



**American
Red Cross**

Grand Canyon Chapter

Volunteer Handbook

Grand Canyon Chapter

Dear Volunteer,

We are delighted that you have decided to become a Red Cross volunteer and experience the rewards and dynamics of this fine humanitarian organization.

Ultimately, the primary purpose of volunteering is to help others. Red Cross volunteers are highly diverse, bringing a variety of perspectives and talents together to create a synergy that helps make the Grand Canyon Chapter such a success.

Collectively, your contributions are tremendous. Individually, and through groups with a common passion and purpose, local volunteers have earned special appreciation and honor for their outstanding accomplishments.

Together, Volunteers Make a Difference.

Thank You!



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INTRODUCTION

About This Handbook

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

This handbook was prepared to give you some essential information about the policies and expectations of the Grand Canyon Chapter of the American Red Cross. This handbook has been organized by topic to help you easily find information you need.

You are also encouraged to talk with your supervisor and Volunteer Resources if you have any questions about your position, volunteering or the content of this handbook.

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

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

American Red Cross Mission

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



Fundamental Principles of the Red Cross/Red Crescent Movement

The International Red Cross and Red Crescent Movement is an international organization with societies in 176 countries. It is unique among voluntary service organizations because it was founded on a set of seven Fundamental Principles.

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

- **Humanity:** The International Red Cross and Red Crescent Movement (“the Movement”), born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.
- **Impartiality:** The Movement makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.
- **Neutrality:** In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.
- **Independence:** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.
- **Voluntary service:** The Movement is a voluntary relief movement not prompted in any manner by desire for gain.
- **Unity:** There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.
- **Universality:** The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

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

Values

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

- Accountability
- Collaboration
- Commitment to Results
- Trustworthiness
- Humanitarianism

**Ethics Every Day**

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

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

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

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

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

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

Grand Canyon Chapter Feedback

Location and contact information for the Grand Canyon Chapter Resource Centers are provided in this Handbook and on the Chapter web site www.arizonaredcross.org. You may also contact Volunteer Resources via e-mail at volunteer@arizonaredcross.org.

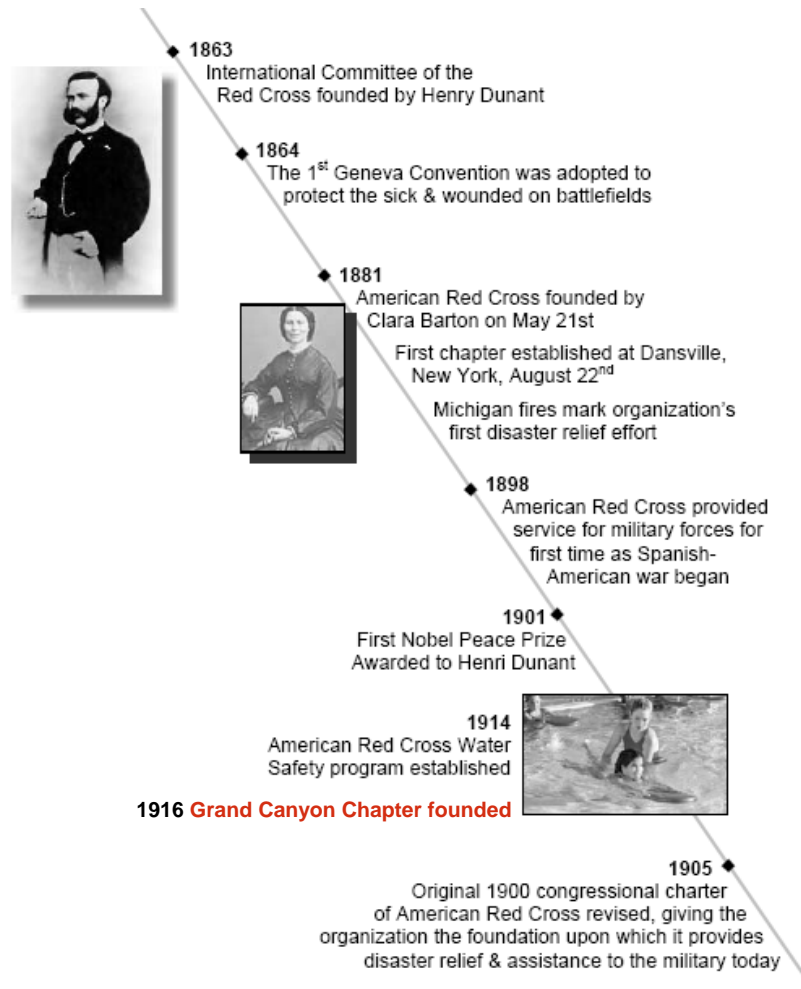
The Concern Connection Line 1-888-309-9679

