



American Red Cross

Orange County Chapter

Volunteer Handbook

Dear Volunteer,

Welcome to your Orange County Red Cross. We thank you for choosing to join the volunteer corps of the Orange County Chapter of the American Red Cross. We believe that each volunteer contributes to our organization's growth and success, and hope you will take pride in being a member of our team. Since 1881, the Red Cross has meant people helping people anywhere in the nation.

Here in Orange County, the Red Cross has long been the leading nonprofit agency in providing disaster services around the clock to our community. Your Red Cross provides a multitude of services, such as safety and preparedness classes (CPR and First Aid), disaster response, aquatics programs (swimming and life-guarding), HIV/AIDS education, the Lifeline program for our independent seniors, educational and informational presentations through our Communications department, and youth community service programs. We are able to provide our quality services to thousands of Orange County residents and businesses each year because of volunteers like you.

As a vital part of our organization, we encourage you to learn as much as you can about the Red Cross in addition to the training you need for your specific assignments. This knowledge will help you in your role as a goodwill ambassador for the Red Cross throughout the community.

This handbook is provided to explain your rights as a volunteer, the policies that govern you as a volunteer, and other useful information. If you need any clarification on any policy or guideline in this handbook, please consult with your department director or the Office of Volunteers.

Sincerely,

Stanley V. Perdue

Stanley V. Perdue
Chief Executive Officer

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Purpose of the Volunteer 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 Orange County Chapter of the American Red Cross. The handbook has been organized by topic to help you find information you need easily. You are also encouraged to talk with the Office of Volunteers if you have any questions about the content of this handbook.

The Orange County 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.

The Mission of the American Red Cross

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

Fundamental Principles of the International Red Cross Movement

The American Red Cross is part of a worldwide movement that is guided by the Seven Fundamental Principles of the International Red Cross and Red Crescent Movement. These Principles define and direct how all Red Cross units and their employees and volunteer staff must carry out their responsibilities in serving the community.

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

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.

Red Cross Values

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

Accountability
Commitment
Trustworthiness

Collaboration
Results
Humanitarianism

Ethics Everyday

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

We are committed to making a positive difference by...

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

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

Telling the truth
Respecting individuals

Keeping promises
Being fair

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

The Concern Connection Line

It is your responsibility to be an active protector of the values that make us who we are. If a potential illegal, unsafe or unethical situation arises in the Red Cross workplace, speak up! If possible, notify your supervisor, volunteer resources representative or any manager with whom you feel comfortable. If attempts to resolve this at a local level are unsuccessful, call the Concern Connection Line at 1-888-309-9679.

Volunteer Policies

Commitment to Volunteers and Diversity

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

Volunteers are viewed as a valuable resource. They shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of the organization. The Orange County Chapter is committed to diversity and inclusiveness. Our employees; volunteers; governance; customers; blood donors; financial contributors; clients; suppliers and vendors should be representative of the diversity of the people residing in the community we serve. We are committed to people diversity, program diversity and service diversity.

We welcome all volunteers (adults and youth). However, volunteers who have not reached age 18 must have the written consent of a parent or guardian prior to volunteering. The volunteer work assigned to a minor will be performed in a non-hazardous environment and will 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 not only leaders today but the leaders of tomorrow.

Volunteer Definition

The American Red Cross defines a volunteer as 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 the Orange County Chapter for governance of the Orange County chapter; delivery of authorized services in the Chapter's jurisdiction; and meeting corporate obligations to comply with corporate regulations.

Dual Role of Red Cross Volunteers and Employees

At times, employees of the Orange County Chapter may desire to volunteer for the organization. Exempt employees may volunteer for the Orange County Chapter. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees may only volunteer for the Orange County 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 Orange County Chapter or American Red Cross must speak to his or her supervisor before performing any such volunteer service. Additionally, the volunteer must complete a volunteer application and have it current and on-file in the Office of Volunteers.

