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of Central Texas

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VOLUNTEER HANDBOOK

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GREETINGS AND WELCOME!

It is our pleasure to welcome you as a member of the volunteer staff of the American Red Cross of Central Texas. “Volunteers are the lifeblood of the American Red Cross” is more than a catchy slogan! The American Red Cross was founded by volunteers and run solely by volunteers for many years, until paid staff was added to help provide support and continuity to volunteer efforts. In philosophy and in practice, volunteers continue to be the core of the organization. You are an integral part of a dynamic volunteer organization whose primary purpose is to improve the quality of human life and enhance individual self-reliance and concern for others.

The American Red Cross of Central Texas is a multi-service organization, part of a great national and international network of humanitarian services. As a volunteer with this organization, you are a community relations representative both on and off the job. We ask that you learn about the Red Cross as a whole entity, in addition to your specific assignment, so that you can speak knowledgeably about the Red Cross in all your associations.

We think working with the American Red Cross in serving others is a special opportunity. The expressions of gratitude from those served can be very rewarding. We hope you will find your association a matter of both pride and satisfaction that will be mutually productive and enjoyable.

Marty McKellips
Chief Executive Officer
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INTRODUCTION

ABOUT THIS HANDBOOK
Welcome to the American Red Cross. Thank you for joining our cadre of over 5 million American Red Cross volunteers and volunteer blood donors.

This handbook was prepared to give you some essential information about the policies and expectations of the American Red Cross of Central Texas Chapter (hereafter referred to as the “Chapter”). The handbook has been organized by topic to help you find information you need easily. You are also encouraged to talk with your supervisor and Community Resources Director if you have any questions about the content of this handbook.

The Chapter reserves the right to modify the policies in this handbook without prior notice. The policies described in this handbook replace all prior policies, handbooks or policy guidance provided.

Thank you for giving your time and talents to help others. We hope that you find volunteering with the American Red Cross a positive and rewarding experience.

American Red Cross Mission
The American Red Cross, a humanitarian organization led by volunteers and guided by its Congressional Charter and the Fundamental Principles of the International Red Cross/Red Crescent Movement, will provide relief to victims of disaster and help people prevent, prepare for, and respond to emergencies.

Fundamental Principles of the International Red Cross/Red Crescent Movement
Volunteers are expected to adhere to the Fundamental Principles of the International Red Cross/Red Crescent 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 behave in ways that inspire the trust of the American people. Each of us is responsible for upholding and living in accordance with these values every day.

**Values**

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

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

**Ethics Every Day**

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

We are committed to making a positive difference by…

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

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

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

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

**The Concern Connection Line**

1-888-309-9679

It is your responsibility to be an active protector of the values that make us who we are. If a potential illegal, unsafe or unethical situation arises in the Red Cross workplace, speak up! If possible, notify your supervisor, Volunteer Services Department 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.

Please see Appendix A for a few facts and additional information about the Red Cross.

**About Our Chapter**
Please see Appendix B for facility addresses and driving directions, as well as a map of our Chapter jurisdiction.
Please see Appendix C for Staff Contact information.
Please see Appendix D for a few facts and historical information about this Chapter.
VOLUNTEER POLICIES

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

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

The Chapter is committed to diversity and inclusiveness. Our employees; volunteers; governance; customers; financial contributors; clients; suppliers and vendors should be representative of the diversity of the people residing in each local community the Chapter 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.

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

ROLE OF THE BOARD OF DIRECTORS
The Board of Governors of the American Red Cross delegates authority and responsibility to the Board of Directors of each chapter for governance of the chapter, delivery of authorized services in the chapter’s jurisdiction, and meeting corporate obligations to comply with corporate regulations. A list of current board members and committees is available from the Community Resources Director.

VOLUNTEER AND EMPLOYEE ROLES AND RELATIONSHIPS
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, principal management roles are filled by teams of volunteer and employee management partnerships working together and sharing responsibility.
Volunteers serve in governance, management, direct service, support service, consulting and advisory roles. Volunteers may be involved in all programs and activities of the organization, and serve at all levels of skill and decision making.

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

**WHAT YOU CAN EXPECT AS A RED CROSS VOLUNTEER**

Your responsibility as a volunteer:

1. Be realistic and candid in accepting your assignment, taking into consideration your interests, abilities, skills and availability, as well as the needs of the Chapter.
2. Learn your volunteer assignment as well as you can by completing all required training, asking questions and staying in touch with your supervisor.
3. Contribute to the Red Cross by being reliable and dependable in doing your job and working with your co-workers.
4. Follow all policies and guidelines of the Chapter, sign a Code of Business Ethics and Conduct, observe confidentiality when needed, and engage in appropriate public behavior at all times.
5. Participate in the feedback process by letting the chapter know how you feel about your volunteer experience and by giving constructive suggestions for improvement in any area.
6. Develop your skills as a volunteer by participating in additional training and development opportunities. Learn as much as you can to do the best job possible.

**WHAT YOU CAN EXPECT THE CHAPTER TO PROVIDE FOR YOU**

1. A suitable assignment based upon your interests, skills and availability, as well as the Chapter’s needs.
2. Orientation and training to help you perform your job.
3. The opportunity to work as part of a team, to contribute to the welfare of community and the organization, and to be recognized for your contribution.
4. The support you need to do your job, including necessary equipment, supplies, work space and helpful supervision.
5. The opportunity to give feedback about your Red Cross volunteer experience.
6. The chance to grow and develop as a volunteer through participation in other Chapter activities, special training events, meetings and more responsible positions.

