



# Volunteer Handbook

Revised: March 2024



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***A reference guide of general information and procedures  
for Red Cross Volunteers***

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Dear New Volunteer:

On behalf of everyone in the American Red Cross, welcome and thank you for joining our team. You are now a member of one of the most trusted and distinguished humanitarian services organizations in the world. Each of us is an important member of a global Red Cross network.

In the American Red Cross, over 90% of our workforce is made up of volunteers who donate their time and talent to help local citizens “prevent, prepare for and respond to emergencies.”

This handbook was created to give you important information that will enhance your volunteer experience. Please take the time to read through it and refer to it as questions arise.

Feel free to contact your regional Volunteer Services team for additional information or to pass along suggestions or comments.

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

Sincerely,  
The American Red Cross Volunteer Services Team



**American  
Red Cross**

**Office of the President and  
Chief Executive Officer**

National Headquarters  
430 17th Street, N.W.  
Washington, DC 20006

## **EQUAL OPPORTUNITY POLICY STATEMENT**

The American Red Cross provides equal opportunity to all employees, volunteers, and applicants in every aspect of the employment and volunteer service process.

The Red Cross does not discriminate against or tolerate discrimination against or harassment of, any person, employee, or applicant on the basis of race, color, religious creed, religion, sex, sexual orientation, national origin, age, physical or mental disability, medical condition, protected veteran or military status, marital status, citizenship status, ancestry, gender identity, gender expression, genetic information, genetic conditions or predisposition to certain diseases or any other characteristic protected by applicable federal, state and local law. The Red Cross does not tolerate intimidation, threats, coercion, or retaliation against anyone for activities such as filing a complaint, making concerns known, assisting in investigations, participating in compliance evaluation activities, opposing unlawful acts and practices, or exercising any rights protected by applicable laws, including the Rehabilitation Act of 1973, the Vietnam Era Veterans Readjustment Assistance Act of 1974, Executive Order 11246, and/or any other federal, state or local law or regulation regarding Equal Employment Opportunity.

The Red Cross takes appropriate action to ensure that all qualified applicants, employees and volunteers receive equal opportunity for all aspects of employment or volunteer service including recruitment, advertising, job application procedures, hiring, upgrading, training, promotion, transfer, compensation, job assignments, benefits, layoff, termination, and/or other terms, conditions, or privileges of employment, provided the individual is qualified, with or without reasonable accommodations, to perform the essential functions of the job. All employment and volunteer decisions are based on legitimate non-discriminatory business criteria.

Our Affirmative Action Plans (AAPs) include an audit and reporting system, which uses metrics and other information to measure their effectiveness.

The program of affirmative action for qualified individuals with disabilities and the program of affirmative action for protected veterans are available for inspection upon request from Human Resources Monday through Friday, during the hours of 9:00am to 5:00pm.

As President and Chief Executive Officer of the American Red Cross, I support the successful implementation of its AAPs and have appointed Betty Sledd-Stewart as Affirmative Action Officer, with responsibility for implementation of its affirmative action activities. I also expect every employee and volunteer to be fully committed to equal opportunity as a priority. This commitment goes beyond the letter of the law. It extends to the spirit of making certain that in all our practices we offer full and equal opportunity to everyone. I invite you to join me in fulfilling this commitment.

A handwritten signature in blue ink that reads "Gail McGovern".

**Gail McGovern**  
President and CEO  
January 2024

# About the American Red Cross

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## Purpose

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This handbook was prepared to give you essential information about the volunteer policies and expectations of the American Red Cross. It is organized by topic to help you find needed information easily. You are also encouraged to talk with your supervisor or your Volunteer Services team if you have any questions about the content of this handbook.

The American Red Cross 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.

## American Red Cross Mission, Programs and Services

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### Mission

The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

### Programs and Services

The American Red Cross shelters, feeds and provides emotional support to victims of disasters; collects roughly 40 percent of the nation's blood; teaches skills that save lives; provides international humanitarian aid and supports military members and their families.

The Red Cross is a not-for-profit organization that depends on volunteers and the generosity of the American public to perform its mission around its core services.

#### Disaster Services

The American Red Cross provides relief to victims of disaster and helps people prevent, prepare for and respond to emergencies. The Red Cross responds to an average of nearly 65,000 disasters every year—from a home fire affecting a single household to large emergencies affecting an entire community or region of the country. Red Cross workers provide shelter, food, relief supplies and a shoulder to lean on.

#### Service to the Armed Forces

Through its worldwide network, the American Red Cross Service to the Armed Forces provides 24-hour support to members of the military, veterans, and their families—in war zones, military hospitals and on military installations around the world.

#### Preparedness and Health and Safety

People turn to Red Cross Preparedness and Health and Safety Services to learn lifesaving skills. Each year, more than 5 million people receive Red Cross training and information in first aid, water safety and other skills that help save lives.

#### Biomedical Services

The Red Cross helps millions of people in their battle back to good health every year through its Blood Services program. Each year, the American Red Cross collects more



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than 4.5 million blood donations and 1 million platelet donations from nearly 2.3 million volunteer donors. These donations are processed into 6.3 million blood products for transfusion (on average) to meet the needs of patients at approximately 2,500 hospitals and other facilities across the country.

### International Services

The American Red Cross, through its International Services, is one of 191 Red Cross and Red Crescent societies around the world that helps millions of people outside the U.S. each year through disaster management and disease prevention activities. With more than 17 million volunteers, the global Red Cross and Red Crescent network responds to disasters and helps countries build resiliency to future disasters, helps families search for loved ones missing as a result of war, natural disaster, or civil unrest, and works to prevent the spread of infectious diseases in communities around the world.

### Volunteer Services

The vision of Volunteer Services is to enable all units and functions of the American Red Cross to attract, engage and retain our volunteers who make our mission possible while serving in all 3,006 counties in the United States.

More than 265,000 volunteers serve the American Red Cross, helping staff blood drives, volunteering at veterans' hospitals, teaching people lifesaving skills such as First Aid and CPR, responding to home fires in the middle of the night and so much more.

### Home Fire Campaign

Every day, home fires kill more people than all natural disasters combined, most in homes that lack working smoke alarms. The Red Cross launched its Home Fire Campaign in 2014 to reduce the number of people in this country injured or killed in home fires.

A critical part of the campaign is a series of installation and fire safety events across the country. Red Cross volunteers, along with fire departments and other partners, canvass high-risk neighborhoods, installing free smoke alarms, replacing batteries in existing alarms and helping families create escape plans.

Working smoke alarms in a home cut the risk of death by half and having an escape plan further improves the odds of survival.

Since 2014, the Red Cross Home Fire Campaign is responsible for saving hundreds of lives. Hundreds of thousands of smoke alarms have been installed in more than 9,400 cities and towns across the United States.

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## 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.

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## Facts about the Red Cross

- The International Committee of the Red Cross was founded by Henry Dunant in 1863. Its Headquarters is in Geneva, Switzerland.
- The American Red Cross was founded by Clara Barton in 1881 and is part of the International Red Cross and Red Crescent Movement.
- The United States Congress has mandated that the Red Cross must provide services for the military and their families and provide relief assistance during disasters, domestic and international.
- The American Red Cross national headquarters is located in Washington, DC.
- All American Red Cross disaster assistance is an outright gift. It is funded by voluntary contributions from the American people.
- The Red Cross has been awarded the Nobel Peace Prize four times.

The International Red Cross and Red Crescent global network consists of societies in nearly 200 countries. It is unique among voluntary service organizations because its mission centers on a set of seven Fundamental Principles, adopted in 1965.

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## **Fundamental Principles of the Red Cross/Red Crescent Network**

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**Humanity:** The Red Cross, 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:** It 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 Red Cross may not take sides in hostilities or engage at any time in controversies of a political, racial, religious, or ideological nature.

