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About this handbook
Welcome to the American Red Cross. Thank you for joining our cadre of over 5 million American Red Cross volunteers and volunteer blood donors nation-wide.

This handbook was prepared to give you some essential information about the policies and expectations of the Nashville Area Regional Chapter. The handbook has been organized by topic to help you more easily find information you need. You are also encouraged to talk with your supervisor and the Volunteer Services Department, if you have any questions about the content of this handbook.

The Nashville Area Regional 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 previous to March 1, 2009.

Thank you for giving your time and talents to help others. We hope that you find volunteering with the American Red Cross a positive and rewarding experience.
American Red Cross Mission
The American Red Cross, a humanitarian organization led by volunteers and guided by its Congressional Charter and the Fundamental Principles of the International Red Cross/Red Crescent Movement, will provide relief to victims of disaster and help people prevent, prepare for, and respond to emergencies.

Fundamental Principles of the Red Cross/Red Crescent Movement
Volunteers are expected to adhere to the Fundamental Principles of the International Red Cross Movement: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality. Brief descriptions of each are provided below:

Humanity: The International Red Cross and Red Crescent Movement (‘the Movement’), born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality: The Movement makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality: In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Independence: The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Voluntary service: The Movement is a voluntary relief movement not prompted in any manner by desire for gain.

Unity: There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality: The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

Our commitment to the Fundamental Principles brings us together with a common purpose and inspires us to excel and to behave in ways that inspire the trust of the American people. Each of us is responsible for upholding and living in accordance with these values every day.

Values
Our American Red Cross values provide the foundation for the way we behave and the standard to which we hold ourselves. Each of us is responsible for upholding the values and living in accordance with them every day:

- Accountability,
- Collaboration,
• Commitment,
• Results,
• Trustworthiness and
• Humanitarianism.

**Ethics every day**

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

We are committed to making a positive difference by:

• Improving the quality of human life.
• Enhancing self-reliance and concern for others.
• Helping people avoid, prepare for and cope with emergencies.

In living out this mission, each of us is responsible for living up to the fundamental standards of our culture:

• Telling the truth
• Keeping promises
• Respecting individuals
• Being fair

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

**The Concern Connection Line**

1-888-309-9679

It is your responsibility to be an active protector of the values that make us who we are. If a potential illegal, unsafe or unethical situation arises in the Red Cross workplace, speak up! If possible, notify your supervisor, volunteer services representative or any manager with whom you feel comfortable. If attempts to resolve this at a local level are unsuccessful, call the Concern Connection Line.

**Red Cross History**

Clara Barton founded the American Red Cross in 1881. In 1905, the United States Congress gave Red Cross a charter that mandates it to provide relief for domestic and international disaster victims and communication services for members of the Armed Forces. Every Red Cross chapter must do these two things, although many provide a much greater variety of community services.

Facts about the Red Cross -

• The International Red Cross was founded by Henry Dunant in 1863. Its headquarters is in Geneva, Switzerland.
• The American Red Cross was founded by Clara Barton in 1881 and is part of the International Red Cross and Red Crescent Movement.
• The United States Congress has mandated that all Red Cross chapters must provide services for the military and their families and provide relief assistance during all disasters, domestic and international.
• American Red Cross Headquarters is in Washington, DC.
• There are over 750 chapters and 35 blood services regions in the United States; we also have Armed Forces Emergency Services stations and HUBs serving members of the military and their families in the US and overseas.
• All Red Cross disaster assistance is an outright gift. It is funded by voluntary contributions from the American people.
• The International Red Cross has been awarded the Nobel Peace Prize four times.

The International Red Cross and Red Crescent Movement is an international organization with societies in 186 countries. It is unique among voluntary service organizations because it was founded on a set of seven Fundamental Principles.

About the Nashville Area Regional Chapter
The National Red Cross officially chartered the Nashville chapter of the American Red Cross on May 14, 1917.