**INSURANCE FOR VOLUNTEERS**

In general, the American Red Cross insurance covers volunteers while they are acting as agents for the Red Cross for -
- Liabilities they might incur while performing Red Cross duties
- Liabilities incurred as a result of accidents while driving a Red Cross motor vehicle
- Medical expenses incurred in conjunction with their Red Cross volunteer activities (this insurance is limited to a maximum of $10,000 and injured volunteers should first turn to their personal health and medical insurance)
- Wrongful acts such as any breach of duty, error, misstatement, or misleading statement by any volunteer which is committed while performing official duties on behalf of the Red Cross

Questions about Insurance for volunteers can be referred to the Community Resources Director.

**Dual Role of Red Cross Volunteers and Employees**

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

1. The service is entirely voluntary with no promise of advancement or penalty for not volunteering -- that is, it is not coerced;
2. The volunteer work is sufficiently distinct from, and in a different capacity than, the work for which the non-exempt employee is paid. For example, a non-exempt employee who teaches any courses as part of his or her usual job functions may not “volunteer” to teach other courses; and
3. The volunteer neither expects to receive pay for the volunteer work nor receives any wages for the work.

Any employee who wishes to volunteer services for the Chapter or American Red Cross must speak to his or her manager and the Executive Director before performing any such volunteer service. The employee must also complete a volunteer application form.
RECRUITMENT AND SELECTION POLICIES

ROLE OF THE COMMUNITY RESOURCES DIRECTOR
The productive involvement of volunteers requires a planned and organized effort. The function of the Community Resources Director is to provide a central coordinating point for effective volunteer placement within the Chapter, and to direct and assist volunteer and employee efforts jointly to provide more productive services. The Community Resources Director shall also bear responsibility for maintaining liaison with other volunteer programs in the community and assisting in community-wide efforts to recognize and promote volunteering. The Community Resources Director shall bear primary responsibility for planning for effective volunteer deployment, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers and for tracking and evaluating the contributions of volunteers to the organization.

VOLUNTEER RECORDS, REFERENCES AND PRIVACY
The Chapter maintains personnel records of each volunteer which are the property of the Chapter and are confidential. Volunteers are required to notify the Community Resources Director of any changes in contact information (i.e., emergency contact notification, information, home address, telephone number(s), e-mail address) and to report any additional educational and skill training acquired after joining the Chapter.

Volunteers may review their personnel records upon request in accordance with state law. Volunteers must notify the Community Resources Director and schedule a time that is mutually convenient.

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

See Appendix E for an outline of some of the Red Cross volunteer opportunities.

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 conditions. 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: Prior to receiving an assignment, the prospective volunteer:

• Attends a volunteer recruitment/orientation meeting;
• Completes a volunteer application;
• Participates in a screening interview;
• Signs Code of Business Ethics and Conduct Certification and Disclosure form (and any release for background check)

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

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

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

**RECRUITMENT OF MINORS (PARENT/GUARDIAN RELEASE FORM)**
Volunteers who have not reached the age of 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.

The American Red Cross has a long history of commitment to developing youth volunteers and involving them in meaningful ways. The first recorded involvement of youth in the Red Cross was providing assistance for victims of the Ohio/Mississippi Floods in 1884. In 1917, the American Red Cross formally established a Youth Service, resulting in the “Junior Red Cross.”

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 leaders of tomorrow.

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

**NEPOTISM AND FRATERNIZATION**
The Chapter permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the Chapter create actual or perceived conflicts of interest. For purposes of this policy, “relative” is a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, niece, nephew, cousin or corresponding in-law or “step” relation, domestic partner or significant other with whom the volunteer has a relationship. The Chapter exercises sound business judgment in the placement of related volunteers in accordance with the following guidelines:
1. Individuals who are relatives may work in the same Chapter facility, as long as no direct reporting or supervisory relationship exists. No volunteer is permitted to work within the “chain of command” of a relative such that the volunteer’s work responsibilities or career progress could be influenced by a relative.

2. No relatives are permitted to work in any positions in which the chapter believes an inherent conflict of interest may exist.

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

This policy applies to all categories of volunteer assignment.

**REFERENCE AND BACKGROUND CHECKS**
The Chapter strives to maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent volunteers and employees who do not present a risk of harm to their co-workers or others. The Chapter may perform, or may request that third parties perform, reference and background checks at any time in the application or volunteer management process. All reference and background checks will be performed in accordance with applicable federal and/or state law.

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

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 Chapter or third party investigators during the reference and background check process. Failure to cooperate in these respects, or any attempt to interfere with implementation of this policy, or the Chapter’s efforts to obtain relevant information, may result in discipline, up to and including termination of volunteer involvement.

**ACCEPTANCE AND APPOINTMENT OF VOLUNTEERS**
Service as a registered volunteer with the organization shall begin with an official notification of acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the Chapter, who will normally be the Community Resources Director. No volunteers shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork. At the time of final acceptance, each volunteer shall complete volunteer paperwork and shall receive the Chapter’s Volunteer Handbook.
**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 Community Resources Director.