**Independence:** The Red Cross 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 Red Cross principles.



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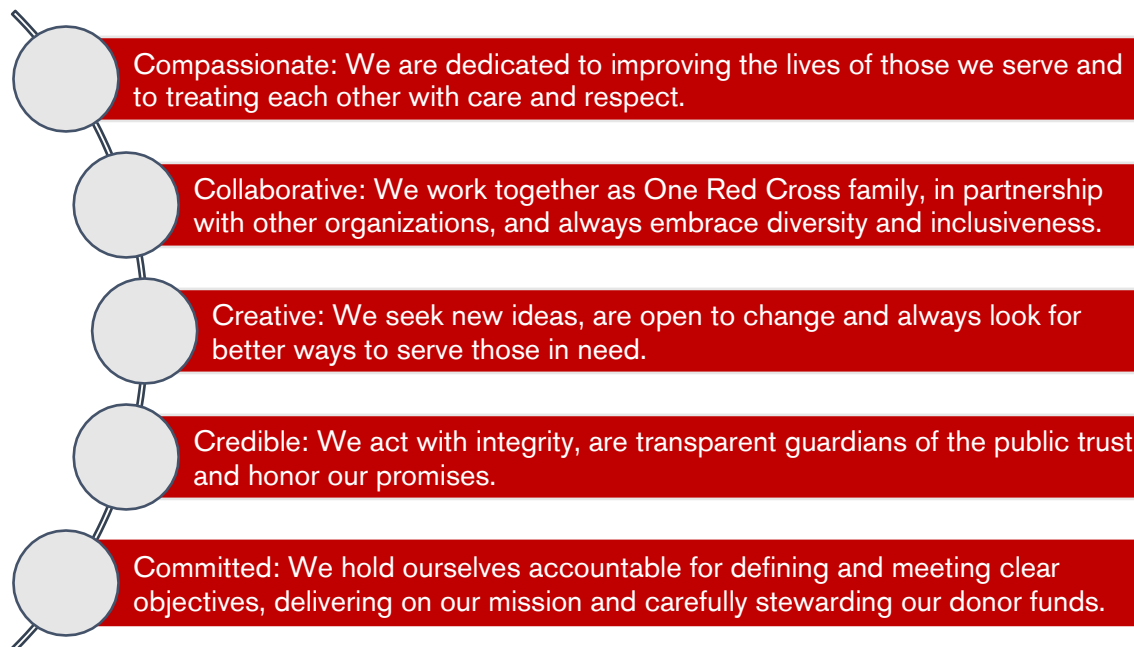
**Voluntary service:** The Red Cross is a voluntary relief movement not prompted in any manner by desire for gain.

**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 Red Cross is a worldwide institution in which all societies have equal status and share equal responsibilities and duties in helping each other.

## Values

The following values are essential to our continued success. They give us a common language and foundation to grow on. The values drive how we accomplish our goals and conduct ourselves to execute and achieve our mission.



## Vision Statement

The American Red Cross, through its strong network of volunteers, donors, and partners, is always there in times of need. We aspire to turn compassion into action so that:

- all people affected by disasters across the country and around the world receive care, shelter, and hope;
- our communities are ready and prepared for disasters;
- everyone in our country has access to safe, lifesaving blood and blood products;
- all members of our armed services and their families find support and comfort whenever needed; and in an emergency, there are always trained individuals nearby, ready to use their Red Cross skills to save lives.

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## **Commitment to Volunteers, Diversity and Youth Involvement**

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

Volunteers are indispensable and are how the American Red Cross accomplishes its mission. They shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals, and procedures of the organization.

The American Red Cross 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 communities the Red Cross serves. We are committed to people, program, and service diversity.

Youth and young adult volunteers are welcomed! Youth 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 must be performed in a non-hazardous environment and comply with all appropriate requirements of child labor laws.

Young volunteers 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.

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## **Definition of an American Red Cross Volunteer**

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

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## **Role of the Board of Directors or Installation Advisory Councils**

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Board members and Advisory Council members serve as volunteer leaders of the American Red Cross at the local level. The objective of the board or council is to partner with and provide guidance to the executive officer in developing and monitoring local strategies to deliver mission related services, fundraising, and community presence and outreach within the Red Cross jurisdiction.

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## **Volunteer and Employee Roles and Relationships**

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Consistent with the strategic direction of the American Red Cross to inspire a new generation of volunteers, employees and volunteers are partners in implementing the mission and programs of the Red Cross. Employees and volunteers have equal but complementary roles to play. It is essential to the proper operation of this relationship that the Red Cross understands and respect the needs and abilities of the volunteers who donate their time and energy to the operations of the Red Cross.

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## What You Can Expect the American Red Cross to Provide for You

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1. A suitable assignment that aligns your interests, skills, and availability with the American Red Cross needs.
2. Orientation and training to help you perform your assignment.
3. The opportunity to work as part of a team, to contribute to the welfare of the community and the organization, and to be recognized for your contribution.
4. The support you need to do your job, including necessary equipment, supplies, workspace, 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 Red Cross activities, special training events, meetings, and leadership assignments.
7. Proper supervision.

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## Responsibilities of Red Cross Volunteers

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Your responsibilities as a volunteer:

1. Be realistic and candid in accepting your assignment, taking into consideration your interests, skills, and availability, as well as the needs of the American Red Cross.
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. Notify your volunteer supervisor or Volunteer Services if any personal changes may impact your ability to fulfill your assignment.
5. Follow all policies and guidelines of the American Red Cross, sign the Code of Conduct, observe confidentiality (when needed) and always engage in appropriate public behavior.
6. Participate in the feedback process by sharing how you feel about your volunteer experience and by giving constructive suggestions for improvement in any area.
7. Develop your skills as a volunteer by participating in training and development opportunities. Learn as much as you can to do the best job possible.

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## Role of Volunteer Services and Regional Volunteer Relations Team

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Volunteer Services serves as a resource for all volunteers and volunteer supervisors within the organization. Volunteer Services is responsible for recruiting and screening all new volunteers and helping to match them with the correct assignment. Topics a volunteer may want to discuss with Volunteer Services include but are not limited to the following:

- Interest in volunteer opportunities
- Confirmation of volunteer service for internships, national honors society, etc.
- Questions about volunteer policies or procedures
- Concerns regarding a supervisor or volunteer

Volunteer Services has a regional Volunteer Relations representative that works in partnership with the Regional Volunteer Services Officer to serve as the HR Shop for volunteers. Volunteers are encouraged to first work with their direct supervisors to resolve any issues as they arise and, if appropriate, the regional Volunteer Relations representative to help resolve issues. Please contact your Volunteer Services team for more information.

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## Volunteer Connection

Volunteer Connection is the enterprise-wide volunteer management system used to engage, match, train and deploy volunteers to respond to community needs and deliver the Red Cross mission. This system offers volunteers an attractive and interactive registration and an on-going, rewarding experience.

Volunteer Connection allows volunteers to:

Manage Involvement	Build your Red Cross Volunteer Record	Stay Informed
<ul style="list-style-type: none"><li>• Learn about volunteer opportunities</li><li>• View calendar of events and sign up for volunteer shifts</li></ul>	<ul style="list-style-type: none"><li>• Maintain volunteer/member profile</li><li>• Record your volunteer hours</li><li>• Register for events, and disaster response shifts</li><li>• Track deployments (if appropriate)</li><li>• View training history</li></ul>	<ul style="list-style-type: none"><li>• Communicate with others</li><li>• Learn about local Red Cross</li><li>• Get news from National Headquarters</li></ul>

To log into Volunteer Connection:

- Visit <https://volunteerconnection.redcross.org>.
- Or the site can also be accessed from our national website: [redcross.org](https://redcross.org). Under the Volunteer Tab, click on “Sign into Volunteer Connection.”
- Enter the username and password you created when you completed the application.
- If you don’t remember your password, please use the “Forgot Password?” link on the sign in page.

Volunteers will receive an overview of the Volunteer Connection tools available to them during their training. If you have questions about the Volunteer Connection system, please contact your departmental Volunteer Connection Lead, regional Volunteer Services team or go to the [Volunteer Connection Resource Library](#).

## Volunteer Profile and Contact Information

It is the responsibility of each volunteer to regularly update their profile in Volunteer Connection to include their personal contact information and emergency contact information.

Most communication regarding upcoming activities, volunteer opportunities and other Red Cross business is based on the information provided in Volunteer Connection. Keeping your contact information up to date ensures that you don’t miss any information or opportunities.

## Insurance for Volunteers

The American Red Cross general liability insurance covers volunteers while performing business related duties for the Red Cross.