Regional Chapters were launched July 2007 with the Nashville Area Regional Chapter collaborating as a region with the Clarksville-Montgomery Chapter, the Heart of Tennessee Chapter, the Marshall County Chapter, the Maury County Chapter, the Warren County Chapter and the Williamson County Chapter. A total of 36 counties collaborate to form the Region. The majority of the offices are open Monday – Friday from 8:30am – 5:00pm. Call the office to verify information. Offices locations are:

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Address</th>
<th>Phone</th>
<th>Executive Director</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nashville Area Regional Chapter</td>
<td>2201 Charlotte Avenue, Nashville, TN 37203</td>
<td>615-250-4300</td>
<td>Joel Sullivan, Regional CEO</td>
</tr>
<tr>
<td>Clarksville-Montgomery Chapter</td>
<td>517 Madison Street, Clarksville, TN 37040</td>
<td>931-645-6402</td>
<td>Julie Campos, Chapter CEO</td>
</tr>
<tr>
<td>Heart of Tennessee Chapter</td>
<td>836 Commercial Court, Murfreesboro, TN 37129</td>
<td>615-893-4272</td>
<td>Gregory King, Chapter CEO</td>
</tr>
<tr>
<td>Marshall County Chapter</td>
<td>230 College Street, Suite 125, Franklin, TN 37064</td>
<td>615-359-1211</td>
<td>Josue Barocio, Chapter CEO</td>
</tr>
<tr>
<td>Warren County Chapter</td>
<td>203 West Main, PO Box 66, McMinnville, TN 37111</td>
<td>931-473-2595</td>
<td>Kathy Nesmith, Executive Director</td>
</tr>
<tr>
<td>Williamson County Chapter</td>
<td>129 W. Fowlkes Street, Suite 100, Franklin, TN 37064</td>
<td>615-790-5785</td>
<td>Susan Shreve, Chapter Executive Director</td>
</tr>
<tr>
<td>Jackson Area Red Cross</td>
<td>212 N. Highland Avenue, Suite 240, Jackson, TN 38301</td>
<td>731-427-5543</td>
<td>Jennifer MCCraw, Chapter Executive</td>
</tr>
<tr>
<td>Mid-South Chapter</td>
<td>1400 Central Avenue, Memphis, TN 38104</td>
<td>(901)-726-1690</td>
<td></td>
</tr>
<tr>
<td>Dyer County Chapter</td>
<td>326 S Mill Ave, Dyersburg, TN 38024</td>
<td>(731) 286-4740</td>
<td></td>
</tr>
</tbody>
</table>
Tennessee Valley Blood Service Region
Tennessee Valley Blood Service Region
2201 Charlotte Avenue
Nashville, TN  37203
Phone:  615-346-7000
Tim Ryerson, CEO Blood Service

Volunteer Policies

**Commitment to volunteers, diversity and youth involvement**

The achievement of the goals of Nashville Area Regional Chapter is best served by the active participation of members of the community. To this end, the Nashville Area Regional 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 Nashville Area Regional Chapter is committed to diversity and inclusiveness. Our employees, volunteers, governance, customers, blood, bone marrow and tissue donors, financial contributors, clients, suppliers and vendors should be representative of the diversity of the people residing in each local community the Red Cross serves. We are committed to people diversity, program diversity and service diversity.

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

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

**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 Nashville Area Regional 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.

**Your responsibility as a Red Cross volunteer:**

1. Be realistic and candid in accepting your assignment, taking into consideration your interests, skills, and availability, as well as any physical limitations you might have and the needs of Nashville Area Regional 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 Nashville Area Regional Chapter, adhere to the Fundamental Principles of the Red Cross, 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 Nashville Area Regional Chapter of the American Red Cross to provide for you:**

1. A suitable assignment based upon your interests, skills, and availability, as well as the Nashville Area Regional Chapter’s needs.

2. A Volunteer Services department to advocate for you and ensure that you have a positive volunteer experience.

3. Orientation and training to help you perform your job.

4. 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.

5. The support you need to do your job, including necessary equipment, supplies, work space and helpful supervision.

6. The opportunity to give feedback about your Red Cross volunteer experience.

7. The chance to grow and develop as a volunteer through participation in other Nashville Area Regional 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 that is committed while performing official duties on behalf of the Red Cross.