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

**Placement With At-Risk Clients**
Where volunteers are to be placed in direct contact with at-risk clients, additional screening procedures may be instituted. These procedures may include reference checks, direct background investigation, criminal investigation, etc. Volunteers who refuse permission for conduct of these checks will not be accepted for placement with clients.
SUPERVISION, FEEDBACK, TRAINING, AND MISCELLANEOUS POLICIES

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

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

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

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

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

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

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

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

TRAINING FOR VOLUNTEERS
Volunteers and employees should have equal access to training for equivalent positions. All volunteers must go through Red Cross orientation.

COMMUNICATING WITH THE COMMUNITY RESOURCES DIRECTOR
A supervisor is responsible for maintaining regular communications with the Community Resources Director regarding the status of the volunteer(s) they are supervising, and are responsible for the timely provision of all necessary paperwork to Community Resources Director. The Community Resources Director 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.
Questions and concerns about volunteering should be directed to the Community Resources Director at 512-929-1277.

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

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

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

**AWARDS AND RECOGNITION**

The American Red Cross is committed to recognizing its volunteers and employees. Red Cross volunteers are eligible for a number of awards both locally and nationally. Service pins are awarded on the five year anniversary and in five-year increments thereafter. Please see Appendix F for more information on award levels. The Community Resources Director is available for additional information or information can be found on CrossNet, the Red Cross internal website, and www.centex.redcross.org.

**REIMBURSEMENT FOR APPROVED EXPENSES**

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

**ATTENDANCE**

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

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

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

**INCLEMENT WEATHER**
Generally, this chapter office follows the Austin Independent School District’s closing policy for inclement weather and dangerous road conditions.

**HOLIDAYS**
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 Chapter periodically provides information to volunteers about workplace safety, health, and security issues through regular internal communication means such as meetings, memos or other written communications.

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

Some of the best safety improvement ideas come from volunteers. Those with ideas, concerns or suggestions for improved safety and security in the workplace are encouraged to bring them to management’s attention so that the safety and welfare of all volunteers can be improved. Volunteers should feel free to report, without fear of retaliation, any condition which they believe poses a safety, health or security risk in the workplace. The Chapter will investigate such reports promptly and thoroughly and take appropriate corrective action. Further, any comments or jokes regarding threats of violence will be taken seriously, and dealt with appropriately and promptly.

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

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 the Community Resources Director. 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 Chapter to make sure its drivers are qualified and legally authorized to safely operate motor vehicles used in the course of company business. Only those volunteers who meet the qualifications of the Chapter’s vehicle policy (see Appendix G) 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 a Chapter vehicle to abuse through careless or reckless operation.

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

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

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

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

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

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

**IDENTIFICATION**
New volunteers will be issued identification badges which should be worn at all times on Chapter premises or when serving on Red Cross business off-site. Identification badges are required to enter the building or to permit access to the site where their service will be performed. Lost badges should be reported to the Community Resources Director 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.
**Handling Money**
Whenever possible, two or more volunteers and/or employees should be involved when handling money, fees and donations to ensure that funds are adequately accounted for.
CONDUCT POLICIES

AMERICAN RED CROSS CODE 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.

NOTE: All paid employees and volunteers are required to sign an AMERICAN RED CROSS CODE OF CONDUCT CERTIFICATION AND DISCLOSURE form, a copy of which has been included in this handbook under Appendix H.

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.

**NOTE:** All paid employees and volunteers are required to sign an AMERICAN RED CROSS CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY agreement, a copy of which has been included in this handbook under Appendix H.

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**Harassment Free Workplace**

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

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

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

2. Sexual displays or publications, or other verbal or physical conduct, where 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 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 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 of volunteer involvement, 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 of volunteer involvement.

**VIOLENCE FREE WORK ENVIRONMENT**

The Chapter promotes a safe work environment for all volunteers and does not tolerate any type of violent behavior committed by or against volunteers. All volunteers are expected to conduct themselves in a professional manner and in accordance with the Code of Conduct.

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

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

Statements or gestures which in any way suggest that the employee may engage in violent conduct will be taken seriously by management and responded to appropriately.
Volunteers have a responsibility to report any potentially dangerous situations or unauthorized individuals on Chapter premises to management immediately. Reports of statements or behavior which may violate this policy will be investigated promptly and in as confidential a manner as possible. A volunteer suspected of violent behavior may be placed on leave during an investigation until a course of action is determined.

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

**Dispute Resolution**
The Chapter is committed to a work environment where all persons are treated with respect and dignity. The 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 Community Resources Director 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 Executive Director. In an effort to resolve the problem, the Executive Director will consider the facts, conduct an investigation, review the findings and recommendations and respond back to the volunteer. The Executive Director may ask the volunteer to put the concern in writing and provide appropriate documentation.

**Step Three**
If the volunteer is not satisfied with the decision of the Executive Director, he or she may prepare a written summary of the concerns and request that the matter be reviewed by the Chapter’s HR Committee Chair or Board Chair. In these instances the decision of the HR Committee Chair or Board Chair is final.

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

No volunteer will be retaliated against for acting in good faith to report a potential issue or for assisting in the investigation of a possible issue. If at any time during the process or investigation, the Chapter concludes that a volunteer has filed a claim in bad faith, has refused to cooperate in an investigation of an issue, or has provided false information regarding an issue, disciplinary action up to and including termination of said volunteer may be taken. The 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 their volunteer involvement.