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

The Concern Connection Line is a 24-hour, confidential and anonymous, toll-free telephone service line that provides each employee and volunteer a mechanism for reporting concerns or questions regarding potentially illegal, unsafe, or unethical conduct observed or discovered within the organization.

A trained third-party communication specialist will ask you a series of questions to better understand the nature of your concern. No call-tracing or recording devices are ever used. A report is prepared and forwarded to the appropriate Red Cross management entity for review and appropriate action. At the end of your call, you will receive a unique identification number and an assigned call-back date. Simply reference the identification number when you call back to receive follow-up on your report. If additional information is required, it will be requested when you call back.

Red Cross History



Facts about the Red Cross:

- The International Red Cross was founded by Henry Dunant in 1863, and is headquartered in Geneva, Switzerland.
- The International Red Cross has been awarded the Nobel Peace Prize four times.
- The American Red Cross was founded by Clara Barton in 1881, is part of the International Red Cross and Red Crescent Movement, and is headquartered in Washington, D.C.
- The United States Congress has mandated that all Red Cross chapters must provide services for the military and their families and provide relief assistance during all disasters; domestic and international.
- There are over 700 chapters and 35 blood services regions in the United States; we also have Service to Armed Forces stations and regions serving members of the military and their families in the United States and overseas.
- All Red Cross disaster assistance is an outright gift. It is funded by voluntary contributions from the American people.

About the Grand Canyon Chapter

The Grand Canyon Chapter was founded in 1916 by volunteers, and was originally chartered as the Maricopa County Chapter of the American Red Cross. Within a short time, the chapter was renamed the Central Arizona Chapter. In 1999, the chapter was re-chartered and renamed the Grand Canyon Chapter, and its jurisdiction expanded from one county to ten, including Apache, Coconino, Gila, La Paz, Maricopa, Mohave, Navajo, Pinal, Yavapai and Yuma counties.

Grand Canyon Chapter Offices:**Toll-Free Number: 800-842-7349****Chapter Website: www.arizonaredcross.org****Flagstaff**

1750 Railroad Springs Blvd Ste A3
Flagstaff, AZ 86001
Phone: (928) 779-5494

Lake Havasu City

276 S Lake Havasu Ave, Ste B28
Lake Havasu City, AZ 86403
Phone: (928) 453-9529

Phoenix

6135 N Black Canyon Hwy
Phoenix, AZ 85015
Phone: (602) 336-6660

Prescott

1020 Sandretto Dr
86305, Prescott
Phone: (928) 445-4981

Show Low/Pinetop

2190 White Mountain Blvd, PO Box 2416
Pinetop, AZ 85935

Vision Statement of the Grand Canyon Chapter

The American Red Cross, Grand Canyon Chapter, will partner with the people of Arizona to develop and foster safer families, neighborhoods and worksites. Serving as a leading public benefit corporation, we will promote a system of community self-sufficiency and compassionate response when emergencies arise.

Arizona Blood Services Region

Red Cross Biomedical Services was started as a war relief effort to provide life-saving blood for soldiers during World War II. Today, Red Cross Blood Services has grown to become a leader in the industry, collecting and distributing half the nation's blood supply. The Arizona Blood Region recruits, trains and schedules volunteers to assist in the blood collection program.

Information relating to Blood Services such as blood drive locations, hosting a blood drive, or questions related to giving blood can be obtained by calling the Arizona Blood Region office or 1-800-GIVE LIFE (1-800-448-3543).