Former Employees as Volunteers

Employees who have terminated their employment with the Orange County 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 Orange County Chapter will not be accepted for governance or leadership positions for at least two years after their employment has ended.

Ten Principles of Volunteerism

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

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 Director of Volunteers and Youth Services.

Recruitment and Selection Policies

Role of the Office of Volunteers

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

Volunteers may review their personnel records (training records, activity/project roles, etc) in accordance with state law. Volunteers must notify the Director of the Office of Volunteers and schedule a time that is mutually convenient.

Volunteers transferring to another American Red Cross unit from the Orange County Chapter or from another American Red Cross unit to the Orange County Chapter must complete a written release form from the Office of Volunteers authorizing their volunteer record to be transferred to/from the Orange County Chapter.

Volunteer Position Descriptions

Every registered volunteer position in the Orange County Chapter has a volunteer position description summarizing the principal duties, responsibilities, qualifications and essential work functions of the volunteer assignment.

Recruitment and Equal Opportunity

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

Volunteers are recruited without regard to race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, gender, sexual orientation, pregnancy, age or any other characteristic protected by state or federal laws.

Volunteers are recruited based upon their skills, abilities and suitability to perform volunteer responsibilities.

All prospective volunteer applicants are required to participate in a Volunteer Orientation and complete a volunteer application packet. The Office of Volunteers coordinates and schedules the orientation for volunteers.

All volunteers are required to fill out a volunteer application packet and sign appropriate forms, including a Code of Conduct, Volunteer Disclosure and Consent Form for Release of Information, and Drug and Alcohol Policy form. Additionally, volunteers who have not reached age 18 must have the written consent of a parent or guardian prior to volunteering.. The volunteer application packet will be kept confidential.

Volunteers are encouraged to start a folder or notebook tracking their assignments, training and information received about the Red Cross.

Additionally, some volunteers, such as nurses or mental health volunteers will need to provide proof of current licensure, should they elect to use their professional training in a volunteer capacity.

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

Internship Opportunities

The Orange County Chapter welcomes interns in appropriate fields of study. All interns must participate in an interview, complete a volunteer application packet, and attend a volunteer Orientation. Once accepted, the Orange County Chapter will meet the obligations established by the referring school. Only unpaid volunteer internships are available.

Service at the discretion of the organization

The Orange County Chapter accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Orange County 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 Orange County Chapter permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the Orange County Chapter, create actual or perceived conflicts of interest. For purposes of this policy, "relative" is a spouse,

child, parent, sibling, domestic partner, significant other, or corresponding in-law or “step” relation. The Orange County 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 Orange County 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 Orange County 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 Orange County Chapter, an actual or apparent conflict arises as a result of marriage, one of the volunteers will be reassigned or volunteer involvement will end within 90 days if no reassignment is available.

This policy applies to all categories of volunteer assignments.

Reference, Credit, Background Checks

The Orange County 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 Orange County Chapter may perform, or may request that third parties perform, reference and background checks at any time. All reference and background checks will be performed in accordance with applicable federal and/or state law.

Background checks at the Orange County Chapter may include a criminal background history (local, state, national level), social security number verification, sexual offender registry review, and department of motor vehicle record check, if appropriate to the position. In conducting background checks, the Orange County Chapter may use consumer reporting agencies to gather and report information to the Chapter in the form of consumer or investigative consumer reports. In accordance with a nation-wide American Red Cross background check policy, all current and new volunteers will be required to complete an on-line background check thru a third party vendor and the results of their check (receiving clearance or not) will be maintained in a confidential file by the Director of the Office of Volunteers.

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

Volunteers engaged in roles working with money (fundraising, accounting, etc) will be requested to sign an additional release form authorizing a credit check. The Orange County Chapter may perform, or may request that third parties perform, reference and background checks at any time. All reference and background checks will be performed in accordance with applicable federal and/or state law.

