Senior Services Corps, a division of the Corporation for National Services. RSVP volunteers will follow the reporting procedure found in the insurance brochure.



A *very* lasting effect...

Red Cross volunteers have a lasting effect on people's lives. Did you ever think you can have an even *more* lasting effect, in fact a permanent one? This article is about how to do this through a charitable bequest in your will to the Red Cross. But first, we want you to know that we recognize the seriousness of making a bequest.

We understand that bequests are not casual things. In a will, you tell how to distribute the material results of your life's work. People put a lot of thought into this. They want it to reflect what is really important to them.

We also recognize that making a charitable bequest is good for some people, and not good for others. Everyone's circumstance is different. On the other hand, many people do not make charitable bequests simply because it never occurred to them.

So here is what we ask: first, if your feeling about the Red Cross is important enough to you...and, second, if a charitable bequest of any kind can be part of your will...then please consider naming the Red Cross in your will for a bequest. The Red Cross always advises anyone considering a planned gift such as a bequest to consult with their own professional advisor.

The language used in the will is important. The best wording is "**The Endowment Fund of the American Red Cross of the Susquehanna Valley**" This language will keep the benefits here in our community. It will also put the bequest into a fund that will support the chapter literally forever. An "Endowment Fund" isn't spent, but it earns interest permanently. This interest is used to help the Red Cross aid disaster victims and save and enhance lives, year after year without end.

For more information, please call the chapter's Director of Planned Giving services at 299-5561, or 257-1822.

Thank you for your vital role in the Red Cross, and for any thought you may give to benefiting the chapter's work in your will.

Volunteer Handbook

American Red Cross
of the Susquehanna Valley

2005

www.sqvalleyredcross.org