VOLUNTEER POLICIES

Commitment to Volunteers, Diversity and Youth Involvement

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

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

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

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

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

Ten Principles of Volunteerism

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

Definition of an American Red Cross Volunteer

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

Role of the Board of Governors

The Board of Governors of the American Red Cross delegates authority and responsibility to the board of directors of each chapter for governance of the chapter; delivery of authorized services in the chapter's jurisdiction; and meeting corporate obligations to comply with corporate regulations.



Volunteer and Employee Roles and Relationships

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



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

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

What Are Your Responsibilities as a Red Cross Volunteer

1. Be realistic and candid in accepting your assignment, taking into consideration your interests, skills and availability, as well as the needs of the Grand Canyon Chapter.
2. Learn your volunteer assignment as well as you can, by completing all the required training, asking questions and staying in touch with your supervisor.
3. Contribute to the Red Cross by being reliable and dependable in doing your job and working with your co-workers.

4. Follow all policies and guidelines of the Grand Canyon Chapter, sign a Code of Business Ethics & Conduct, a Confidential Information and Intellectual Property Agreement, observe confidentiality when needed, and engage in appropriate public behavior at all times.
5. Participate in the feedback process by letting the Chapter know how you feel about your volunteer experience and by giving constructive suggestions for improvement in any area.
6. Develop your skills as a volunteer by participating in training and development opportunities. Learn as much as you can to do the best job possible.

What You Can Expect the Grand Canyon Chapter to Provide for You

1. A suitable assignment based upon your interests, skills and availability, as well as the Grand Canyon Chapter's needs.
2. Orientation and training to help you perform your job.
3. The opportunity to work as part of a team, to contribute to the welfare of 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, work space and helpful supervision.
5. The opportunity to give feedback about your Red Cross volunteer experience.
6. The chance to grow and develop as a volunteer through participation in other Grand Canyon Chapter activities, special training events, meetings and more responsible positions.

Volunteer Mileage Reimbursement

When using a personally owned vehicle for Red Cross business, there are times when mileage reimbursement is available to volunteers. Volunteers are also encouraged to consult the IRS website for information about deducting volunteer mileage on their taxes.

Reimbursement for Travel to a Disaster

For those responders that have a Red Cross vehicle available to them, every effort must be made to use that vehicle prior to using a personally owned vehicle (POV). Mileage reimbursement is available to responders traveling to a disaster site within the Grand Canyon Chapter in their POVs.

In the event a POV is used, the chapter will reimburse at the current IRS rate for volunteer/charitable mileage (the 2009 rate is 14 cents per mile) for each mile after the first 20 miles. For example, if your mileage is 120 miles, you will be reimbursed for 100 miles.

Reimbursement for Other ARC Business Travel

Mileage reimbursement may be available on a case by case basis for non disaster volunteer work. Prior authorization is required from your supervisor.

Factors that will be considered include the business need and the availability of an ARC vehicle. If there is an available Red Cross vehicle, every effort must be made to use that vehicle prior to using a POV. If approved, the chapter will reimburse at the current IRS rate for volunteer/charitable mileage (the 2009 rate is 14 cents per mile) for each mile after the first 20 miles. For example, if your mileage is 120 miles, you will be reimbursed for 100 miles.

Requesting Mileage Reimbursement

To request mileage reimbursement for one of the above scenarios, complete an Expense Reimbursement Form, which is available on the network drive (file path: G:\Grand Canyon Chapter\Forms\Expense Reimbursement). Requests must be submitted within 30 days to your supervisor. All supervisors will submit the Expense Reimbursement Form to their department director for final approval. Due to fiscal year end closing procedures, all June mileage reimbursement requests must be submitted by June 30th of each year.

Insurance for Volunteers

In general, the American Red Cross insurance covers volunteers while they are acting as agents for the Red Cross for –

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

Questions about Insurance for volunteers can be referred to Grand Canyon Chapter Volunteer Services.

Dual Role of Red Cross Volunteers and Employees

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

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

Any employee who wishes to volunteer services for the Grand Canyon Chapter or American Red Cross must speak to his or her manager and Human Resources before performing any such volunteer service. A volunteer application is also required.