Dual Role of Red Cross Volunteers and Employees
At times, employees of the Nashville Area Regional Chapter may desire to volunteer for the organization. Exempt employees may volunteer for Nashville Area Regional Chapter. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees may only volunteer for the Nashville Area Regional 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 paid staff 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 for the Nashville Area Regional Chapter or American Red Cross must speak to his or her manager and/or CEO before performing any such volunteer service. It is recommended that employees complete a volunteer application and be entered into the volunteer system.
Recruitment and Selection Policies

Role of the Volunteer Services Department
The productive involvement of volunteers requires a planned and organized effort. One function of the Volunteer Services Department is to provide a central coordinating point for effective volunteer placement within the Nashville Area Regional Chapter, and to direct and assist volunteer and employee efforts jointly to provide more productive services. Volunteer Resources 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. Volunteer Resources 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 Nashville Area Regional Chapter maintains personnel records for each volunteer, which are the property of the Nashville Area Regional Chapter and are confidential. Volunteers are required to notify Volunteer Resources Department of any changes in contact information (e.g., emergency contact notification, information, home address, telephone number(s), email address) and to report any additional educational and skill training acquired after joining the Nashville Area Regional Chapter.

Volunteers may review their personnel records on a reasonable frequency during regular business hours in accordance with state law. Volunteers must notify Volunteer Services and schedule a time that is mutually convenient.

Volunteer Position Descriptions
Every registered volunteer position in the Nashville Area Regional Chapter has a volunteer position description summarizing the principal duties, responsibilities, qualifications and essential work functions of the volunteer assignment. Volunteer position descriptions are periodically updated to reflect changes in title, assignment or essential work functions. Volunteers may request or be assigned a performance development plan (PDP), which lists tasks and responsibilities for the volunteer job assignment.

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 (either online or in-person)
- Completes a volunteer application
- Completes online background check via the Red Cross portal at mybackgroundcheck.com
- Clears background check under American National Red Cross guidelines
- Reviews and then signs the American Red Cross Code of Conduct
- Provides proof of driver’s license or state ID

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

The Volunteer Service Department may make exceptions to these procedures in consultation with the Regional CEO under some limited circumstances such as when the community is experiencing a large-scale disaster.

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

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

**Recruitment of minors (parent/guardian release form)**

Volunteers who have not reached the age 18 must have the written consent of a parent or legal guardian prior to volunteering. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with the appropriate requirements of child labor laws.

**Service at the discretion of the organization**

The Nashville Area Regional Chapter accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Nashville Area Regional Chapter. Volunteers agree that the organization may at any time, for whatever reason, decide to terminate the volunteer’s relationship with the Nashville Area Regional Chapter or to make changes in the nature of their volunteer assignment in accordance with chapter policies. If a volunteer is terminated, an appeal may be made to the Regional CEO. The Regional CEO’s ruling is final.

**Nepotism and Fraternization**

The Nashville Area Regional Chapter permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the Nashville Area Regional Chapter, create actual or perceived conflicts of interest. For purposes of this policy, “relative” is a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, niece, nephew, or corresponding in-law or “step” relation. The Nashville Area Regional 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 Nashville Area Regional 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 Nashville Area Regional 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 Nashville Area Regional 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 involvement should be encouraged.

**Reference and Background Checks**
The Nashville Area Regional Chapter strives to maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent volunteers and paid staff who do not present a risk of harm to their co-workers or others. The Nashville Area Regional 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 Nashville Area Regional Chapter may use consumer reporting agencies to gather and report information to the Nashville Area Regional Chapter in the form of consumer or investigative consumer reports for individuals who have the ability to effect the finances of the Nashville Area Regional Chapter and the National American Red Cross. 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 Nashville Area Regional 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 Nashville Area Regional 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 the Department of Volunteer Services.

**Court-referred volunteers**
The Nashville Area Regional Chapter does not accept court-referred volunteers. Hands On Nashville maintains a database of court-ordered community service opportunities, and all such volunteers should referred accordingly.