The Red Cross does not provide primary health/medical insurance for volunteers. Volunteers

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should turn to their personal health and medical insurance if injured or they become ill. Volunteers are personally responsible for any upfront, out-of-pocket health care costs incurred, regardless of their health insurance status. Questions about insurance for volunteers can be referred to Volunteer Services.

For more information on Red Cross' general liability insurance for volunteers, please see [Volunteers and Red Cross General Liability Insurance](#).

When American Red Cross volunteers serve in medical facilities around the world, the Federal Tort Claims Act (FTCA) provides their liability insurance.

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### **Volunteers and Red Cross Auto Insurance**

When the Red Cross assigns a volunteer to drive a vehicle that the Red Cross either owns, leases or rents, the volunteer is covered by Red Cross motor vehicle liability insurance which will cover damage to the vehicle, the driver and/or passenger and personal property.

When volunteers drive their own or family-owned vehicles, Red Cross liability and physical damage insurance does not apply. If a volunteer's own liability insurance is not sufficient to cover an entire claim, Red Cross insurance will provide the volunteer with the excess auto liability insurance. This insurance will only apply to damage to the driver and/or passenger but does not cover damage to the driver's vehicle. Excess insurance will pay amounts above the limits of the volunteer's own liability insurance. Excess insurance will not cover any deductibles the volunteer may have to pay.

Learn more about the Red Cross' auto insurance policy [here](#).

## Recruitment and Assignments

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### **Recruitment and Equal Opportunity**

Volunteers are recruited by the Red Cross on a proactive basis, with the intent of broadening and expanding volunteer involvement to meet mission. The Red Cross does not discriminate against, nor does it tolerate discrimination against or harassment of, any person based on race, color, religion, sex, sexual orientation, national origin, age, disability, veteran status, marital status, citizenship, or any other characteristic protected by applicable law. Volunteers are recruited based upon their skills, abilities, and suitability to perform volunteer responsibilities.

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### **Recruitment of Minors (Parent/Guardian Release Form)**

Volunteers who are under the age of 18 must have the written consent of a parent or legal guardian prior to volunteering. There is no minimum age at which a young person may begin volunteering for the American Red Cross; however, some volunteer positions (i.e., disaster volunteer, transportation provider) may have age restrictions or require parental or adult supervision. Likewise, there are laws that restrict the activities of youth volunteers of a certain age (i.e., driving, serving as a full-voting board member in some states). Volunteer work assigned to a minor will be performed in a non-hazardous environment and will comply with the appropriate requirements of child labor laws. Learn more about youth volunteer age requirements [here](#).

## Dual Role of Red Cross Volunteers and Employees

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At times, employees of the Red Cross may desire to volunteer for the organization. Exempt employees may volunteer for the Red Cross. However, because of overtime requirements under applicable federal and/or state law, non-exempt employees may only volunteer in certain limited circumstances. Specifically, a non-exempt employee is not permitted to volunteer their time to the Red Cross, except when all 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.

Employees who wish to volunteer services to the Red Cross must receive authorization from management and complete the volunteer intake process before performing any such volunteer service.

## Former Employees as Volunteers

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Employees who have terminated their employment with the American Red Cross may apply for volunteer positions. Only those employees who left in good standing, and complete the full volunteer intake process, will be considered for volunteer opportunities.

## Basic Requirements for Volunteering

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All individuals wishing to volunteer with the American Red Cross will need to complete the following basic requirements:

- Provide the Red Cross with basic contact information, including an emergency contact
- Read and agree to Red Cross policies
- Meet all prescreening and background check requirements as appropriate for the assignment.

## Initial Volunteer Screening

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Most Red Cross volunteers will speak with a Red Cross representative to match their skills and interests with available volunteer opportunities. This screening is an opportunity for both the volunteer and the Red Cross representative to talk through the requirements of the role to ensure that the volunteer is matched with a meaningful opportunity for them.

This screening will simply determine a volunteer’s initial opportunity interest. Throughout a volunteer’s time at the Red Cross, they are encouraged to explore additional opportunities which may be of interest to them; additional screening requirements may be required at that time.



## Background Checks

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The American Red Cross 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 American Red Cross performs or may request that third parties perform background checks at the time of the volunteer application and intake. All background checks will be performed in accordance with applicable federal and/or state law.

Background checks may include, but are not limited to, criminal history, social security number verification, and sex offender registry review. Additionally, the Red Cross performs background checks that ensure compliance with all U.S. and state laws and regulations. Drug testing, fingerprinting, professional licensure, and motor vehicle record verification and review are also performed if appropriate to the position.

In conducting background checks and drug testing, the Red Cross may use consumer reporting agencies, which may gather and report information to the Red Cross in the form of consumer or investigative consumer reports in accordance with applicable laws.

Potential and current volunteers are expected to cooperate fully with background check requests. Cooperation includes, among other things, providing consent to conduct a background check and responding with truthful and complete information to inquiries made by the American Red Cross or a third-party investigator during the background check process. Failure to cooperate in these respects, or any attempt to interfere with implementation of this policy or the American Red Cross efforts to obtain relevant information, will result in termination of volunteer involvement.

The Red Cross reserves the right to request a volunteer to submit to a background check at any point during their volunteer involvement. Refusal to do so may result in termination of volunteer involvement.

A Red Cross Unit is responsible for assignment of qualified adult leaders to supervise youth or work with youth activities. It is critical that all adults directly responsible for youth activities, whether employed or volunteer, undergo the same screening process. The expectations of the community and parents as well as legal requirements place additional responsibilities on a Red Cross unit in selecting adult leaders.

## Volunteer Position Descriptions

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Every volunteer position or project in the American Red Cross has an accompanying Position Description summarizing the scope of work, principal duties, responsibilities, qualifications, and essential work functions of the volunteer assignment. Volunteer Position Descriptions may be periodically updated to reflect changes in title, assignment, or essential work functions.

## Tracking Volunteer Hours

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The American Red Cross tracks volunteer hours of service through Volunteer Connection, the enterprise-wide volunteer management system. Volunteer hours are an important tool to help us tell the Red Cross volunteer story. By logging your volunteer hours into Volunteer Connection, you help the Red Cross:

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- Demonstrate the value of our volunteers' time in service to our mission, allowing us to dedicate a higher percentage of our expenses to direct services and programs.
- Tell the story of the American Red Cross volunteer workforce by using a quantifiable metric to demonstrate the value volunteers bring to accomplish the Red Cross mission. Sharing this part of the Red Cross story helps us demonstrate incredible stewardship of the donated dollar to volunteers, donors, community leaders and the public.
- Document the monetary amount contributed as volunteer hours on our financial statements and audit. The Red Cross works with external auditors to ensure compliance with audit industry requirements.
- Monitor the true return on investment in our volunteer workforce, which enables us to further invest in volunteer engagement, thereby growing our workforce and accomplishing more mission.
- Gives the American Red Cross the ability to celebrate the amazing contributions of our volunteers.

It is the responsibility of the volunteer to ensure that all hours are entered in Volunteer Connection following the hour submission policy of their supervisor. If you need assistance submitting hours, please contact your supervisor or regional Volunteer Services.

## Supervision, Training and Miscellaneous

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### Role of Supervisors

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Each volunteer will have a supervisor for each position or assignment. These may be different individuals depending on the position or assignment. The supervisor is responsible for direct support and engagement of that volunteer. This supervisor may be a volunteer or employee.

This supervisor is responsible for the day-to-day engagement and guidance of the work of the volunteer and shall be available to the volunteer for ongoing consultation, guidance, and support.

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

### Volunteer Feedback and Surveys

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Volunteers are encouraged to have informal, honest, two-way discussions with their supervisor about their work to improve their experience and the effectiveness of the Red Cross. These discussions can be initiated either by Volunteer Services, the volunteer or at the request of the volunteer supervisor.

In addition to these informal discussions, there are additional opportunities each year for volunteers to give and receive feedback. Some examples are:

- **Formal Performance Review:** For many volunteer positions, a formal performance review may be conducted throughout the term of service or at the conclusion of service on a disaster relief operation (DRO Performance Review). These performance reviews

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will provide an opportunity to measure a volunteer's performance against the stated requirements of the position or project, review the volunteer's overall satisfaction in the role and provide an opportunity for the volunteer to give feedback on challenges and successes.