Volunteer Assignments

The Orange County Chapter strives to promote an enjoyable volunteer experiences with the American Red Cross. We recognize that an equal partnership between the volunteer and the Orange County Chapter must exist in order for this to be effective. The Orange County Chapter will work with each volunteer to ensure:

- ❖ Commitment to Red Cross goals and policies
- ❖ Cooperation, respect and trust
- ❖ Completion of necessary training for each assignment
- ❖ Acceptance of supervision
- ❖ Maintenance of confidentiality
- ❖ Dependability
- ❖ Professionalism

Volunteers are encouraged to consider volunteering in more than one service area. If a volunteer has an interest in getting involved in an additional area they should discuss this with their staff support or the director of the service to which they are currently assigned. Volunteers can also contact the Office of Volunteers to obtain further information and guidance.

We count on volunteers and the services they provide. If you find a volunteer assignment does not meet your requirements, you should discuss a change with your direct supervisor. He/she will refer you to the Office of Volunteers where your interests and skills will be reviewed in an effort to find a replacement assignment.

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 Office of Volunteers.

Supervision, Feedback, Training, Recognition, 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 Orange County Chapter and for providing feedback to the volunteer regarding their work.

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

Performance Feedback

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

Volunteers can expect to receive performance reviews at least annually on or after one year of continuous volunteer involvement.

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

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

Training Opportunities

Volunteers and employees should have equal access to training for equivalent positions. All volunteers must go through the Orange County Chapter volunteer orientation. Volunteer development is a collaborative effort between the Orange County Chapter, supervisors and volunteers to align individual goals with the overall direction of the Chapter. Development efforts are focused on building the capabilities of all volunteers. Developmental activities may include both hands-on projects and formal training.

All volunteers are encouraged to complete the Introduction to Disaster Services course, as a minimum requirement for understanding the mission and role of the American Red Cross and their participation in that mission. All disaster courses are provided free of charge

Health and Safety courses, namely First Aid and CPR are highly recommended for all volunteers to complete. These courses have a fee but are offered at a discounted rate to volunteers, after they have begun their volunteer work assignment. Verification of volunteer status to qualify for a reduced enrollment fee must be issued by the department in which the individual is volunteering.

If the accepted volunteer position requires driving, completion of CPR and First Aid training is required.

Volunteers are often invited to attend Red Cross seminars and conferences. The volunteer may be required to pay any fees and expenses associated with such seminars and conferences.

Communication

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

At the volunteer orientation each volunteer is provided with contact information for individuals within each department able to assist with specific department related queries or concerns.

The relationship between a volunteer and the department(s) s/he is involved is highly reliant on open communication. Volunteers are expected to update their department contact(s) with all vital information (phone, email, address changes, availability, health matters, etc) that impacts their role with the Orange County Chapter.

Volunteer Separation

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. On or before the volunteer's last volunteer day, all Orange County Chapter property must be returned. This includes American Red Cross authorized identification cards, supplies, clothing (unless purchased by volunteer), policy manuals, organization manuals, business documents, papers, files, proprietary information, computers and accessories, portable radios, cellular phones, pagers, access cards, and keys.

Voluntary separation from the Orange County Chapter occurs when a volunteer dies, resigns or retires. A volunteer who does not report to work for two 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.

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. Special awards are given to our outstanding volunteers and service pins are awarded to all volunteers according to years of service.

More information about awards and recognition program(s) is available from the Office of Volunteers.

Tracking Volunteer Hours

The Orange County Chapter does track volunteer hours of service on a monthly basis. It is the responsibility of the volunteer to sign-in and sign-out at all meetings, trainings, activities as appropriate. The total hours provided on these sheets are collected by their supervisor(s) and reported to the Office of Volunteers.