**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 Nashville Area Regional 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 Nashville Area Regional Chapter will not be accepted for governance or leadership positions for at least two years after their employment has ended.
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 Nashville Area Regional Chapter and for providing feedback to the volunteer regarding their work.

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

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

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

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

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 Nashville Area Regional Chapter, supervisors and volunteers to align individual goals with the overall direction of the Nashville Area Regional 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 the Volunteer Resources Department**

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

**Separation from Red Cross Volunteer Involvement -**

Voluntary separation from the Nashville Area Regional Chapter occurs when a volunteer dies, resigns or retires. Volunteers are encouraged to give the Nashville Area Regional 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 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 Nashville Area Regional 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 through five-year anniversaries and in five-year increments thereafter.

More information about Nashville Area Regional Chapter awards and recognition program(s) is available from the Volunteer Services Department and on the Chapter Website.

**Reimbursement for pre-approved expenses**

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the Nashville Area Regional Chapter. Volunteers should check with their supervisors regarding specific reimbursable items. Prior approval must be sought for any expenditure.
**Tracking volunteer hours**
The Nashville Area Regional Chapter does track volunteer hours of service. It is the responsibility of the volunteer to sign-in at the location defined by their supervisor, which will then be entered into the system for tracking hours worked. In order to obtain a document showing hours of service, it is necessary to have a sign-in sheet signed by a supervisor so that proper records may be maintained.

**Attendance**
The Nashville Area Regional 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 [notice required, *i.e.*, thirty minutes, one hour, two hours] prior to their scheduled start time. Frequent absenteeism or lateness that is unexcused or excessive may result in disciplinary action, up to and including separation.

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.

**Holidays**
The Nashville Area Regional Chapter observes 13 holidays each year.

The holidays observed are:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date Observed</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year's Day</td>
<td>January 1</td>
</tr>
<tr>
<td>Martin Luther King Jr., Day</td>
<td>3rd Monday in January</td>
</tr>
<tr>
<td>President's Day</td>
<td>3rd Monday in February</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Last Monday in May</td>
</tr>
<tr>
<td>Independence Day</td>
<td>July 4</td>
</tr>
<tr>
<td>Labor Day</td>
<td>First Monday in September</td>
</tr>
<tr>
<td>Veterans Day</td>
<td>November 11</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>4th Thursday in November</td>
</tr>
<tr>
<td>Day After Thanksgiving</td>
<td>Day After Thanksgiving</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>December 25</td>
</tr>
</tbody>
</table>

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

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

**Workplace Safety and Security**
In order to provide a secure, safe and healthy work environment for volunteers, the Nashville Area Regional 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 Nashville Area Regional 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 Nashville Area Regional 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 Volunteer Service Department. 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.

For more details on see the Insurance for Volunteers Section in this handbook. Volunteers who become unable to work because of a volunteer related illness or injury must inform their supervisor as soon as possible.

**Use of American Red Cross Vehicles**
From time to time, volunteers may be required to travel as part of their responsibilities. Volunteers who drive as part of their responsibilities are required to do so in a friendly, courteous and safe manner. It is
the policy of the Nashville Area Regional Chapter to make sure its drivers are qualified and legally authorized to safely operate motor vehicles used in the course of American Red Cross business. Only those volunteers who meet the qualifications of the American National Red Cross vehicle policy are allowed to operate Nashville Area Regional Chapter vehicles or operate a personal vehicle on Nashville Area Regional Chapter business.

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

Drivers are required to hold a valid driver’s license. Drivers are required to notify the Nashville Area Regional Chapter of license suspensions or revocations, and to report accidents or damage to American Red Cross 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.

Both the driver and all occupants of the vehicle must use seat belts at all times. Failure to properly use seat belts will also be cause for disciplinary action. No volunteer, while operating a Nashville Area Regional Chapter vehicle, or while driving his or her personal vehicle on Nashville Area Regional Chapter business, may use a hand-held cellular telephone. Smoking is prohibited in Red Cross vehicles.

No driver may operate a motor vehicle under the age of 18 or 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 Nashville Area Regional Chapter.