- **Survey for New Volunteers:** New volunteers will receive a survey within a few months of completing the application process. This survey is designed to help the Red Cross better support our incoming team members and improve the volunteer application experience.
- **Volunteer Satisfaction Survey:** Annually, volunteers will receive a survey to provide feedback on their experience as a volunteer. This survey is designed to help us better support our volunteers and improve the overall volunteer experience. The timing of the release of the Volunteer Satisfaction Survey is tied closely with the volunteer's anniversary date.
- **Additional Feedback:** Based on a volunteer's assigned projects, positions, or trainings, they may receive feedback requests. In addition, volunteers may be surveyed when they leave a position, department, or organization. All volunteers are highly encouraged to participate in any requests for feedback to help the organization grow.

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### Training for Volunteers

Volunteer training and development is a collaborative effort between American Red Cross national headquarters, volunteer supervisors and volunteers to align individual goals with the overall direction of the organization. Development efforts are focused on building the capabilities of all volunteers. Developmental activities may include both hands-on projects and formal training. This training may be provided in person or online.

The trainings required will be listed in the position description assigned to the volunteer. Additional training opportunities may be available, and volunteers are encouraged to ask their supervisor about other trainings they may be interested in. If you do not know what trainings are available, you can contact Volunteer Services to discuss other positions you may like to get trained for

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### Communicating with the Volunteer Supervisor

Each volunteer should be provided with information for contacting their supervisor regarding queries or concerns. If a volunteer is unsure who their supervisor is, they should contact Volunteer Services. Volunteers are responsible for keeping their supervisor updated on any personal changes that may affect any of their volunteer position requirements (i.e., a driver's license expiring, arrest, etc.).

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### Separation from Red Cross Volunteer Involvement

Although we hope that your relationship with us will be long term, either you or the American Red Cross may terminate this relationship at any time, for any legal reason, with or without cause or notice.

Voluntary separation from the American Red Cross occurs when a volunteer resigns or retires

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from the organization. If a volunteer separates from a position or department, they can still be involved with the Red Cross if they have active positions and engagement with another position or department. Volunteers are encouraged to give the American Red Cross notice of intent to resign, including a leave of absence. A volunteer who regularly does not report to work without contacting their supervisor may be considered to have abandoned the position and voluntarily resigned from volunteer involvement.

Involuntary separation occurs when a volunteer is discharged from their volunteer assignment.

When a volunteer leaves the organization for any reason, an exit survey may be sent, at which time all Red Cross property must be returned. The survey is facilitated by Volunteer Services and will explore why the volunteer is leaving, suggestions for improving the position and the possibility of future volunteer involvement (if applicable). Property that must be returned includes but is not limited to Red Cross-authorized credit cards, Red Cross 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 is completed at the time of separation.

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### Returning to the Red Cross

Volunteers who voluntarily leave the organization and were in good standing prior to leaving may be eligible to return as a volunteer. Volunteers who return to the organization after a period of more than 12 months will need to authorize a new background check prior to returning as a volunteer or complete the latest appropriate background check for their desired volunteer role if they had not yet completed that particular check.

If desired, the Red Cross will attempt to place volunteers in the same or similar position. However, we cannot guarantee that a similar position will be available. In those cases, a member of Volunteer Services will speak with you to discuss what other areas you may be interested in. Volunteers may also elect to begin a new position after returning.

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### Transferring Red Cross Offices

Volunteers who move to a different location within the United States, or to an overseas location with a Service to the Armed Forces office, and are in good standing prior to the move, may request to have their volunteer records transferred to continue their volunteer service in the new location. To transfer your records, please contact your regional Volunteer Services team.

Volunteers who regularly travel between two or more locations during the year and would like the opportunity to volunteer in more than one of those locations can request to be registered with multiple offices. If you are interested in registering with multiple offices, please contact your regional Volunteer Services team to discuss whether this is appropriate for your situation.

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### Awards and Recognition

The American Red Cross is committed to recognizing its volunteers. As a Red Cross volunteer, you may be eligible for awards both locally and nationally. More information about local or national Red Cross volunteer awards and recognition is available from Volunteer Services and your supervisor.

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### Reimbursement for Approved Expenses

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Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the American Red Cross. Volunteers should check with their supervisors regarding specific reimbursable items and must obtain prior approval.

All volunteers must have prior approval and be authorized to use their personal automobile for official travel to be reimbursed at the rate of 14 cents per mile. This rate is applicable to all volunteers, including board members, and is consistent with [IRS guidelines](#). The expense report should show mileage for point-to-point travel. Reimbursement on a mileage basis is expected to reasonably cover all out-of-pocket costs of operations except for parking and tolls, which should be listed separately on the expense report, regardless of amount. The annual accumulative amount of travel reimbursement may be taxable by IRS regulations. Volunteers can elect to not be reimbursed for mileage and deduct it as a charitable contribution on their taxes. Please consult with the IRS or other tax consultants.

All volunteers must use the [following expense reimbursement form](#), except for disaster related expenses.

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### Attendance

The American Red Cross 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 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 a medical release prior to being allowed to return to active volunteering.

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### Volunteer Schedules

The Red Cross 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. Volunteer work schedules may be changed from time to time at the discretion of the volunteer's supervisor. The schedule is determined by the supervisor, in accordance with applicable law, and changes in work schedules are announced as far in advance as practicable. Volunteers should work with their supervisor if they are unable to accommodate the change based on their schedules and availability.

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### Holidays

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

The Red Cross provides Disaster Services 24/7 regardless of holidays. To maintain adequate staffing and production levels, management may ask a volunteer to work on a holiday. Note: The volunteer may decline this request. The American Red Cross observes six holidays each calendar year which are:

Near Years Day – January 1	Labor Day – First Monday in September
Memorial Day – Last Monday in May	Thanksgiving Day – Fourth Thursday in November
Independence Day – July 4	Christmas Day – December 25

## Safety & Security

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### Workplace Safety and Security

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To provide a secure, safe, and healthy work environment for volunteers, the American Red Cross 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. The American Red Cross is not responsible for volunteers' personal items that are lost or stolen.

Some of the best safety improvement ideas come from volunteers. Those with ideas, concerns or suggestions for improved safety and security in the workplace are encouraged to bring them to management's attention so that the safety and welfare of all volunteers can be improved. Volunteers should feel free to report, without fear of retaliation, any condition which they believe poses a safety, health, or security risk in the workplace. The American Red Cross 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, who fail to report where appropriate, or fail to remedy such situations, may be subject to disciplinary action, up to and including separation. See the [Red Cross Safety Manual](#) for more information.

### Injuries While Volunteering

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A volunteer who is injured while volunteering should report the injury immediately to their supervisor, no matter how insignificant the injury may appear. Volunteers are expected to follow appropriate safety guidelines while volunteering. When the volunteer informs their supervisor about the incident, the supervisor and volunteer must jointly document the injury. If the volunteer is unable to reach the supervisor, then the volunteer must contact Volunteer Services. The volunteer should not resume the activity until treatment has been provided and/or he or she has been given the approval from a supervisor to continue the activity.

- Injuries occurring at a Biomedical Services facility or function should follow the [Biomedical Services Incident Management Program](#) process utilizing the [Non-employee Incident Report Form](#).
  - Forms related to a Biomedical Services activity should be scanned and emailed to [incidents@redcross.org](mailto:incidents@redcross.org).
- Injuries occurring in a Disaster Cycle Services function should be documented using the [Staff Health Injury and Illness Record](#).
  - Forms related to a Disaster Cycle Services activity should be provided to the Regional Disaster Health Services Lead.
- Injuries occurring during a Humanitarian Services function, outside of Disaster Cycle Services, should be documented using the [Incident Report Form for Non-Employee - Humanitarian](#).

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- Upon completion, report the claim by calling 800-272-7988 and email the form to [ARCDLU@Sedgwick.com](mailto:ARCDLU@Sedgwick.com).

Forms can be submitted by either the volunteer or supervisor.

Refer to the [Insurance for Volunteers Section](#).