RECRUITMENT & SELECTION POLICIES

Role of the Volunteer Resources Department

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

Volunteer Records, References and Privacy

The Grand Canyon Chapter maintains personnel records of each volunteer which are the property of the Grand Canyon Chapter and are confidential. Volunteers are required to notify the Volunteer Resources department of any changes in contact information (e.g., emergency contact notification, information, home address, telephone number(s), e-mail address) and to report any additional educational and skill training acquired after joining the Grand Canyon Chapter. Volunteers may review their personnel records in accordance with state law. Volunteers must notify the Volunteer Resources department and schedule a time that is mutually convenient.

Volunteer Position Descriptions

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

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 assist in mobilizing communities to help people prevent, prepare for and respond to disasters and other life-threatening emergencies.

Volunteers are recruited without regard to gender, disability, age, race or other condition. Volunteers are recruited based upon their skills, abilities and suitability to perform volunteer responsibilities.

The volunteer intake process is as follows; the prospective volunteer will –

- Complete and sign a volunteer application
- Participate in a screening interview when possible
- Review the Volunteer Handbook and sign the Receipt and Review of Policies form

- Read and sign the American Red Cross Code of Business Ethics & Conduct
- Read and sign the American Red Cross Confidential Information and Intellectual Property Agreement
- Attend and complete a New Volunteer Orientation
- Complete a background check

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

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer, the requirements of the volunteer position, and the needs of the Grand Canyon Chapter. Exceptions to these procedures may be made under some limited circumstances such as when the community is experiencing a larger-scale disaster.

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

Recruitment of Minors (Parent/Guardian Release Form)

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

Service at the Discretion of the Organization

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

Nepotism and Fraternalization

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

(1) Individuals who are relatives may work in the same Grand Canyon Chapter facility, as long as no direct reporting or supervisory relationship exists. No volunteer is permitted to work within the "chain of command" of a relative such that the volunteer's work responsibilities or career progress could be influenced by a relative.

(2) No relatives are permitted to work in any positions, in which the Grand Canyon Chapter believes an inherent conflict of interest may exist.

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

This policy applies to all categories of volunteer assignments.

Reference and Background Checks

The Grand Canyon Chapter strives to maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent volunteers and employees who do not present a risk of harm to their co-workers or others. Volunteers will be required to complete a background check. All reference and background checks will be performed in accordance with applicable federal and/or state law.

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

Potential and current volunteers are expected to cooperate fully with reference and background checks. Cooperation includes, among other things, providing written consent to conduct a reference and background check and responding with truthful and complete information to inquiries made by the Grand Canyon Chapter or third party investigators during the reference and background check process. Failure to cooperate in these respects, or any attempt to interfere with implementation of this policy, or the Grand Canyon Chapter's efforts to obtain relevant information, may result in discipline, up to and including termination of volunteer involvement.

Acceptance and Appointment of Volunteers

Service as a registered volunteer with the organization shall begin with an acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the Grand Canyon Chapter who will normally be the Volunteer Resources liaison to the appropriate department. No volunteers shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork.

Emergency Contact Information

It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information. This update can be made by contacting the Volunteer Resources department at volunteer@arizonaredcross.org

Clients and Relatives as Volunteers

Clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provision of services to the client or others. Relatives of clients may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

Former Employees as Volunteers

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

SUPERVISION, FEEDBACK, TRAINING AND MISCELLANEOUS POLICIES

Role of Supervisors

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

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

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

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

Performance Feedback

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

Volunteers can expect to receive performance reviews at least annually on or after the volunteer's established anniversary date.

As a result of performance feedback, volunteer development activities may be pursued. Volunteer development is a collaborative effort between the Grand Canyon Chapter supervisors and volunteers to align individual goals with the overall direction of the Grand Canyon Chapter.

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

Training for Volunteers

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

Communicating with the Volunteer Resources Department

Supervisors are responsible for maintaining regular communications with the Volunteer Resources department regarding the status of the volunteer(s) they are supervising, and are responsible for the timely provision of all necessary paperwork to the department. The Volunteer Resources department should be informed immediately of any substantial change in the work or status of a volunteer and should be consulted in advance before any corrective action is taken.

Each volunteer is provided with contact information for contacting the Volunteer Resources department regarding queries or concerns.

Leaving Your Volunteer Assignment and Exit interview

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

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

Involuntary separation occurs when a volunteer is discharged or when the position comes to an end.