Attendance and Punctuality

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

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

Safety and Security Policies

Workplace Safety and Security

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

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

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

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

Injuries while Volunteering

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

If a volunteer is injured, even slightly, the volunteer is expected to immediately stop the activity that caused the injury and seek first aid or medical attention if necessary. The volunteer must inform his or her supervisor about the incident. If the volunteer is unable to reach the supervisor, then the volunteer must contact the Director or Assistant Director of the Office of Volunteers. 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 Orange County Chapter to make sure its drivers are qualified and legally authorized to safely operate motor vehicles used in the course of Chapter business. Only those volunteers who meet the qualifications of the Orange County Chapter vehicle policy are allowed to operate Orange County Chapter vehicles or operate a personal vehicle on Orange County Chapter business.

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

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

Seat belts must be used at all times, by both the driver and all occupants of the vehicle. Failure to properly use seat belts will also be cause for disciplinary action. No volunteer, while operating an Orange County Chapter vehicle, or while driving his or her personal vehicle on Orange County Chapter business, may use a hand-held cellular telephone. Hands-free ear-pieces should be used when one is utilizing their cell-phone, as well as voice command phone features when one is driving. Smoking is prohibited in Red Cross vehicles.

No driver may operate a motor vehicle while the driver's ability or alertness is so impaired, through fatigue, illness, taking medication or any other cause, as to make it unsafe for the driver to operate

the vehicle. Volunteers who drive Red Cross vehicles while under such conditions, which could impair their driving ability, face disciplinary action up to and including separation.

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

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

Red Cross Property

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

Identification

Volunteers will be issued identification badges which should be worn at all times on Orange County Chapter premises or when serving on Red Cross business off-site. Identification badges are authorized by the volunteer supervisor in each department at the appropriate time in the volunteers role (i.e. upon completing training hours, instruction of class, participation in activity). Upon receiving authorization, the volunteer may make an appointment with the Office of Volunteers to have their ID photo taken and processed.

Lost badges must be reported to the Office of Volunteers immediately.

Badges must be turned in when a volunteer's service with the Chapter ends.

Short term volunteers may be issued temporary identification badges.

Emergency Evacuation Procedures

The Orange County Chapter has developed the following Emergency Evacuation Procedures from our Chapter facilities.

Fire Procedures

1. Upon confirming the presence of a fire, call the fire department by dialing 911 and report the name and address of our building. Stay on the phone until the fire department hangs up.
2. Sound the local alarm by pulling the nearest box alarm. An oscillating bell should sound.

3. If the alarm fails to sound, send a runner through your floor announcing the fire and asking people to evacuate. Call the other floor on any extension and ask them to do the same.
4. Call the switchboard and notify the operator of the emergency.
5. Employees, upon hearing the alarm and if time permits, will close all filing cabinets and safes in their immediate area, shut off office machines, and proceed to the nearest exit on their floor. As you leave, close but **DO NOT LOCK** all doors behind you. **DO NOT USE THE ELEVATOR.**
6. Designated search teams will check each restroom and office to assure that all have evacuated.
7. Employees in the immediate area of the fire may attempt to extinguish the fire using fire extinguishers. If unable to extinguish the fire quickly, leave the building immediately.
8. **DO NOT** break windows.
9. Once out the building, all employees will meet in the parking lot between the two Chapter buildings.
10. Remain in the parking lot until you receive an all clear or other instructions.

Earthquake Procedure

1. **REMAIN CALM!** It is very unlikely that the building would collapse!
2. When the earth begins to shake, shout "earthquake" and immediately crawl under the nearest desk, table or counter. Hold on to something heavy, and protect your head and neck. If you are in a hallway and cannot get to any protective furniture, make yourself a small target by crouching down beside the wall and protecting your head and neck.
3. **DO NOT RUN OUTSIDE!** Studies of past earthquakes clearly indicate that people are most often injured by parts of buildings striking them while they are outside and adjacent to buildings. Stay inside the building until directed to evacuate **UNLESS** a fire has broken out. Then follow **FIRE PROCEDURES.**
4. When the shaking subsides, carefully check people in your area for injuries, provide first aid and report damage to management. Use your own common sense as to whether you should remain where you are or evacuate the building (i.e., if there is a dangerous situation).
5. If shaking begins again, stop whatever you are doing and follow steps two through four.