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

The Chapter endorses a philosophy of progressive discipline in which it attempts to provide volunteers with notice of deficiencies and an opportunity to improve whenever practical or reasonable. Volunteers’ performance and conduct is evaluated on an ongoing basis, with feedback provided when necessary. Informal discussions may be used to ensure that volunteers know and follow rules and standards. These discussions should focus on clarifying expectations, providing appropriate training and development and coaching volunteers.

In some cases, formal disciplinary action may be deemed appropriate. Progressive discipline steps may include, but are not limited to, verbal warnings, written warnings, suspension and separation from service. The Chapter retains the right to administer discipline in any manner it deems suitable and any of the steps listed above may be skipped. Termination of volunteer involvement may occur at any time without any progressive discipline steps having been taken.

**RED CROSS COMMUNICATION SYSTEMS**
All communication systems are 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 Chapter communication systems, and their communications and systems use may be audited by authorized management at any time without notice. The 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 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 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 Chapter business on a hand held cellular telephone while driving a vehicle

The 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 the Chapter buildings, parking lots and driveway areas and work areas in which Chapter work is regularly performed. This policy also prohibits solicitations via the Chapter’s e-mail or other telephonic communication systems. Furthermore, volunteers may not distribute literature or printed material of any kind in work areas at any time.

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

**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 Executive Director and the Board of Directors.

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 reason to expect that such use may affect their ability to perform work, must report this fact to the Community Resources Director.

Volunteers, who are convicted of any drug- or alcohol-related offense, including pleas of no contest, are obligated to inform Community Resources Director within five days of said conviction or plea. Failure to comply with this regulation may result in disciplinary action up to and including termination of volunteer involvement.

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

**REPRESENTING RED CROSS**
Prior to any action or statement, which might significantly affect or obligate the Chapter, volunteers should seek prior consultation and approval from the Director of Communications. These actions may include, but are not limited to, public statements to the press, collaboration or joint initiatives or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the organization as specifically indicated within their position/job descriptions and only to the extent of such written specifications.

**MEDIA INQUIRIES**
The American Public relies on the American Red Cross as a symbol of trust and as a powerful voice in providing lifesaving information. The 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 Director of Communications, the Executive Director, and the Board Chair.

It is imperative that we speak with one voice when dealing with national media, like CNN or ABC News, that reach far beyond local coverage areas. Selected staff members from the Communication and Marketing Department at Red Cross National Headquarters are charged with handling national media calls and requests for interviews with national news media. Communication and Marketing management will route national media calls to the available spokespersons.
Dress Code
Appropriately dressed volunteers add to the overall credibility of the Red Cross and display a sense of confidence to the American Public. Generally, business or business casual attire is considered appropriate for duty assignments at the facility. For field assignments, volunteers should appear groomed and neatly dressed for the task assigned.

Personal Phone Calls
The Chapter expects that volunteers will limit the number of personal or cell phone calls received by volunteers while they are serving on Red Cross business.
**MISCELLANEOUS**

**WORK SITE**
When possible, an appropriate worksite shall be established for volunteers. This worksite shall contain necessary facilities, equipment, and space to enable the volunteer to perform duties effectively and comfortably.

**ACCESS TO CHAPTER PROPERTY AND MATERIALS**
As appropriate, volunteer staff have access to Chapter property and materials necessary to fulfill their duties, and receive training in the operation of equipment. Property and materials shall be utilized only when directly required for Chapter purposes. The specific department and service site to which a volunteer is assigned determines use of agency vehicles.

**INCOME TAX INFORMATION FOR DEDUCTIBLE EXPENSES**
Some of the costs related to volunteering for the Red Cross may be deductible from your income tax. Items you may be able to deduct include:

1. Automobile mileage to and from volunteer work using your personal vehicle
2. Parking fees
3. Special uniforms purchased, including the cost of cleaning them
4. Unreimbursed costs for meals and lodging while traveling on Red Cross business, for example, attendance at the National Convention

A complete description of federal tax deductions for volunteers can be obtained from the local IRS office. Ask for Publication #526: “Charitable Contributions.”

**E-MAIL**
Volunteers may be eligible for a network login and Chapter e-mail address if it is necessary to complete their job and they are actively working in the Chapter office. See the immediate supervisor for more information and policy addendum attached.

**CROSSNet**
CrossNet will be available to all DSHR members, staff, board members, leadership committee members, and other volunteers who have a job assignment in ATLAS. See the immediate supervisor for more information.

**TRANSFER OF RECORDS**
When transferring to another Red Cross Chapter, volunteers may request that their records are sent to their new Chapter of affiliation. The request must be in writing, include the address of the new Chapter, and be signed by the volunteer.

**OTHER BENEFITS**
From time to time, other specific training and development opportunities, conference attendance, or other benefits are available to volunteers.

The Clara Barton Credit Union is a benefit available to volunteers with one year of service. Information is available from the Community Resources Director.
Acknowledgement and Receipt

Receipt and Review of Policies Form
In addition to the Code of Conduct Certification and Disclosure form, all volunteers will be required to complete and sign the Receipt and Review of Policies form found in Appendix H acknowledging that he or she has both received and read this Volunteer Handbook.
YOUR NOTES AND QUESTIONS
APPENDIX A

HISTORY OF THE AMERICAN RED CROSS

FACTS ABOUT THE RED CROSS
✓ Henry Dunant founded the International Red Cross 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.
✓ American Red Cross Headquarters is in Washington, D.C.
✓ There are over 800 Chapters in the United States 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 176 countries. It is unique among voluntary service organizations because it was founded on a set of seven Fundamental Principles.