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

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

Awards and Recognition

The American Red Cross is committed to recognizing its volunteers and employees. As a Red Cross volunteer you are eligible for a number of awards both locally and nationally.

Tracking Volunteer Hours

The Grand Canyon Chapter tracks volunteer hours of service to provide information for volunteer awards, and to provide information reports to our National Headquarters and our funding agencies.

Activities**Hours Credited**

On call Part Time

5 hours/day

Ex: DAT, CDO/CDS, Mass Care

On Call Full Time

10 hours/day

Ex: DAT, CDO/CDS, Mass Care

Everything else

Actual Time + Travel Time

Examples include:

- DAT Responses
- Red Cross work done at the chapter or at home
- Local Disasters

Hours that will automatically be posted to your record:

- When you take or teach a Red Cross class.
- Disaster Relief Deployments outside of our chapter (12 hours/day).

Submitting Your Hours:

- DAT Members: Please submit your hours by sending your name, month and year of service, volunteer job, and total number of hours each month to your DAT Coordinator by the 5th of each month. DAT Coordinators will turn them in for you by the end of the month. If you have hours for other volunteer jobs in addition to DAT, you can turn them in to your DAT Coordinator as well.
- Everyone Else: Please submit your hours by sending your name, month and year of service, volunteer job, and total number of hours each month to volunteer@arizonaredcross.org or phone them in to 602-347-6512.

Points to keep in mind:

- Please round all hours up to the nearest hour.
- You can count one hour minimum for travel time.
- Volunteers that do not report at least one hour per year may be inactivated.

Holidays

The Grand Canyon Chapter observes the following holidays each year:

Holiday	Date Observed
New Year's Day	January 1
Martin Luther King, Jr., Day	3rd Monday in January
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1st Monday in September
Thanksgiving Day	4th Thursday in November
Day After Thanksgiving	Friday after Thanksgiving
Christmas Day	December 25

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



SAFETY AND SECURITY POLICIES

Workplace Safety and Security

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

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

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

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

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

Injuries While Volunteering

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

If a volunteer is injured, even slightly, the volunteer is expected to immediately stop the activity that caused the injury and seek first aid or medical attention if necessary. The volunteer must inform his or her supervisor about the incident and complete an incident report form. If the volunteer is unable to reach the supervisor, then the volunteer must contact Human Resources. The volunteer should not resume the activity until treatment has been provided and/or he or she has been given the approval from a supervisor to continue the activity.

Volunteers who become unable to work because of a volunteer related illness or injury must inform their supervisor as soon as possible. For additional information, please refer to the VOLUNTEER POLICIES, Insurance for Volunteers section of this handbook.

Use of American Red Cross Vehicles

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



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

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

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

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

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

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

Red Cross Property

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

Identification

Volunteers are required to wear Red Cross Grand Canyon Chapter identification badges when acting as a Red Cross volunteer. Badges expire every two years; please contact the Volunteer Resources Department to replace your expired badge.

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.

Emergency Evacuation Procedures

The Grand Canyon Chapter has developed Emergency Evacuation Procedures for all of its facilities. Volunteers should review the evacuation procedures for the Red Cross facility in which they work.



CONDUCT POLICIES

Code of Business Ethics and Conduct

AMERICAN RED CROSS CODE OF BUSINESS ETHICS AND CONDUCT

The American Red Cross is a not-for-profit charitable organization dedicated to providing services to those in need. The Red Cross has traditionally demanded and received the highest ethical performance from its employees and volunteers. In an effort to maintain the high standard of conduct expected and deserved by the American public and to enable the organization to continue to offer its services, the American Red Cross operates under the Code of Business Ethics and Conduct outlined below. All employees and volunteers are required to sign the Code of Business Ethics and Conduct form certifying that, in delivering Red Cross services and in all other Red Cross activities, they shall meet the following standards of conduct:

- **Compliance Requirements.** All employees and volunteers are required to comply with applicable federal, state and local laws and regulations and with American Red Cross corporate policies and regulations.
- **Actions Prohibited by the Code of Business Ethics and Conduct.** No employee or volunteer shall engage in the following actions:
 - a. **Personal Use.** Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services or property of the American Red Cross, except in conformance with American Red Cross policy.
 - b. **Financial Advantage.** Accept or seek on behalf of or any other person, any financial advantage or gain of other than nominal value offered as a result of the employee's or volunteer's affiliation with the American Red Cross.
 - c. **Red Cross Affiliation.** Publicly use any American Red Cross affiliation in connection with the promotion of partisan politics, religious matters or positions on any issue not in conformity with the official position of the American Red Cross.
 - d. **Confidentiality.** Disclose any confidential American Red Cross information that is available solely as a result of the employee's or volunteer's affiliation with the American Red Cross to any person not authorized to receive such information, or use to the disadvantage of the American Red Cross any such confidential information, without the express authorization of the American Red Cross.
 - e. **Improper Influence.** Knowingly take any action or make any statement intended to influence the conduct of the American Red Cross in such a way as to confer any financial benefit on any person, corporation or entity in which the individual has a significant interest or affiliation.
 - f. **Conflict of Interest.** Operate or act in a manner that creates a conflict or appears to create a conflict with the interests of the American Red Cross and any organization in which the individual has a personal, business or financial interest. In the event there is a conflict, the American Red Cross has a structured conflict of interest process. First, the individual shall disclose such conflict of interest to the chairman of the board or the chief executive officer of the individual's Red Cross unit or the general counsel of the American Red Cross, as applicable. Next, a decision will be made about the conflict of interest, and, where required, the individual may be required to recuse or absent himself or herself during deliberations, decisions and/or voting in connection with the matter.
 - g. **Retaliation .** Retaliate against any employee or volunteer who seeks advice from, raises a concern with or makes a complaint to a supervisor or other member of management, the ombudsman, the Concern Connection Line, the Biomedical Regulatory Hotline or any other whistleblower program, about fraud, waste, abuse, policy violations, discrimination, illegal

conduct, unethical conduct, unsafe conduct or any other misconduct by the organization, its employees or volunteers.

h. **Contrary to the Best Interest of the Red Cross.** Operate or act in any manner that is contrary to the best interest of the American Red Cross.

- **Ombudsman Program – Informal Dispute Resolution.** The American Red Cross has an organizational ombudsman designated as the neutral or impartial dispute resolution practitioner whose major function is to provide confidential and informal assistance to the many constituents with concerns or complaints about the Red Cross. The constituents who seek the ombudsman's services are internal stakeholders, such as employees and volunteers, and external stakeholders, such as Red Cross clients, donors, suppliers, vendors and the public at large. The ombudsman provides a voluntary, confidential and informal process to facilitate fair and equitable resolutions and explore a range of alternatives or options to resolve the problems. If a formal investigation is what the individual seeks, referrals to the whistleblower hotlines may be appropriate.
- **Investigations, Compliance and Ethics – Formal Dispute Resolution.** Distinguishing from the actions of the ombudsman, the Office of the General Counsel and the Office of Investigations, Compliance and Ethics (IC&E) conduct formal investigations into allegations of fraud, waste, abuse, Red Cross policy violations, illegal or unethical conduct or other improprieties regarding the Red Cross. Usually, the allegations arise from whistleblower complaints of Red Cross employees and volunteers seeking formal review or investigations of their allegations of wrongdoing.
- **Whistleblower Hotline Programs.** The American Red Cross encourages open communications. All employees and volunteers are encouraged to bring any concerns they have regarding the organization or its employees and volunteers to their direct supervisor. If individuals seek an informal and confidential resolution, the ombudsman may be the appropriate choice. If a formal IC&E investigation is sought, the hotlines described below are the appropriate choice.

If an employee or volunteer suspects or knows about misappropriation, fraud, waste, abuse, Red Cross policy violations, illegal or unethical conduct, unsafe conduct or any other misconduct by the organization or its employees or volunteers, that individual should alert his or her supervisor or other member of local management. In those cases where an employee or volunteer is not comfortable telling his or her supervisor or local management, the employee or volunteer may contact the Concern Connection Line at 1-888-309-9679. For concerns about the collection, manufacturing, processing, distribution or utilization of blood or blood components (e.g., violations of FDA or OSHA regulations, falsification, quality failures, training, Biomedical Services computer and equipment issues), an employee or volunteer who is not comfortable with contacting his or her supervisor or local management may contact the Biomedical Regulatory Hotline at 1-800-741-4738.