Conduct Policies

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 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 volunteers and employees 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 volunteers and employees 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 volunteer's or employee'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 positions of the American Red Cross.
- d. **Confidentiality.** Disclose any confidential American Red Cross information that is available solely as a result of the volunteer's or employee's affiliation with the American Red Cross to any person not authorized to receive such information, or use to the disadvantage of the American Red Cross any such confidential information, without the express authorization of the American Red Cross.
- e. **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 make 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 interests of the American Red Cross.

Ombudsman Program- Informal Dispute Resolution. The American Red Cross has an organizational ombudsman program 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 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 or 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 misappropriations, 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 Connect 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 computers and equipment issues), an employee or volunteer who is not comfortable with contacting his or her supervisor of local management unit may contact the Biomedical Regulatory Hotline at 1-800-741-4738.

Orange County Chapter volunteers 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. They affirm that, except as listed on the Code of Ethics and Conduct form signed as a condition of volunteer engagement, she/he have no personal, business or financial interests that conflicts or appears to conflict, with the best interests of the American Red Cross. He/she agree to discuss any conflicts with the chairman of the board or the chief executive officer of the Orange County Chapter or 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 a time as it is determined by the Red Cross that the conflict is mitigated or otherwise resolved.

At any time during the term of affiliation with the American Red Cross, should an actual or potential conflict of interest arise between a volunteer's personal, business, or financial interests and the interests of the Red Cross, the volunteer agrees to: (1) disclose promptly the actual or potential conflict to the chairman of the board or the chief executive officer of the Orange County Chapter 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.

Confidential Information and Intellectual Property

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

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

Harassment Free Environment

The Orange County Chapter is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity while working, while on Orange County Chapter premises, while traveling on Orange County Chapter business, or at Orange County Chapter social functions. The Orange County 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, sexual orientation, national origin, age, veteran or disability status, which is sufficiently severe or pervasive as to alter the working conditions of a volunteer or employee. Examples of conduct prohibited by this policy include, but are not limited to:

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

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

- Unwelcome sexual advances;
- Stalking, dating violence, date rape, or sexual assault;
- Persisting with romantic advances despite the rejection of the advances;

- Requests for sexual favors, whether or not accompanied by promises or threats with regard to the employment or volunteer relationship;
- Sexual jokes and innuendo; verbal abuse of a sexual nature; comments about an individual's body, sexual prowess, sexual activity, or sexual attractiveness; derogatory comments, epithets and slurs;
- 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.

If a volunteer believes they are being subjected to any type of harassment, they should tell the harasser to stop. Volunteers are responsible for reporting any concerns regarding unlawful harassment to management pursuant to the Dispute Resolution Policy. The Office of Volunteers will investigate all such claims and take appropriate corrective action, including disciplinary action, when it is warranted. In conducting the investigation into the incident, every effort will be made to protect the privacy of the volunteer(s) involved, to the extent possible consistent with a thorough investigation. 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 Orange County Chapter concludes that a volunteer has filed a claim in bad faith, provided false information regarding a claim, or refused to cooperate in an investigation of a claim, disciplinary action, up to and including termination, may be taken.

Violations of this policy will be dealt with appropriately and promptly. Corrective action may include, but is not limited to, training, referral to counseling, and/or disciplinary action up to and including termination.

Violence Free Environment

The Orange County 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 Orange County Chapter property or while at Orange County 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 Orange County 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 Orange County Chapter is committed to a work environment where all persons are treated with respect and dignity. The Orange County 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 Office of Volunteers immediately.

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

Step Two

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

Step Three

If volunteer is not satisfied with the decision of the Office of Volunteers, he or she may prepare a written summary of the concerns and request that the matter be reviewed by the Orange County Chapter Chief Executive Officer. In these instances the decision of the Chief Executive Officer is final.