RED CROSS HISTORY
Congress granted the American Red Cross its first congressional charter in 1900 and a second in 1905. Acknowledging the Geneva Conventions and America’s ratification of it, the charter established the American National Red Cross as the agency to "carry out the purposes" of the Conventions in the United States:

- To provide volunteer aid to the sick and wounded of armies in time of war.
- To perform all the duties required of a national society in accordance with the Conventions.
- To act in matters of voluntary relief and in accordance with the military and naval authorities as a medium of communication between the people of the United States and the armed forces of the United States and to act in those matters between similar national societies of governments of other countries through the International Committee of the Red Cross and the Government, the people, and the armed forces of the United States.
- To carry on a system of national and international relief in time of peace, and apply that system in mitigating the sufferings caused by pestilence, famine, fire, floods, and other great national calamities, and to devise and carry out measures for preventing those calamities.
- The Fundamental Principles were proclaimed by the 27th International Conference of the Red Cross and Red Crescent in 1965. The American Red Cross recognizes the symbol of the Magen David Adom Society of Israel.

For more reading material on the history of the American Red Cross, please see the Community Resources Director.
Chapter Office: Address: 2218 Pershing Drive
Austin, Texas 78723
Office #: (512) 928-4271 or (800) 928-4271
Fax #: (512) 928-2816
Email: mail@centex.redcross.org
Web: http://www.centex.redcross.org

Driving Directions:
From the north: From IH 35, take Airport Boulevard east. Turn left onto Manor Road. Turn right at E.M. Franklin/Pershing Drive (second stoplight). The Red Cross will be directly in front of you; take E.M. Franklin around the left side of the property to enter the parking lot.

From the south: From IH 35, use the lower deck and take Manor Road east. Turn right at E.M. Franklin/Pershing Drive (second stoplight past Airport Boulevard). The Red Cross will be directly in front of you; take E.M. Franklin around the left side of the property to enter the parking lot.

Chapter Jurisdiction

The ARC of Central Texas Chapter Jurisdiction includes five counties: Bastrop, Burnet, Lee, Travis, and Williamson. In addition, four counties that are Service Delivery Areas have been included in this Chapter jurisdiction: Caldwell, Hays, Llano, and Milam.
# APPENDIX C