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### Use of Red Cross Vehicles

From time to time, volunteers may be required to travel as part of their duties. Volunteers who drive as part of their duties are required to do so in a friendly, courteous, and safe manner. It is the policy of the Red Cross 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 current American Red Cross driver selection practices/policies are allowed to operate Red Cross vehicles.

Drivers are responsible for the safe operation of their vehicle. At no time are they permitted to subject a Red Cross vehicle to abuse through careless or reckless operation. Drivers are required to notify the Red Cross of license suspensions or revocations or other changes, and any drug and/or alcohol related charges, convictions, or pleas (including pleas of nolo contendere).

Any incident involving a Red Cross vehicle, regardless of how minor, shall be reported by the driver to their supervisor prior to leaving the scene of the incident. Drivers who fail to comply with these rules will face disciplinary action, up to and including separation of volunteer service.

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, up to and including separation of volunteer service.

No employee or volunteer, while operating a Red Cross vehicle, or while driving his or her personal vehicle on Red Cross business, may use hand-held communication devices or other hand-held mobile electronic devices. This includes equipment such as cell phones, iPhones, iPads, electronic tablets, and e-books. Communication devices must be operated via a hands-free device. Text messaging or emailing is prohibited while the vehicle is in motion or temporarily stopped due to traffic, a traffic control device or other momentary delay. A Global Positioning System (GPS) may be used to obtain directions but must be preprogrammed prior to vehicle movement. Any adjustments to GPS programming while the vehicle is in motion is prohibited. These restrictions do not apply to calls made to report an emergency. All drivers must comply with local, state, and federal laws pertaining to cellular telephones and other electronic devices while operating a vehicle. Failure to do so will result in disciplinary action, up to and including separation of volunteer service.

Smoking and the use of tobacco products or e-cigarettes is prohibited in Red Cross vehicles.

No driver may operate a motor vehicle when their ability to do so is impaired by fatigue, alcohol, illegal drugs, prescribed or over-the-counter medication, illness, or injury or any other cause. Volunteers who drive vehicles on Red Cross business while under such conditions which could impair their driving ability face disciplinary action, up to and including separation of volunteer service.

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Drivers can be disqualified from driving vehicles for a number of reasons, including involvement in motor vehicle accidents, or a demonstration of disregard for the safety of the public, as evidenced by excessive speeding, reckless driving, driving under the influence, driving with a suspended or revoked license, other evidence of reckless driving, multiple motor vehicle convictions, 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 for or reimbursed by the Red Cross. Drivers are required to adhere to the Red Cross guidelines found in the [Fleet Manual](#). Follow [these guidelines](#) if an accident occurs while you are driving a Red Cross vehicle.

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### Red Cross Property

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

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### 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.

Due to the delicate nature of money handling, we encourage volunteers to avoid accepting donations when not at a specific fundraising activity. Whenever possible, encourage donations to be made online or by calling 1-800-REDCROSS.

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### Emergency Conditions

In the event of local emergency conditions, such as bad weather, management will make appropriate decisions about office closure. Decisions may vary between the different parts of operations within a region, based on their function.

When the Red Cross is officially open, each volunteer is expected to make reasonable efforts to report to work in inclement weather situations. If weather or traveling conditions delay or prevent a volunteer from reporting to work, they must notify their supervisor as soon as possible.

Teleworkers are expected to continue to work at their remote work location unless emergency conditions preclude them from doing so. Teleworkers who are unable to continue to work should notify their supervisors immediately of the situation.

## Conduct and Ethics

The Red Cross expects volunteers to meet the highest standards of professional and ethical conduct.

As a condition of volunteerism with the Red Cross, all volunteers are required to certify that they have read, understand, and will comply with the terms of the Code of Business Ethics and Conduct. All volunteers are required to comply with applicable federal, state, and local laws and regulations and with American Red Cross corporate policies and regulations.



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Note that the absence of a signed Code of Business Ethics and Conduct certification will not relieve any volunteer of the obligation to follow the Code of Business Ethics and Conduct.

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### Code of Business Ethics and Conduct

The Red Cross is a not-for-profit charitable organization dedicated to its mission to prevent and alleviate human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

The Red Cross requires that, in delivering Red Cross services and in all other Red Cross activities, all volunteers shall act in accordance with the fundamental, ethical standards of conduct contained in the Code of Business Ethics and Conduct, which is available [here](#).

Every Red Crosser is expected to:

1. Read, understand, and comply with all portions of the [Code](#), in addition to the policies that apply to your role.
2. Act with integrity and cooperate with any internal investigations into reports of unethical behavior.
3. Complete all required trainings to maintain your ability to comply with the [Code](#).
4. Speak up if you become aware of possible violations of the [Code](#), Red Cross policies and laws.

All Red Crossers are required to certify that they have received and reviewed the [Code](#) and will abide by it. Any questions about our [Code](#) should be directed to the Office of General Counsel at [compliance@redcross.org](mailto:compliance@redcross.org).

The [Code](#) also includes information on these additional programs and offices that are included in our Business Ethics and Conduct:

- Ombudsman Program – Informal Dispute Resolution.
- Office of Ethics and Compliance – Formal Dispute Resolution.
- Whistleblower Hotline Programs.

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### Nepotism and Fraternization

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

1. Individuals who are relatives may work in the same American Red Cross facility if no direct reporting or supervisory relationship exists.
2. 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.

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3. No relatives are permitted to work in any positions in which the American Red Cross believes an inherent conflict of interest may exist.
4. Volunteers who marry or enter a romantic relationship while volunteering are treated in accordance with these guidelines. If, in the opinion of the American Red Cross, an actual or apparent conflict arises because of a relationship or 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.

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### Confidential Information and Intellectual Property

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The Red Cross has sole entitlement to and ownership of any intellectual property that is conceived or developed by volunteers during the course of their assignment with the Red Cross, to the extent permitted by applicable law. This means that a volunteer cannot assert any rights in or make unauthorized use that would require consent of Red Cross, in any intellectual property created by the volunteer during the course of assignment with the Red Cross either related to their volunteer role or using the time and resources of the Red Cross.

Intellectual property includes inventions, discoveries, methods, ideas, know how, trade secrets, trademarks, original works of authorship and copyrightable material and other intellectual property as these concepts are defined by the United States patent, trade secrets, trademark, and copyright laws. The provisions relate, among others, to authors or creators of computer programs, graphic design, scientific or medical research or technical materials for the Red Cross. Ownership also includes any copyright and other intellectual property rights in written reports and other written materials produced for the Red Cross. The Red Cross also has the right to copyright these works by registering them as a published work of The American National Red Cross with the register of copyrights, Copyright Office, Library of Congress and to secure other intellectual property rights in any intellectual property created by volunteers.

Further information concerning Red Cross intellectual property policy can be obtained by contacting the Office of General Counsel.

Volunteers are required to sign a [Confidential Information and Intellectual Property Agreement](#) as a condition of volunteer assignment with the Red Cross. Therefore, all volunteers understand and agree to comply with all the provisions of the agreement, which explains the responsibilities and obligations regarding intellectual property.

Volunteers are expected to undertake the responsibility of identifying any intellectual property that the Red Cross may be able to protect and to take the necessary steps to ensure that the property is fully protected by the Red Cross.

Volunteers are obligated to report suspected violations of the intellectual property agreement to management and Office of General Counsel.

Any contracts that alter this policy must be approved by the Senior Director, Contracting Questions about this policy and [agreement](#) should be directed to Volunteer Services.

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### Disclosure of Actual or Potential Conflicts of Interest

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- All volunteers, at all levels of Red Cross service, must disclose any actual or potential

conflict of interest to their supervisor and the Office of General Counsel immediately upon becoming aware of such actual or potential conflict of interest. In particular, any actual or potential conflict of interest between a volunteer's obligation to operate in the best interests of the Red Cross and (a) the interest of any organization in which such volunteer has a financial interest, or with which he or she is affiliated, or (b) such volunteer's personal interest, must be reported immediately. The obligations of volunteers with respect to actual or potential conflicts of interest are more fully described in the above policy statements including: [Conflicts Arising from Personal Financial Investments](#), and

- [Conflicts Arising from Personal Relationships](#).

If any questions arise, your supervisor should be consulted to determine whether a conflict exists and, if so, to determine the appropriate course of action.