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

**Identification**
Registered volunteers who have been assigned a volunteer position will be issued identification badges which should be worn at all times when serving on Red Cross business off-site. Identification badges might be required to enter the building or to permit access to the site where their service will be performed. Lost badges should be reported to the Volunteer Services Department immediately so that a new badge can be issued. Badges must be turned in when a volunteer’s service with the organization ends. Short-term volunteers will be issued temporary identification badges.
Handling money
For the protection of the volunteer and the American Red Cross, whenever possible, two or more volunteers and/or employees should be involved when handling money, fees and donations. Adequate records shall be maintained at all times documenting the amount and type of donation or payment, the donors intent (when identified), and the people who process the payment.

Emergency evacuation procedures
Our Nashville Area Regional Chapter has developed the following Emergency Evacuation Procedures for the facility:

Evacuation Signal
The evacuation signal is a continuous ringing of the fire alarm. Everyone is expected to evacuate the building in an orderly and timely manner. Staff are responsible for all visitors/donors assigned to or visiting their department and should accompany them to the outside as indicated in this procedure.

DO NOT use elevators.
DO NOT stop to collect personal belongings
DO NOT re-enter the building once evacuated unless permitted to do so by an authorized Fire Warden or Fire Officer.

Fire Extinguisher on Second Floor: Break Room, Kitchen, West Hall, Hall by Room 247, Elevators, Mechanical Room, Hall By DRD, Hall By Administration, Chapter Hall, Computer Room

SECOND LEVEL - PART B (Chapter Management, Classroom 205)
Go down corridor; go down west stairway to first floor; go out single door by stairway to far corner of Charlotte Ave. parking lot

SECOND LEVEL - PART C (Emergency Services, FIS, Human Resources, Lounge, QA, Donor Health, Regulatory, Data Processing, Medical Records)
Go down west stairway to the first floor; go out single door by stairway to far corner of Charlotte Ave. parking lot.
Building occupants will only return to the building when the fire department or emergency agency gives approval for return.

An AED is located in the lobby on the first floor.
Conduct Policies

**Code of Conduct**
All volunteers and paid staff of the American Red Cross, in delivering Red Cross services and in all other Red Cross activities, shall meet the following standards of conduct:

No volunteer or paid staff shall:

a. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the American Red Cross, except in conformance with American Red Cross policy.

b. Accept or seek on behalf of any person, any financial advantage or gain of other than nominal value offered as a result of the volunteer's or paid staff's affiliation with the American Red Cross.

c. Publicly use any American Red Cross affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official position of the American Red Cross.

d. Disclose or use any confidential American Red Cross information that is available solely as a result of the volunteer's or paid staff’s affiliation with the American Red Cross to any person not authorized to receive such information or use to the disadvantage of the American Red Cross any such confidential information, without the express authorization of the American Red Cross.

e. Knowingly take any action or make any statement intended to influence the conduct of the American Red Cross in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.

f. Operate or act in any manner that is contrary to the best interests of the American Red Cross.

g. Operate or act in a manner that creates a conflict with the interests of the American Red Cross and any organization in which the individual has a personal, business, or financial interest. The individual shall disclose such conflict of interest to the American Red Cross chair of the appropriate governing board, the appropriate Chief Executive Officer, or the General Counsel, as applicable, upon becoming aware of it. Where required, the individual shall absent himself or herself during deliberations, and shall refrain from participating in any decisions or voting in connection with the matter.

**Harassment Free Workplace**
The Nashville Area Regional Chapter is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity while working, while on Nashville Area Regional Chapter premises, while traveling on Nashville Area Regional Chapter business, or at Nashville Area Regional Chapter social functions. The Nashville Area Regional Chapter has zero tolerance for unlawful harassment.
Unlawful harassment is defined as harassment based on any characteristic protected by applicable federal, state or local law including race, religion, color, sex, national origin, age, veteran or disability status, which is sufficiently severe or pervasive as to alter the working conditions of a volunteer or employee. Examples of conduct prohibited by this policy include, but are not limited to:

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

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

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

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

Volunteers are responsible for reporting any concerns regarding unlawful harassment to management pursuant to the Dispute Resolution Policy. Volunteers who act in good faith to report or assist in the investigation of a possible violation of this policy will not be retaliated against. If, after investigating any claim of unlawful harassment, the Nashville Area Regional 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 Nashville Area Regional 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, paid staff, 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 Nashville Area Regional Chapter property or while at Nashville Area Regional 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 paid staff 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 Nashville Area Regional Chapter premises to management immediately. Reports of statements or behavior which may violate this policy will be investigated promptly and in as confidential a manner as possible. A volunteer suspected of violent behavior may be placed on leave during an investigation until a course of action is determined.