## Staff Directory

<table>
<thead>
<tr>
<th>Department</th>
<th>Name</th>
<th>Email</th>
<th>Position</th>
<th>Ext.</th>
<th>Direct</th>
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<tbody>
<tr>
<td>Administration</td>
<td>McKellips, Marty</td>
<td><a href="mailto:mmckellips@centex.redcross.org">mmckellips@centex.redcross.org</a></td>
<td>Chief Executive Officer</td>
<td>295</td>
<td>929-1295</td>
</tr>
<tr>
<td></td>
<td>Clark, Sarah</td>
<td><a href="mailto:sclark@centex.redcross.org">sclark@centex.redcross.org</a></td>
<td>Executive Assistant</td>
<td>253</td>
<td>929-1253</td>
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<tr>
<td></td>
<td>Blok, Denise</td>
<td><a href="mailto:dblok@centex.redcross.org">dblok@centex.redcross.org</a></td>
<td>Senior Director Business Operations</td>
<td>238</td>
<td>929-1238</td>
</tr>
<tr>
<td>Development</td>
<td>Immei, Debbie</td>
<td><a href="mailto:dimmei@centex.redcross.org">dimmei@centex.redcross.org</a></td>
<td>Chief Development Officer</td>
<td>240</td>
<td>929-1240</td>
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<tr>
<td></td>
<td>Fleetwood, Sinclair</td>
<td><a href="mailto:sfleetwood@centex.redcross.org">sfleetwood@centex.redcross.org</a></td>
<td>Grant Writer &amp; Development Specialist</td>
<td>251</td>
<td>929-1251</td>
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<tr>
<td></td>
<td>Schlueter, Jessica</td>
<td><a href="mailto:jschlueter@centex.redcross.org">jschlueter@centex.redcross.org</a></td>
<td>Development &amp; Communications Associate</td>
<td>227</td>
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<td></td>
<td>Martin, Cory</td>
<td><a href="mailto:cmartin@centex.redcross.org">cmartin@centex.redcross.org</a></td>
<td>Development Associate</td>
<td>250</td>
<td>929-1250</td>
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<tr>
<td>Education &amp; Training</td>
<td>Kennedy, Sara</td>
<td><a href="mailto:skennedy@centex.redcross.org">skennedy@centex.redcross.org</a></td>
<td>Authorized Provider Coordinator</td>
<td>237</td>
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<td></td>
<td>Cosmas, Stephanie</td>
<td><a href="mailto:scosmas@centex.redcross.org">scosmas@centex.redcross.org</a></td>
<td>Customer Service Coordinator</td>
<td>294</td>
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<td></td>
<td>Evans, Kim</td>
<td><a href="mailto:kevans@centex.redcross.org">kevans@centex.redcross.org</a></td>
<td>Workplace Training Manager</td>
<td>239</td>
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<td>Wise, Lis</td>
<td><a href="mailto:lwise@centex.redcross.org">lwise@centex.redcross.org</a></td>
<td>Workplace Training Instructor</td>
<td>232</td>
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<tr>
<td></td>
<td>VACANT</td>
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<td>Interns</td>
<td>NA</td>
<td>E &amp; T Intern</td>
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<tr>
<td>Emergency Services &amp;</td>
<td>Dominguez, Jose</td>
<td><a href="mailto:jdominguez@centex.redcross.org">jdominguez@centex.redcross.org</a></td>
<td>Emergency Services Director</td>
<td>242</td>
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<tr>
<td>Services to Armed Forces</td>
<td>VACANT</td>
<td></td>
<td>Emergency Services Response Specialist</td>
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<td></td>
<td>Hendrix, Betty</td>
<td><a href="mailto:bhendrix@centex.redcross.org">bhendrix@centex.redcross.org</a></td>
<td>Volunteer ES Caseworker</td>
<td>233</td>
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<tr>
<td></td>
<td>Williams, Paul</td>
<td><a href="mailto:pwilliams@centex.redcross.org">pwilliams@centex.redcross.org</a></td>
<td>Volunteer SAF Caseworker</td>
<td>234</td>
<td>929-1234</td>
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<tr>
<td>Finance</td>
<td>Usener, Rhonda</td>
<td><a href="mailto:rusener@centex.redcross.org">rusener@centex.redcross.org</a></td>
<td>Finance Coordinator, Accounts Payable</td>
<td>228</td>
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<tr>
<td>NHQ Employees</td>
<td>Chubbs, Derrick</td>
<td><a href="mailto:chubbsd@usa.redcross.org">chubbsd@usa.redcross.org</a></td>
<td>NHQ Divisional Vice President, Operations</td>
<td>270</td>
<td>929-1270</td>
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<td></td>
<td>Chaison, Michael</td>
<td><a href="mailto:chaisonmic@usa.redcross.org">chaisonmic@usa.redcross.org</a></td>
<td>NHQ Employee - JFSAP Manager</td>
<td>274</td>
<td>929-1274</td>
</tr>
<tr>
<td>Volunteer Services &amp;</td>
<td>McCormick, Elizabeth</td>
<td><a href="mailto:emccormick@centex.redcross.org">emccormick@centex.redcross.org</a></td>
<td>Volunteer Services Coordinator</td>
<td>225</td>
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<tr>
<td>Communications</td>
<td>Redden, Pam</td>
<td><a href="mailto:predden@centex.redcross.org">predden@centex.redcross.org</a></td>
<td>Volunteer Records Clerk</td>
<td>276</td>
<td>929-1276</td>
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<td></td>
<td>Roohi, Amir</td>
<td><a href="mailto:aroohi@centex.redcross.org">aroohi@centex.redcross.org</a></td>
<td>Marketing &amp; Communications Coordinator</td>
<td>293</td>
<td>929-1293</td>
</tr>
</tbody>
</table>
APPENDIX D

AMERICAN RED CROSS of Central Texas
Chapter History Milestones

- 1916: The Beginning. The Travis County Chapter was chartered on March 15, 1916, and was charged with assisting in war relief and providing relief to disaster victims.

- 1917: WWI. The Chapter responded to the war efforts by sewing, knitting, and canteening.

- 1941: WWII. The Chapter diligently worked to keep Americans in touch with their family members serving in the armed forces.

- 1967: Cuban Missile Crisis & the Vietnam War. The Chapter provided around-the-clock emergency assistance to armed forces personnel and their families.

- 1976: “First Real Home.” The Chapter found its “first real home” at 2218 Pershing Drive, Austin. This building is leased to us by the City of Austin for $1/year for 99 years.

- 1990: Growing & Saving Lives. The Chapter reached a record high of 1,007 active volunteers serving in various areas.

- 1996: Jurisdiction Over Nine (9) Counties & Name Change. The Chapter grew to provide life-saving assistance to nine counties: Bastrop, Burnet, Caldwell, Hays, Lee, Llano, Milam, Travis, and Williamson and in the process changed its name to the American Red Cross of Central Texas.

- 2001: September 11th. The Chapter deployed its volunteers to assist in disaster welfare inquiry, mental health, public affairs, and training in response to the terrorist attack. There were 16 cases from 9/11 in our jurisdiction alone. These cases lasted much longer, required more help, and were given daily contact for a long period of time.

- 2010: Annually The Chapter continues to:
  Respond to disaster incidents and assists families affected by local disasters.
  Assist military families with emergency communications, counseling, referrals and other services. Provide social services to non-military families.
  Train people in Emergency Services, CPR, First Aid, Aquatics and Care-giving.
  Provide services, including relaying messages and providing tracing services to unite families separated by war, civil disturbance or the Holocaust.
  Enlist the service of 800 volunteers across 9 counties. 13,000 spontaneous volunteers responded to Hurricanes Katrina and Rita and the chapter opened 6115 cases.
APPENDIX E

Outline of Volunteer Opportunities

As the largest humanitarian organization in the United States, the Red Cross depends on volunteers to accomplish the organization's mission: providing relief to victims of disasters and helping people prevent, prepare for, and respond to emergencies. Volunteers serve at all levels of the Red Cross: Chapter, Service Delivery Area, National, and International.