Partners and professional employees of the audit firm that prepares the American Red Cross [financial statements](#) may not serve as local board members. They can, however, serve as Red Cross volunteers in other capacities, as long as they are not involved in any management or board responsibilities. This prohibition ensures that the Red Cross auditors remain independent of any management or board matters.

For information on the audit firm that prepares Red Cross financial statements, contact the [Board of Governors Office](#).

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### **Conflicts Arising from Personal Financial Investments**

Consistent with the Red Cross Code of Business Ethics and Conduct, volunteers should not have a financial interest in any organization that the Red Cross does business with if that interest might cause the volunteer to have a conflict of interest—or even the appearance of a conflict—with the Red Cross. Such organizations include suppliers, competitors, customers, distributors, and alliance companies. Volunteers should not attempt to evade these guidelines by acting indirectly through anyone else.

In addition, investments in closely held organizations—typically, closely held corporations, partnerships, or even sole proprietorships—raise additional concerns because of the closer ties with investors. This close relationship may give the appearance to competitors of the closely held organization that the organization derives some type of benefit from the Red Cross. The relationship may also give the appearance to Red Cross volunteers that the investing volunteer is using the Red Cross' time, facilities, or confidential information for the benefit of the closely held organization.

Volunteers are required to disclose to management or Volunteer Services any interest, whether in a closely held organization or publicly traded company and no matter the size of the interest, that presents the possibility of a conflict or the appearance of a conflict. Management or Volunteer Services, with input from the Office of Ethics and Compliance as necessary, will determine whether the interest is deemed “significant” and whether a conflict exists. In the event a conflict exists, the supervisor or Volunteer Services will advise the volunteer on how to avoid the conflict, e.g., by not participating in certain Red Cross decisions or activities or by changing job responsibilities.

### Conflicts Arising from Personal Relationships

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Volunteers may find themselves in a situation where their spouse, domestic/civil-union partner, another member of their immediate family or someone else with whom they are close is a competitor or supplier of the Red Cross or is employed by one. While everyone is entitled to choose and pursue a career, such situations call for extra sensitivity to security, confidentiality, and conflicts of interest. The closeness of the relationship might lead a volunteer to compromise the Red Cross's interests inadvertently.

Volunteers should also be aware that the situation, however harmless it may appear, could arouse suspicions among colleagues that might affect their working relationships. The very appearance of a conflict of interest can create problems, regardless of the behavior of the volunteer involved. To remove any such doubt or suspicion, volunteers should review their specific situation with management or Volunteer Services or contact the Office of Ethics and Compliance to assess the nature and extent of any concern and how it can be resolved. Frequently, any risk to Red Cross's interests is sufficiently remote that supervisors need only remind volunteers to guard against inadvertently disclosing Red Cross confidential information.

However, in some instances, a change in job responsibilities of one of the people involved may be necessary.

### Harassment Free Workplace

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The Red Cross is committed to a work environment free from intentional or unintentional harassment in which everyone is treated with respect and dignity while working, while on Red Cross premises, while traveling on Red Cross business or at Red Cross functions. The Red Cross has zero tolerance for harassment. Harassment based on race, color, religious creed, religion, sex, gender, sexual orientation, national origin, age, physical disability, mental disability, medical condition, veteran or military status, marital status, citizenship status, ancestry, gender identity, gender expression, genetic information, genetic conditions or predisposition to certain diseases or any other characteristic protected by applicable federal, state, or local law is prohibited. Sexual harassment is specifically prohibited. Examples of conduct prohibited by this policy include, but are not limited to:

1. Verbal or physical conduct that harasses an individual on the basis of a category protected by applicable federal, state, or local law and that is sufficiently severe or pervasive as to create an intimidating, threatening, offensive or hostile environment.
2. Sexual displays or publications, or other verbal or physical conduct, where an individual is told either explicitly or implicitly that he or she must submit to the conduct to remain a volunteer or where their reaction to the conduct is used as a basis for a volunteer assignment, such as evaluation, advancement, assigned duties, disciplinary action, or any other condition of volunteer affiliation with the Red Cross.

Examples of prohibited verbal or physical conduct include but are not limited to:

- Unwelcome sexual advances;
- Stalking or sexual assault;
- Persisting with romantic advances despite the rejection of the advances;

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- Requests for sexual favors, whether or not accompanied by promises or threats with regard to the employment relationship;
- Sexual jokes and innuendo; verbal abuse of a sexual nature; comments about an individual's body, sexual prowess, sexual activity, or sexual attractiveness or non-sexual but gender-based insulting or degrading comments;
- Leering, whistling or touching; sexually insulting, degrading or obscene comments, sounds or gestures; displays of sexually suggestive objects, cartoons or pictures;
- Protected-status based comments, sounds or gestures that are degrading or insulting;
- Words, actions, or visual matter that demeanor 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 alleged harassment in violation of this policy pursuant to the [Issue Resolution Process](#) in this handbook. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. Volunteers are required to cooperate in all investigations. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. The Red Cross does not tolerate retaliation against volunteers who act in good faith to report or assist in the investigation of a possible violation of this policy in good faith and volunteers who believe they have suffered retaliation should also utilize the Issue Resolution Process. Complaints made in bad faith will result in disciplinary action, up to and including separation of service.

Violations of this policy will be dealt with appropriately and promptly and will result in disciplinary action, up to and including separation of service. In addition, if, in the course of investigating a complaint, the Red Cross concludes that a volunteer's behavior, while not rising to the level of harassment, violates other Red Cross policies, including Red Cross behavior expectations, appropriate disciplinary action will be taken.

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### Violence Free Work Environment

The Red Cross 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 Business Ethics and Conduct.

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

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

Statements or gestures which in any way suggest that the volunteer may engage in violent

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conduct will be taken seriously by management and will result in disciplinary action, up to and including separation of volunteer service.

Volunteers have a responsibility to immediately report any potentially dangerous situations or unauthorized individuals on Red Cross premises. 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 violations of this policy may be placed on leave during an investigation until a course of action is determined.

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### Weapons Policy

The Red Cross is committed to maintaining a weapons-free environment in which Red Cross employees and volunteers safely and securely conduct Red Cross business and fulfill its humanitarian mission. The Red Cross always expects employees and volunteers to conduct themselves in a positive manner that promotes the best interests of the organization. This [Weapons Policy](#) outlines the responsibilities of all employees, volunteers, contractors and others to achieve a weapons-free environment in Red Cross units and in the performance of Red Cross activities.

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### Reporting Abuse and Neglect of Children and Vulnerable Adults

The [Policy on Abuse and Neglect of Children and Vulnerable Adults](#) sets forth the organization's expectation and requirement that all employees and volunteers uphold the Red Cross's commitment to protecting children and vulnerable adults from abuse and neglect and to address incidents of suspected human trafficking. All employees and volunteers are expected to comply with this [policy](#) and the accompanying [Procedure for Reporting Abuse and Neglect of Children and Vulnerable Adults](#).

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### Ombudsman Program

The American Red Cross has an Organizational Ombudsman designated as the neutral and 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 [Office of the Ombudsman](#) provides a voluntary, safe, and 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.

The Office of the Ombudsman may be reached by phone at 1-202-303-5399 or at the toll-free number, 1-866-667-9331.

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### The Concern Connection Line

A volunteer who 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, volunteers, vendors, or clients should alert management. In those cases where a volunteer is not comfortable telling their supervisor or Volunteer Services, the volunteer may contact the [Concern Connection Line](#) at 1-888-309-9679.

## Progressive Discipline

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

The American Red Cross 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 is necessary. Progressive discipline steps may include, but are not limited to, verbal warnings, written warnings, performance improvement plans (PIP), suspension and separation from service. The American Red Cross 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.

## Issue Resolution

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When issues arise, volunteers should promptly report a concern using the [Issue Resolution Form](#) to their supervisor. The supervisor will look into the matter, take appropriate action, and advise Volunteer Services of the situation. Any supervisor who receives a concern alleging a violation of the Harassment Free Policy will notify Volunteer Services immediately. Volunteers are strongly encouraged to follow the steps listed below to discuss any concerns with their supervisor.