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

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

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

Step One
The volunteer should promptly report a concern to his or her supervisor, who will investigate the matter and take appropriate action. Any supervisor who receives a concern alleging a violation of the Harassment Free policy will notify the Volunteer Services Department immediately.
If the concern the volunteer is having involves his or her supervisor, the volunteer should report his or her concern to the next level of management who will review the situation.

**Step Two**

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

**Step Three**

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

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

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

**Progressive Discipline**

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

The Nashville Area Regional 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 Nashville Area Regional Chapter retains the right to administer discipline in any manner it deems suitable and any of the steps listed above may be skipped. Separation from service may occur at any time without any progressive discipline steps having been taken.
Red Cross Communication Systems
All communication systems are Nashville Area Regional Chapter property and are to be used for business purposes. Because these communication systems are provided for business purposes, volunteers should have no expectation of privacy regarding their personal use of any Nashville Area Regional Chapter communication systems, and their communications and systems use may be audited by authorized management at any time without notice. Nashville Area Regional Chapter communication systems include, but are not limited to, e-mail, telephone, Internet, fax, voicemail, bulletin boards, and interoffice mail. Volunteers are to use proper discretion in the amount and length of non-business use of Red Cross communication systems.

Volunteers must be mindful that their association with the Nashville Area Regional 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 Nashville Area Regional 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 Nashville Area Regional Chapter and/or the Red Cross without appropriate authorization.
4) Obtaining unauthorized access to another volunteer’s or employee’s communication systems, or sending unauthorized communications under another colleague’s name.
5) Conducting Nashville Area Regional Chapter business on a hand held cellular telephone while driving a vehicle

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

Non-Solicitation/Distribution of Literature
Approaching fellow volunteers or paid staff 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 Nashville Area Regional Chapter buildings, parking lots and driveway areas and work areas in which Nashville Area Regional Chapter work is regularly performed. This policy also prohibits solicitations via the Nashville Area Regional 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 Nashville Area Regional 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 or utilize Nashville Area Regional Chapter facilities are to be referred to Department of Volunteer Services and Building & Grounds.

**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 prior approval of Chapter CEO.

While on Red Cross property or while performing Red Cross business off premises, volunteers are prohibited from unlawful possession, use, manufacture, distribution, sale or dispensation of illegal drugs or alcohol. Such conduct is also prohibited during nonworking time to the extent that it violates laws, negatively affects Red Cross activities, or adversely affects the reputation of the American Red Cross.

Volunteers who use legally prescribed drugs during work, and have any reason to expect that such use may affect their ability to perform work, must report this fact to their immediate supervisor. Volunteers who are convicted of any drug- or alcohol-related offense, including pleas of no contest, are obligated to inform Volunteer Services 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 Nashville Area Regional Chapter provides a smoke-free work environment. Smoking inside all Nashville Area Regional 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 Nashville Area Regional Chapter, volunteers should seek prior consultation and approval from the CEO. 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. Nashville Area Regional Chapter will provide a response to media inquiries as soon as possible. Individuals designated to speak on the organization’s behalf are the Regional CEO in conjunction with the Marketing and Communications department. All media inquiries are to be directed to the Marketing and Communications department of the Nashville Area Regional Chapter.
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 spokespeople. If calls come to the Nashville Area Regional Chapter, the CEO and Marketing and Communication Department will determine appropriate action.

**Dress Code**
Appropriately dressed volunteers add to the overall credibility of the Red Cross and display a sense of confidence to the American Public. Clothing worn must be appropriate for the given job.