Chapter Opportunities

- **Emergency Services**
  - **Armed Forces Emergency Services Casework Support**
    To provide daytime casework support for members of the armed forces and their families who apply for financial assistance or emergency communication service.
  - **Disaster Services**
    There are variety of functional areas within disaster services that focus on disaster preparedness and response. When a disaster threatens or strikes, the emergency disaster-caused needs of individuals and families are met by providing shelter, food, health and mental health services, as needed. Families may be affected by single-family fires, apartment fires, or large natural disasters such as floods and hurricanes, man-made disasters, and other emergency situations. This work is accomplished by Red Cross staff that responds at a moments notice to meet the clients’ emergency needs. *All disaster assistance is free.*
  - **International Services** traces relatives lost during disasters or wars. Red Cross volunteers educate the public about International Humanitarian Law.

- **Education & Training**
  - **Health & Safety Services Training**
    Take and teach training, such as Cardio Pulmonary Resuscitation/Automated Emergency Defibrillator (CPR/AED), First Aid and Water Safety.
  - **Disaster Training**
    Take and teach an array of basic and intermediate disaster classes that prepares yourself and others to provide disaster relief.
  - **Community Disaster Education**
    Present education to the community, such as disaster preparedness.

- **Support Services**
  Perform support activities within a department such as volunteer recruitment, marketing and public relations, fund raising, human resources management, office support, special events, and fiscal management.

- **Advisory**
  Serve on advisory groups, task forces and committees.

- **Governance**
  Serve on the Board of Directors and Executive Committee.
Service Delivery Area Opportunities

• Service Area Resource Council
  The Service Area Resource Council is an advisory group of volunteers—drawn from throughout the Service Area—that will focus on understanding and fulfilling community needs, assisting the Service Area team in setting and advancing service delivery and funding objectives and building Chapter and State Delivery Area capacity.

• Service Area Committees
  o Chapter Solutions and Collaboration
    The Chapter Solutions and Collaboration Committee offers guidance and support for service delivery and performance improvement, as well as enhancing working relationships among Chapters, blood regions, AFES stations and state structures.
  o Volunteer and Employee Leadership Development
    The Volunteer and Employee Leadership Development Committee assists Chapters with HR, training and leadership initiatives for both volunteers and employees.
  o Public Support
    The Public Support Committee assists the Service Area (SA) with fund-raising initiatives, government relations issues and communications strategy.
  o Emergency Response
    The Emergency Response Committee assists Chapters regarding response capability at the Chapter, state and Service Area (SA) levels.
  o Community Needs
    The Community Needs Committee supports the development, evaluation and planning of preparedness programs and services that assist families, communities and workplaces in preparing for emergencies and disasters.

National Opportunities

• Emergency Services
  o Armed Forces Emergency Services - The Red Cross mission is to keep the American people in touch with their family members serving in the armed forces. To accomplish this work, Red Cross workers frequently deploy on assignment with military forces to keep the communication link operational around the clock and around the globe.
  o Disaster Services – Disaster Services Human Resources (DSHR) – Staff from Chapters throughout the United States and its territories who belong to the national system that provides disaster relief for natural disasters such as floods and hurricanes, man-made disasters, and other emergency situations.
  o International Services - International Response Team - Depending on training and experience, a person may be recommended to the International Response Team (IRT). IRT members become international disaster response volunteers ready for deployment worldwide, on a moment's notice, to assist Red Cross and Red Crescent Societies in planning, preparing for, and responding to disasters. Assignments range from several days to several months, and team members often endure extreme conditions while operating from remote locations.
• **Education & Training**
  - **Advanced Instructor** - To become an Advanced Instructor, a volunteer must attend National Instructor Training Conference (NITC), either Disaster Services or NITC for Talent Development (i.e., Frontline Leadership series, Working with Total Diversity, or Managing Total Diversity) or Instructor Trainer for Armed Forces Emergency Services. Upon completion of this training, volunteers are qualified to teach approved basic, intermediate, and advanced disaster courses.

• **Office of the Chief Nurse**
  - **National Nurses Committee**
    The NNC is a working committee led by the national chairman of Nursing, the volunteer partner of the Chief Nurse, and is comprised of a representative group of paid and volunteer Red Cross nurses selected to advocate for nurse involvement within the Red Cross. The committee has specific product development and liaison responsibilities pertaining to the recruitment, retention, training and recognition of American Red Cross nurses.
  - **State Nurse Liaison Program**
    State Nurse Liaisons help chapters fulfill the mission of the American Red Cross to provide relief to victims of disasters and help people prevent, prepare for and respond to emergencies. They do this by:
    - Supporting and guiding chapters in the recruitment, retention, and recognition of nurses
    - Developing and supporting nursing networks in order to increase nurse involvement and service delivery
    - Acting as a resource on Health-related issues, including WMD/T
    - Collaborating with chapter staff to build volunteer capacity
    - Assisting chapters to establish and maximize partnerships with nursing and health-related organizations
  - **Jane Delano Society**
    The Society is designed to provide a forum for nurses working within the Red Cross and all those interested in nursing issues. The goal of the society is to advocate, both within the organization and with the public, the promotion of professionalism in nursing; to assist with recruitment of nurses in both paid and volunteer positions; and to contribute to policy deliberations regarding the revolution of critical nursing issues affecting health care in the nation. Membership is open to paid and volunteer staff members within the American Red Cross.