1. If the concern the volunteer is having involves their supervisor, the volunteer should report their concern to the supervisor's manager who will review the situation. If the supervisor's manager views the situation and cannot resolve the issue, the volunteer will be notified for further action.
2. If the problem is not resolved by the supervisor's manager, the volunteer is encouraged to seek assistance from Volunteer Services. To resolve the problem, Volunteer Services will investigate and work with key stakeholders (e.g., Human Resources) to make a recommendation. The volunteer may be asked to put the concern in writing and provide appropriate documentation using the [Issue Resolution Form](#).
3. If the volunteer is not satisfied with the decision of the Volunteer Services, he or she may prepare a written summary of the concerns and request that the matter be reviewed by the Regional Executive. In these instances, the decision of the Regional Executive is final.

If attempts to resolve this at a local level are unsuccessful, call the Concern Connection Line, 1-888-309-9679.

## Retaliation

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Retaliation is prohibited against any volunteer who seeks advice from, raises a concern with or makes a complaint to a supervisor or other member of management, the Office of the Ombudsman, the Concern Connection Line, the Biomedical Regulatory Hotline or any other



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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.

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### Work Rules

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Violation of the work rules may result in discipline which may include termination of volunteer involvement. Behaviors that constitute an infraction of the work rules (though not limited to this list) include the following:

- Release of confidential donor, volunteer, patient or client information without authorization;
- Falsification of American Red Cross records;
- Falsification of volunteer application or records;
- Violation of the American Red Cross Code of Conduct;
- Willfully allowing a conflict of interest—financial, personal or otherwise;
- Unsatisfactory conduct;
- Theft or inappropriate removal or possession of property;
- Violation of the drug and alcohol policy;
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace, while on duty or while operating employer-owned vehicles or equipment;
- Fighting or threatening violence in the workplace;
- Negligence or improper conduct leading to damage of employer-owned or customer- owned property;
- Boisterous or disruptive activity in the workplace;
- Insubordination to a lawful management directive;
- Violation of safety or health rules;
- Smoking in prohibited areas;
- Sexual or other unlawful or unwelcome harassment;
- Possession of dangerous or unauthorized materials such as explosives or firearms in the workplace;
- Excessive absenteeism or any absence without notice;
- Failure to adhere to the dress code;
- Refusal to do assigned work;
- Excessive tardiness;
- Dishonesty;
- Conduct which interferes with business operations, discredits the organization or is offensive to customers or coworkers.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to volunteer.

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### Red Cross Communication Systems

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All communication systems are the property of the American Red Cross and are to be used for business purposes only. Because these communication systems are provided for business purposes, volunteers should have no expectation of privacy regarding their personal use of any Red Cross communication systems, and their communications and systems use may be audited

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by authorized management at any time without notice. The American Red Cross communication systems include, but are not limited to, Volunteer Connection, 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 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 Red Cross 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;
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 American Red Cross without appropriate authorization.
4. Using a hand-held cellular telephone or other hand-held electronic device while driving a vehicle on Red Cross business.

The American Red Cross communication systems may not be used in situations that violate Federal, State or Local Law. The Red Cross may store electronic communications for a period after the communication is created. From time to time, copies of communications may be deleted.

The Red Cross may access its computers, telephones, voicemail, and email systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Red Cross deems it appropriate to do so. Further, the Red Cross may review Internet usage. The reasons for which the Red Cross may obtain such access include but are not limited to maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information and ensuring that the Red Cross operations continue appropriately during a volunteer's absence.

No volunteer may access, or attempt to obtain access to, another volunteer's communication or computer systems without appropriate authorization.

Volunteers may not install or remove software on the Red Cross's computer systems without prior management approval. Personal computers and other electronic devices (cell phones, pdas, etc.) may not be connected directly to the Red Cross's computer systems without prior management approval.

Inappropriate use of any Red Cross communication systems may result in disciplinary action, up to and including separation.

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### Social Networking

The Red Cross respects the right of any volunteer to maintain a blog or website or to participate in social networking on or through websites or services such as X (formerly Twitter), Facebook,

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or similar sites/services. However, to protect the Red Cross's interests and ensure volunteers focus on their job duties, volunteers must adhere to the following rules:

1. Blogging and other social networking activities are personal business and should be done on the volunteer's own time unless specifically assigned to perform an online activity related to the Red Cross.
2. If a volunteer mentions the Red Cross and also expresses either a political opinion or an opinion regarding the Red Cross's actions, the volunteer must include a disclaimer specifically stating that the views expressed are the volunteer's alone and do not necessarily represent those of the Red Cross. This is necessary to preserve the Red Cross's goodwill in the community.
3. If voicing a personal opinion, volunteers should ensure that they have researched and checked their facts prior to posting.
4. All rules regarding confidential and proprietary business information apply in full to blogs, websites, and social networking on or through websites or services such as X (formerly Twitter), Facebook, and similar sites/services. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, website, or social networking on or through websites or services such as Twitter, Facebook, or similar sites/services. It is acceptable to discuss general details and to use non-identifying pseudonyms as long as the information provided does not violate any non-disclosure agreements that may be in place with the individual/group or make it easy for someone to identify him/her/them. Volunteers must ensure that they have permission to post any copyrighted or confidential information and be careful about posting or linking to items that may contain viruses.
5. Volunteers should be respectful of their potential readers and colleagues. Refrain from using discriminatory comments or making maliciously false statements when commenting about the Red Cross, superiors, co-workers, or competitors of Red Cross.
6. Volunteers may not use the Red Cross's logos or trademarks for commercial purposes.
7. Any conduct which is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, website, or social networking on or through websites or services such as, X (formerly Twitter), Facebook, or similar sites/services. For example, posted material that is discriminatory, obscene, defamatory, libelous, or threatening is forbidden.

All other Red Cross policies apply equally to volunteer blogging. Volunteers should review this Handbook for further guidance.

The Red Cross encourages all volunteers to keep in mind the speed and manner in which information posted on a blog, website, or social networking platform on or through websites or services such as X (formerly Twitter), Facebook, or similar sites/services can be relayed and often misunderstood by readers. Volunteers must use their best judgment. Volunteers should contact Volunteer Services with questions. When in doubt, don't post! Volunteers who violate the terms of this policy are subject to disciplinary action, up to and including separation of service.

In enforcing this policy, the Red Cross reserves the right to monitor social media activities of

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volunteers, whether or not such activities are conducted with Red Cross resources, to the extent permitted and in accordance with applicable law.

Nothing in this policy is designed to interfere with, restrain, or prevent volunteer communications regarding a volunteer's assignment.

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### Non-Solicitation/Distribution of Literature

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Soliciting fellow volunteers in the workplace regarding personal activities, organizations or causes, and distribution of literature may have the potential to result in unnecessary apprehension and pressures for fellow volunteers.

In order to maintain a proper business environment and prevent interference with work, solicitation by a volunteer of another volunteer or employee is prohibited while either the person doing the soliciting, or the person being solicited is on Red Cross time.

Distribution of advertising material, handbills, literature, or printed materials of any kind is not permitted in the workplace during Red Cross time or in working areas of the Red Cross at all times. Red Cross time includes the time during which any of the volunteers involved are scheduled to work, but does not include scheduled rest periods, meal breaks and other specified times when volunteers are not expected to be working.

Volunteers also are prohibited from engaging in solicitation and distribution to customers or working volunteers at any time in customer service areas during the times such areas are open to customers. The following examples may help address grey areas regarding this policy:

1. It is appropriate to post a notice in the break room indicating you or a family member is selling cookies with a sign-up sheet.
2. It is appropriate to sign people up to sponsor you for a marathon while in the cafeteria.
3. It is not appropriate to sell cosmetic products out of your work location.
4. It is not appropriate to send out a mass email to your entire department indicating you are selling wrapping paper for an outside organization.

Solicitation or distribution by non-volunteers or employees is always prohibited in the workplace. Any requests from outside persons or organizations to sell merchandise, solicit contributions, distribute literature, arrange displays or utilize Red Cross facilities are to be referred to Red Cross management.

Red Cross may authorize a limited number of charitable fundraising events on behalf of other organizations. Volunteer participation is welcome but entirely voluntary.