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

No volunteer will be retaliated against for acting in good faith to report a potential issue or for assisting in the investigation of a possible issue. If at anytime during the process or investigation, the Orange County 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 separation may be taken. The Orange County Chapter reserves the right to continue or suspend review of an issue if the volunteer raising the issue files a charge or complaint with an external agency or terminates volunteer involvement.

Progressive Discipline

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

The Orange County 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 Orange County Chapter retains the right to administer discipline in any manner it deems suitable and any of the steps listed above may be skipped. Separation from service may occur at any time without any progressive discipline steps having been taken.

Red Cross Communication Systems

All communication systems are Orange County 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 Orange County Chapter communication systems, and their communications and systems use may be audited by authorized management at any time without notice. Orange County 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 Orange County 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 Orange County 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 Orange County 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 Orange County Chapter business on a hand held cellular telephone while driving a vehicle. If one is unable to pull over and speak on the phone an ear-piece feature should be used.

Orange County Chapter communication systems may not be used in situations that violate Federal, State or Local Law. Inappropriate use of any Orange County chapter communication systems may result in disciplinary action, up to and including separation. Volunteers engaged in roles utilizing Chapter electronic mail, voicemail, computer network systems and on-line services will be requested to complete an Electronic Access Policy form.

Non-Solicitation/Distribution of Literature

Approaching fellow volunteers and employees at the Chapter 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 professional business environment and preventing interference with responsibilities 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 at the Chapter. The Chapter includes Chapter buildings, parking lots and driveway areas and work areas in which Chapter work is regularly performed. This policy also prohibits solicitations via the Chapter’s E-mail and 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 Office of Volunteers.

Alcohol and Drug Free Environment

Volunteers are expected to maintain the level of professionalism and behavior suitable to American Red Cross standards. The Orange County Chapter requires all employees and volunteers to report for work fit to perform their jobs. Volunteers who are involved with the illegal use of drugs or abuse alcohol (which we define as either impaired functioning or a blood alcohol level beyond the legal limit) pose unacceptable risk to the Red Cross environment and may also undermine public confidence in the Red Cross and its programs. To comply with federal law, and to protect the work environment and public confidence in the Red Cross, our policy on drug related activity and alcohol abuse is outlined below:

The following prohibitions apply to volunteers while on Red Cross property, in a Red Cross business and/or while performing Red Cross business, or engaging in any other activities in which the volunteer's actions can undermine public confidence in the Red Cross and its programs.

A. Alcohol

Being under the influence, possessing, consuming, or selling alcohol is prohibited. In addition, persons whose position with the Red Cross requires driving as a part of their work may be removed from such position if found to have been driving under the influence of alcohol whether on duty or off duty.

B. Legal Drugs

"Legal drugs" are those that are prescribed or over the counter and which are legally obtained by the volunteer and used for the purpose for which they were prescribed and sold. Even such legal drugs may affect the safety of the volunteer, co-workers, or members of the public. Therefore, any volunteer who is taking any legal drug which might impair safety, performance, or any motor function, must advise his or her supervisor before reporting to work under such medication. If the Red Cross determines that such use does not pose any safety or performance risk, the volunteer will be permitted to work.

C. Illegal Drugs

"Illegal Drugs" are drugs or controlled substances which are (1) not legally obtainable or (2) legally obtainable, but not obtained in a lawful manner. Examples include cocaine, marijuana, and prescription drugs which were not lawfully obtained. The use, purchase, sale, transfer possession, being under the influence, or the presence in one's system of a detectable amount of an illegal drug by any volunteer is prohibited.

D. Testing for Drugs and Alcohol

A blood test, urinalysis, or other drug or alcohol screening may be required as a condition of remaining a Red Cross volunteer:

1) Where the appropriate Red Cross official has reason to believe the volunteer may be using drugs or may be under the influence of drugs or alcohol. "Reason to believe" includes an injury or accident on the job where there is reason to believe that volunteer impairment may have been a factor.