• **Advisory**
  - Serving on advisory groups, task forces and committees.

• **Governance**
  - Board of Governors - The 50-member, all-volunteer Board of Governors directs the American Red Cross and establishes the policies under which Chapters and Blood Services regions across the country operate.

*IMPORTANT NOTE: Volunteers are encouraged to grow and develop their skills while serving with the Chapter and are to be assisted through promotion to new volunteer jobs assuming additional and greater responsibilities.*
APPENDIX F
Recognition and Awards

Selection Process

Level I (Chapter) Consideration
Submit nominations for Volunteer Services Committee consideration. Selected
nominations will be forwarded to Level II, unless the award specifies it be sent
directly to Level III.

Level II (Service Area) Consideration
At Level II, an awards and recognition selection committee reviews the
nominations and may select an appropriate number from each category.
Selected nominations will be forwarded to Level III National Awards and
Recognition Committee through the Office of the National Chair of Volunteers at
National Headquarters.

Level III (National) Consideration
The National Awards and Recognition Committee selects the award winners and
notifies nominating unit and nominee of the final decision on all nominations at
this level. This usually occurs in early March.

Presentation of Awards

Level III national awards are presented at the National Convention. Awardees will
be notified about presentation dates and locations as soon as specific details
have been finalized.

Any American Red Cross of Central Texas volunteer and/or employee who
receives an award from Level I or II will also be recognized at the Annual
Volunteer Recognition and Membership Meeting in July.
APPENDIX G

Chapter-Owned, Leased or Rented Vehicle Policy

From time to time volunteers will be required to use a Chapter-owned, leased or rented vehicle as part of their job duties. To be eligible to drive a Chapter vehicle, volunteers must have:

- A current Texas driver’s license (appropriate for the type of vehicle to be driven).
- A current certificate in First Aid Basics or equivalent.
- Have completed or will complete a defensive driving course.
- A driving history with no violations over the last three years, verified by the Texas Department of Public Safety.

In addition, the following conditions must be met:

- All accidents must be reported to the supervisor and the unit responsible for the vehicle within 24 hours of the accident.
- Mileage log, kept in each vehicle, needs to be filled out and any defect or maintenance needs to be reported.
- All drivers and passengers in Red Cross vehicles are required to wear safety belts.
- Drivers are not to use cell phones while driving; pull off the road to make or receive a call.
- All motor vehicle laws of the State of Texas will be followed. Traffic and parking fines are the responsibility of the driver and will not be paid by the Chapter.

All drivers are expected to exercise care, follow all operating instructions, safety standards, and guidelines when operating Chapter vehicles. The improper, careless, negligent, destructive, or unsafe use or operation of vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of the volunteer relationship.
APPENDIX H

AMERICAN RED CROSS
FORMS
AMERICAN RED CROSS
CODE OF BUSINESS ETHICS AND CONDUCT

CERTIFICATION OF COMMITMENT

I, ______________________________________________, certify that I have read and understand the Code of Business Ethics and Conduct of the American Red Cross and agree to comply with it, as well as applicable laws that impact the organization, at all times. I affirm that, except as listed below, I have no personal, business or financial interest that conflicts, or appears to conflict, with the best interests of the American Red Cross. I agree to discuss any conflicts listed below with the chairman of the board or the chief executive officer of my unit or the general counsel of the American Red Cross and to refrain from participating in any discussions, deliberations, decisions and/or voting related to the matter presenting the conflict until such time as it is determined by the Red Cross that the conflict is mitigated or otherwise resolved.

Describe any potential conflicts:

________________________________________________________________________
________________________________________________________________________

At any time during the term of my affiliation with the American Red Cross, should an actual or potential conflict of interest arise between my personal, business or financial interests and the interests of the Red Cross, I agree to: (1) disclose promptly the actual or potential conflict to the chairman of the board or the chief executive officer of my Red Cross unit or the general counsel of the American Red Cross; and (2) until the Red Cross approves actions to mitigate or otherwise resolve the conflict, refrain from participating in any discussions, deliberations, decisions and/or voting related to the conflict of interest.

_________________________________________   ____________________
Printed Name       Date

____________________________
Signed Name
AMERICAN RED CROSS
CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY

I, ____________________________________________, certify that I have read and understand the Confidential Information and Intellectual Property Agreement of the American Red Cross and I represent that the restrictions stated therein are necessary to protect Red Cross’ legitimate interests, and that these restrictions will not prevent me from earning a livelihood.

VOLUNTEER

Signature _______________________________ Volunteer ID Number _______________________________

Printed Name _______________________________ Department or Division _______________________________

Title _______________________________
AMERICAN RED CROSS
RECEIPT AND REVIEW OF POLICIES FORM

Your signature on this receipt acknowledges that you have reviewed this Chapter’s Volunteer Handbook. Please sign and date the receipt and return it to the Volunteer Services Coordinator for issuance of your Chapter volunteer badge.

**Volunteer Handbook Statement of Certification**

I, __________________________, certify that I have received and reviewed the American Red Cross of Central Texas Volunteer Handbook.

I further understand that, by signing this statement as required, I am indicating that I have read the Volunteer Handbook and understand its contents, or have discussed questions I have with the Community Resources Director. I also realize that this statement will become a permanent part of my volunteer personnel file.

_________ __________________________
Printed Name Date

______________________________
Signed Name