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### Drugs and Alcohol

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The Red Cross strives to maintain a workplace that is free from the effects of drug and alcohol

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use and will not tolerate any use of drugs or alcohol that imperils the health or well-being of its employees, volunteers, or customers, threatens its operations or compromises the safety of its products and services. In addition, as a federal contractor, we have a duty to provide the public safely and efficiently with quality services. The unlawful presence of controlled substances in the workplace conflicts with these vital interests and constitutes a violation of the public trust. For these reasons, we have established, as a condition of continued volunteering, the following drug-free workplace policy:

While on Red Cross property, while in a Red Cross vehicle, while performing Red Cross business (whether or not on Red Cross property) or while representing the Red Cross, volunteers are prohibited from the unlawful or unauthorized possession, use, manufacture, distribution, theft, purchase, sale or dispensation of illegal drugs, drug paraphernalia, controlled substances, or alcohol. Such conduct is also prohibited during nonworking time to the extent it violates any laws, negatively affects Red Cross activities, or adversely affects the reputation of the Red Cross, to the extent permitted by applicable law.

Volunteers who are convicted of any drug or alcohol related offense for a violation occurring within the workplace, including pleas of no contest, are obligated to inform their supervisor within five (5) days of conviction or plea. Failure to comply with this requirement will result in disciplinary action, up to and including separation from service. In addition, volunteers convicted of a drug or alcohol related offense, including pleas of no contest, regardless of where the offense occurred, are required to promptly inform their supervisor of the conviction where it is job-related.

Volunteers also are prohibited from reporting to work or working while they are using or under the influence of any drugs or controlled substances which may impact the volunteer's ability to perform their job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the volunteer or individual to report to work. However, this does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test, to the extent you are subject to any drug testing requirement, to the extent permitted by and in accordance with applicable law. Volunteers using legally prescribed drugs during work who have any reason to expect that such use may affect their ability to perform that work or otherwise pose safety concerns must report this fact to their supervisor or Volunteer Services.

All volunteers are hereby advised that full compliance with the foregoing policies shall be a condition of involvement at the Red Cross. Violation of this policy will result in disciplinary action, up to and including separation of service.

The Red Cross maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance use conditions. However, volunteers may not request an accommodation to avoid discipline for a policy violation.

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### Smoking, Tobacco Use and E-Cigarettes

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The Red Cross provides a smoke, nicotine, and tobacco-free work environment. Smoking and the use of all tobacco products, including e-cigarettes, inside all Red Cross facilities, including owned and leased vehicles and private offices, is prohibited. Volunteers should follow the guidelines of the local business location and local business unit as certain locations permit smoking in exterior designated smoking areas only. If a location has designated exterior smoking areas, smokers have a special obligation to keep outside smoking areas free of litter and to dispose of all smoking materials in proper receptacles. Compliance with this policy is mandatory for all volunteers and persons visiting the Red Cross, with no exceptions.

Volunteers who violate this policy are subject to disciplinary action. Any issues involving smoking/tobacco use and any questions or concerns about this policy may be brought to supervisors or Volunteer Services. Volunteers will not be subject to retaliation for reporting violations of this policy in good faith.

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### Representing the American Red Cross

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Volunteers are authorized to act as representatives of the organization only as specifically indicated within their position/job descriptions or as authorized by their supervisor. Prior to any action or statement by you on behalf of the Red Cross, which might significantly affect or obligate the Red Cross, volunteers must seek prior approval from the Communications department and/or Regional Executive. These may include but are not limited to the following kinds of actions or statements:

1. Public statements to the press (unless it is clear that the volunteer is not speaking on behalf of the Red Cross, see [Media Inquiries](#)),
  2. Engagement in collaborations or joint initiatives (such as ventures between the Red Cross and potential business partners), or
  3. Any agreements involving contractual or other financial obligations.
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### Recording Devices in the Workplace

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The Red Cross prohibits volunteer use of cameras, camera phones, tape recorders or other recording devices in the workplace to protect the privacy of our donors, volunteers, and sponsors, to secure compliance with applicable federal, state, and local wiretapping, eavesdropping and privacy laws, and to safeguard trade secrets and other confidential internal business information, such as information regarding systems, processes, products, know-how and technology. Authorization may be granted by local leadership when a specific business purpose will be served by the possession or use of such a device. Volunteers should regard this policy as an explicit statement that the Red Cross does not consent to recording or photographing of any meetings or discussions, except as discussed above.

From time to time the Red Cross may tape, record, photograph, videotape or otherwise monitor conversations or other communications between employees or volunteers for business purposes, such as customer service training, to monitor the integrity of the blood supply, to ensure proper disposal of hazardous materials, to ensure compliance with procedural requirements and/or applicable regulations and to ensure high quality customer service. Generally, volunteers will be notified when such taping or recording occurs, in accordance with applicable laws. Under certain circumstances, however, notice may not be given, such as when the Red Cross is conducting an investigation into allegedly unlawful or unethical activities. Violations of this policy may result in disciplinary action, up to and including

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termination of employment.

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### Inspections

The Red Cross reserves the right to require volunteers, while on Red Cross property, or on clients' property, to agree to the inspection of their person, personal possessions and property, personal vehicles parked on Red Cross or client property and work areas. This includes lockers, vehicles, desks, cabinets, workstations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to the Red Cross or to its clients. Volunteers are expected to cooperate in the conduct of any search or inspection.

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### Volunteer Verification

If a volunteer receives a request (verbal, written or in-person) for volunteer verification references, etc., regarding a current or former volunteer, direct the request to Volunteer Services.

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### Insider Trading

In the course of their involvement with Red Cross, volunteers may become aware of information about the Red Cross or other companies that has not been made public. The use of such nonpublic or "inside" material information about the Red Cross or another company for a volunteer's own financial benefit not only is unethical and violates the Code of Business Conduct and Ethics but also may be a violation of U.S. law which could result in civil and criminal penalties. The Red Cross will not tolerate the improper use of inside information. "Inside" material information can be anything that could have actual significance in an investor's decision to purchase securities including but not limited to:

- Nonpublic information that the Red Cross is about to announce a new product, enter into an agreement or make a purchasing decision that could affect the price of the stock of an alliance company, competitor or supplier;
- Nonpublic information that the Red Cross or an alliance company is about to build a new facility or expand an existing facility which could affect the price of land or business near the site;
- Nonpublic information from the Red Cross or an alliance company relating to preclinical research that could affect the success of a project, and correspondingly, the price of the stock of the alliance company, a competitor or supplier;
- Major regulatory, court or legislative events that could affect the price of the stock of a competitor, alliance company or supplier; or
- Major management changes that could affect the price of the stock of a competitor, alliance company or supplier.

Volunteers aware of "inside" information prior to its being made public should not buy or sell securities of the relevant company or companies or "tip" others who may buy, sell, advise, or report on securities based on inside information until the information has been made public. Volunteers with any "inside" information should keep such information secret and disclose it only to those Red Cross staff with a "need to know." Volunteers should disclose to the Office of General Counsel any possible misuse of material "inside" information of which they become aware.

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Volunteers with questions about this policy or the rules concerning inside information should contact the Office of General Counsel.

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### Media Inquiries

The American public relies on the Red Cross as a symbol of trust and as a powerful voice in providing lifesaving information. The Red Cross will provide a response to media inquiries as soon as possible, generally within twenty-four (24) hours of receipt. Individuals designated to speak on the organization's behalf are determined by management. Only those individuals determined by management are authorized to provide statements or comments on behalf of the Red Cross. If a volunteer receives a request for a statement or comment on behalf of the Red Cross, the volunteer should contact their supervisor or Volunteer Services.

It is imperative that the Red Cross speak with one voice when dealing with national media, like CNN or ABC News, that reach far beyond local coverage areas. Selected volunteers from the national headquarters Communication and Marketing Department 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.

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### Dress Code

Volunteers representing the American Red Cross are expected to dress appropriately for the volunteer job environment, maintain good grooming and personal cleanliness. A neat and professional appearance is expected at all times. Due to work involved with certain volunteer jobs, some departments may have a dress code to include a Red Cross identification badge (for example: shirts, vest, hats or other branded clothing. Please discuss the proper attire for your job with your supervisor.

We ask that you not wear the following while on duty:

- Flip flops or other footwear that is unsafe or inappropriate to a position; and
- Clothing with political, religious, or controversial messages.