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CERTIFICATION OF COMMITMENT TO THE CODE OF BUSINESS ETHICS AND CONDUCT

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

Describe any potential conflicts:

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

Signature: _____ Date: _____

Print Name: _____

Rev. January 2007

**This signature portion is included as part of the Volunteer Application.
Maintain this copy for your records.**

Confidential Information and Intellectual Property Agreement

For All Volunteers

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

Reasons for Agreement

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

1. Definitions.

“**Confidential Information**” shall include but not be limited to:

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

“**Intellectual Property**” shall include but not be limited to:

- (i) all inventions, discoveries, techniques, processes, methods, formulae, ideas, technical data and specifications, testing methods, research and development activities, computer programs and designs (including improvements and enhancements and regardless of patentability),
- (ii) trade secrets and know-how,
- (iii) all copyrightable material that is conceived, developed, or made by me, alone or with others,
- (iv) trademarks and service marks and
- (v) all other intellectual property.

Intellectual Property shall include any intellectual property created by me:

- (i) in the course of Volunteer Service or using Red Cross time, equipment, information or materials, and
- (ii) within one (1) year after termination of Volunteer Service and relating directly to work done during Volunteer Service.

Intellectual Property may be in any form, including but not limited to written, oral, electronic, digital or other form.

2. Obligation of Confidentiality. Except as may be required for the performance of my duties during Volunteer Service, or unless specifically authorized in writing by Red Cross, I shall not use or disclose, for my or for others' benefit, either during or after Volunteer Service, any Confidential Information.

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

4. Ownership and Return of Material. All materials, including but not limited to business information, files, research, records, memoranda, books, lists, computer disks, hardware, software, cell phones and other wireless devices, documents, drawings, models, apparatus, sketches, designs and any other embodiment of Confidential Information or Intellectual Property received by me during Volunteer Service, and any tangible embodiments of such materials created by me, alone or with others, whether confidential or not, are the property of Red Cross. I shall return to Red Cross all such materials, including copies thereof, in my possession or under my control upon termination of Volunteer Service for whatever reason or upon the request of Red Cross. The return of such materials shall take place within twenty-four (24) hours of notice of termination or upon request of Red Cross, whichever comes first. 5. Survival of Obligations and Enforcement. The obligations that I have under this Agreement shall survive the termination of Volunteer Service, regardless of the reasons or method of termination. I agree that Red Cross shall be entitled to recover from me all attorneys' fees incurred in enforcing Red Cross' rights under this Agreement.

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

VOLUNTEER

Signature Volunteer ID Number _____

Printed Name Department or Division _____

Title _____

This Confidential and Intellectual Property Agreement is included as part of the Volunteer Application. Maintain this copy for your records.

Harassment-Free Workplace

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

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

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

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

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

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

Volunteers are responsible for reporting any concerns regarding unlawful harassment to management pursuant to the Dispute Resolution Policy. Volunteers who act in good faith to report or assist in the investigation of a possible violation of this policy will not be retaliated against. If, after investigating any claim of unlawful harassment, the Grand Canyon Chapter concludes that a volunteer has filed a claim in bad faith, provided false information regarding a claim, or refused to cooperate in an investigation of a claim, disciplinary action, up to and including termination, may be taken.

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

Violence-Free Work Environment

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

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

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

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

Volunteers have a responsibility to report any potentially dangerous situations or unauthorized individuals on Grand Canyon Chapter premises to management immediately. Reports of statements or behavior which may violate this policy will be investigated promptly and in as confidential a manner as possible. A volunteer suspected of violent behavior may be placed on leave during an investigation until a course of action is determined.

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

Dispute Resolution

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

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

Step One

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

Step Two

If the problem is not resolved in Step One, the volunteer is encouraged to seek assistance from the Volunteer Resources department. In an effort to resolve the problem, the Volunteer Resources Manager will consider the facts, conduct an investigation and respond back to the volunteer. The Volunteer Resources Manager will ask the volunteer to put the concern in writing and provide appropriate documentation.