2) As part of occasional follow-up testing, if the volunteer is found to have breached these policies but been permitted to remain employed. A volunteer's cooperation with such a drug or alcohol screening test is required as a condition of retention/employment as a volunteer. The volunteer's refusal to cooperate with such a request and to provide a specimen is grounds for termination.

E. Self Identification to Red Cross Management/Supervisor

Volunteers who take the initiative of advising their supervisor or manager in advance that they have a medical problem with regard to alcohol or drug use, who have not engaged in misconduct or repeated poor performance in their Red Cross role(s), and who

demonstrate a commitment to take the necessary remedial action, will be eligible for a temporary status change to “in-active” and will not be subjected to disciplinary action.

Violation of Policy

Any violation of this policy will be grounds for termination. However, a volunteer who (1) admits illegal drug use when questioned by the Red Cross or who tests positively for substance abuse but (2) has not engaged in misconduct, unsafe conduct, or poor job performance, may be placed on “in-active” status in lieu of termination for a maximum of one month for the purpose of rehabilitation, which may include successful completion of a Red Cross designated substance abuse rehabilitation program. However, prior to reinstatement thereafter to the next appropriate opening, the volunteer must present reliable medical evidence that he/she overcame the substance abuse problem and must consent in writing to occasional testing on request over the next twelve months, to be certain that there has not been any resumption of usage of drugs or alcohol in violation of this policy. Failure to take and pass any such requested test will result in immediate termination.

Orange County Chapter volunteers are obligated to sign a statement acknowledging they have read and understand this policy. Violation of the Chapter’s policy on drug and alcohol abuse shall result in disciplinary action, up to and including termination.

Smoking

The Orange County Chapter provides a smoke-free work environment. Smoking inside all Orange County Chapter facilities (on or off Chapter premises), 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 the Red Cross

Prior to any action or statement, which might significantly affect or obligate the Orange County Chapter, volunteers should seek prior consultation and approval from their department Director. 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.

Personal Appearance

The public judges the professionalism of our organization by our appearance and courtesy. All volunteers are required to appear clean and neat. The Orange County Chapter has no strict dress code. It is recommended that clothing selection match the type of task(s) to which the volunteer is assigned. Each department will share appropriate dress and/or uniform requirements with volunteers in designated duties. Immediate supervisors have the discretion to determine appropriateness of clothing, grooming and appearance.

Red Cross polo shirts and other Red Cross clothing items are available for purchase through the Orange County Chapter resale department.

Volunteers must not wear Red Cross identification or uniforms while promoting personal matters or taking a role in political or religious activities that would lead to a conflict of interest with the Fundamental Principles.

Additionally, while on personal time – please do not display any type of Red Cross identification while consuming alcoholic beverages in public.

Personal Telephone Calls

Volunteers are not to use Orange County Chapter telephones to make or receive personal calls unless there is an emergency. Under no circumstances should a volunteer make or charge a long distance call to the Orange County Chapter unless it is work-related and approved by the volunteer's supervisor.

While on duty it is recommended that cell phones and pagers be placed on silent mode, so as not to interfere with the task(s) at hand.

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 Orange County Chapter will provide a response to media inquiries as we receive them.

All publicity and media relations are handled by the Communications Department of the Orange County Chapter. It is not appropriate for volunteers to contact newspapers, television, radio stations or any mass media regarding Red Cross activities. If you learn about something that would give the Orange County Chapter positive publicity, do let the Communications Department know about it. If a reporter contacts a volunteer directly with a Red Cross inquiry, please contact the Communications Department before answering any questions for the reporter.

Volunteer Questions

Please contact the Office of Volunteers with any questions about any items listed in the handbook via email at volunteers@oc-redcross.org or 714.481.5300. Items listed in the handbook are subject to change, bases on local, state and national laws and American Red Cross policies. Volunteers will be notified of all changes through email and/or postal mail.

Notes