**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 CEO.

**American Red Cross Cod of Business Ethics and Conduct**
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:
  a. **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.
  b. **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.
  c. **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.
d. **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.

e. **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.

f. **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.

g. **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.

h. **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 AGREEMENT

For All Volunteers

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

Reasons for Agreement

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

1. Definitions.

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

"Intellectual Property" shall include but not be limited to:
(i) all inventions, discoveries, techniques, processes, methods, formulae, ideas, technical data and specifications, testing methods, research and development activities, computer programs and designs (including improvements and enhancements and regardless of patentability),
(ii) trade secrets and know-how,
(iii) all copyrightable material that is conceived, developed, or made by me, alone or with others,
(iv) trademarks and service marks and
(v) all other intellectual property.

Intellectual Property shall include any intellectual property created by me:
(i) in the course of Volunteer Service or using Red Cross time, equipment, information or materials, and
(ii) within one (1) year after termination of Volunteer Service and relating directly to work done during Volunteer Service. Intellectual Property may be in any form, including but not limited to written, oral, electronic, digital or other form.
2. **Obligation of Confidentiality.** Except as may be required for the performance of my duties during Volunteer Service, or unless specifically authorized in writing by Red Cross, I shall not use or disclose, for my or for others’ benefit, either during or after Volunteer Service, any Confidential Information.

3. **Disclosure and Ownership of Intellectual Property.** I (i) shall promptly and fully disclose to Red Cross any and all Intellectual Property, (ii) agree that all Intellectual Property shall be owned by Red Cross, (iii) agree to and do hereby assign, transfer and convey to Red Cross the entire right, title and interest in and to all Intellectual Property, (iv) will execute and deliver any and all documents, take all actions and render any and all assistance reasonably requested by Red Cross, during or at any time after Volunteer Service, to establish Red Cross’ ownership of, or to enable Red Cross to obtain patents to or register copyrights of, any Intellectual Property, and (v) acknowledge that all Intellectual Property that is copyrightable subject matter and that qualifies as a “work made for hire” shall be automatically owned by Red Cross. In the event Red Cross is unable for any reason whatsoever to secure my signature to any document required to apply for or execute any patent, copyright, or other applications with respect to Intellectual Property, I hereby irrevocably appoint Red Cross and its authorized officers and agents as my agents and attorneys-in-fact to execute and file any such application and to do all other acts to further the prosecution and issuance of patents, copyrights, or other rights with respect to Intellectual Property with the same legal force and effect as if executed by me. As a reminder, Intellectual Property shall only include intellectual property created by me (i) in the course of Volunteer Service or using Red Cross time, equipment, information or materials, and (ii) within one (1) year after termination of Volunteer Service and relating directly to work done during Volunteer Service.

4. **Ownership and Return of Material.** All materials, including but not limited to business information, files, research, records, memoranda, books, lists, computer disks, hardware, software, cell phones and other wireless devices, documents, drawings, models, apparatus, sketches, designs and any other embodiment of Confidential Information or Intellectual Property received by me during Volunteer Service, and any tangible embodiments of such materials created by me, alone or with others, whether confidential or not, are the property of Red Cross. I shall return to Red Cross all such materials, including copies thereof, in my possession or under my control upon termination of Volunteer Service for whatever reason or upon the request of Red Cross. The return of such materials shall take place within twenty-four (24) hours of notice of termination or upon request of Red Cross, whichever comes first.

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

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

Receipt and review of policies form
Signature on this receipt acknowledges that you have reviewed Nashville Area Regional Chapter volunteer handbook and agree to abide by the policies contained therein. Please sign and date the receipt.

Volunteer Handbook Statement of Certification

I, ___________________________, certify that I have received and reviewed the Nashville Area Regional 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 and agree to abide by the guidelines and policies contained therein.

______________________________________________
Volunteer’s Name (Please Print)

______________________________________________
Signature

______________________________________________
Date

*Please return:

American Red Cross
Nashville Area Regional Chapter
2201 Charlotte Avenue
Nashville, TN  37203
615-250-4300
615-250-4344 (fax)