Step Three

If the volunteer is not satisfied with the decision of the Volunteer Resources Manager, he or she may prepare a written summary of the concerns and request that the matter be reviewed by the Volunteer Resources Chair and the Volunteer Resources Director. They will review the information provided by the volunteer and the previous investigation completed by the Volunteer Resources Manager. They will also review the findings and their recommendations with the Chief Executive Officer, who will make the final decision. In these instances the decision of the CEO is final.

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

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

Progressive Discipline

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

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

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

Red Cross Communication Systems

All communication systems are Grand Canyon Chapter property and are to be used for business purposes. Because these communication systems are provided for business purposes, volunteers should have no expectation of privacy regarding their personal use of any Grand Canyon Chapter communication systems, and their communications and systems use may be audited by authorized management at any time without notice.

Grand Canyon Chapter communication systems include, but are not limited to, e-mail, telephone, Internet, fax, voicemail, bulletin boards, and interoffice mail. Volunteers are to use proper discretion in the amount and length of non-business use of Red Cross communication systems.

Volunteers must be mindful that their association with the Grand Canyon Chapter and the Red Cross will be visible to any recipient of an electronic communication, and assure that their communications are consistent with the Red Cross mission and accepted community standards.



Prohibited uses of Grand Canyon Chapter communication systems include, but are not limited to:

- 1) Developing, accessing or distributing material which:
 - harasses or disparages others, or contains ethnic or racial stereotypes, epithets or slurs;
 - contains pornography, profanity, violent or sexually explicit images, messages, or cartoons;
 - solicits for commercial ventures or outside organizations;
 - advocates positions not officially endorsed by the Red Cross;
 - violates any applicable law.
- 2) Personal mass e-mail distribution (“spamming”), unauthorized computer access (“hacking”), obtaining pirated software, or violating copyright protections.
- 3) Distributing sensitive, proprietary, confidential, or private information of the Grand Canyon Chapter and/or the Red Cross without appropriate authorization.
- 4) Obtaining unauthorized access to another volunteer’s or employee’s communication systems, or sending unauthorized communications under another colleague’s name.
- 5) Conducting Grand Canyon Chapter business on a handheld cellular telephone while driving a vehicle.

Volunteers using Red Cross communications systems must sign the Electronic Data Operations Policy form available through the Volunteer Resources department.

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

Non-Solicitation/Distribution of Literature

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

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, volunteers may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause in the workplace during working time. The workplace includes Grand Canyon Chapter buildings, parking lots and driveway areas and work areas in which Grand Canyon Chapter work is regularly performed. This policy also prohibits solicitations via Grand Canyon Chapter e-mail or other telephonic communication systems. Further, volunteers may not distribute literature or printed material of any kind in work areas at any time.

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

Drugs and Alcohol

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

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

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

Volunteers who use legally prescribed drugs during work and have any reason to expect that such use may affect their ability to perform work, must report this fact to their supervisor or the Volunteer Resources department.

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

Smoking

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

Representing Red Cross

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

Media Inquiries

The American public relies on the American Red Cross as a symbol of trust and as a powerful voice in providing lifesaving information. The Grand Canyon Chapter will provide a response to media inquiries as soon as possible, generally within 24 hours of receipt. Individuals designated to speak on the organization's behalf are the Grand Canyon Chapter's Public Information Officers or other specifically designated individuals.

It is imperative that we speak with one voice when dealing with national media, like CNN or ABC News, that reach far beyond local coverage areas. Selected staff members from the Communication and Marketing department at Red Cross national headquarters are charged with handling national media calls and requests for interviews with national news media. Communication and Marketing management will route national media calls to the available spokespersons.

Dress Code

Appropriately dressed volunteers add to the overall credibility of the Red Cross and display a sense of confidence to the American Public. Your supervisor will provide guidelines for appropriate attire for your volunteer position.

Acknowledgement and Receipt of the Volunteer Handbook

**This signature portion is included as part of the Volunteer Application.
Maintain this copy for your records.**

I certify that I have received and reviewed the Grand Canyon Chapter of the American Red Cross Volunteer Handbook.

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

Volunteer's Name (Please Print)

Signature

Date