



**American
Red Cross**

Volunteer Handbook

Pikes Peak Chapter

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Introduction

Dear New Volunteer:

On behalf of everyone at the Pikes Peak Chapter of the American Red Cross, welcome and thank you for joining our team. You are now a member of an international movement with organizations in more than 170 countries.

In the Pikes Peak Chapter over 320 Red Cross volunteers donate their time and talent to help local citizens “prevent, prepare for and respond to emergencies.” Without the service of our valued volunteers, we would not be able to provide services to our community - your service is absolutely vital to carrying out the Red Cross mission!

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 back to it as questions arise.

Feel free to contact the Volunteer Coordinator for additional information or to pass along suggestions or comments at (719) 632-3563 or via e-mail at info@pparc.org

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

Sincerely,



David Just
Chief Executive Officer

About this handbook

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

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

The Pikes Peak 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 and/or policy guidance provided.

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

American Red Cross Mission

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

Fundamental Principles of the Red Cross/Red Crescent Movement

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

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

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

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

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

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

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

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

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

Values

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

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

Ethics Every Day

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

We are committed to making a positive difference by:

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

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

- Telling the truth
- Keeping promises

- Respecting individuals
- Being fair

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

The Concern Connection Line

1-888-309-9679

Volunteers are strongly encouraged to report all concerns or questions regarding illegal, unsafe or unethical conduct to your supervisor or the Volunteer Coordinator. However, if you receive unsatisfactory results through your supervisor and/or the Volunteer Coordinator, the Concern Connection Line is a worldwide, 24-hour, anonymous, confidential toll-free number to report your concerns.

Red Cross History

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

Facts about the Red Cross -

- The International Red Cross was founded by Henry Dunant in 1863. Its Headquarters are in Geneva, Switzerland.
- The American Red Cross was founded by Clara Barton in 1881 and is part of the International Red Cross and Red Crescent Movement.
- The United States Congress has mandated that all Red Cross chapters must provide services for the military and their families and provide relief assistance during all disasters, domestic and international.
- American Red Cross Headquarters is in Washington, DC.
- There are over 800 chapters and 35 blood services regions in the United States; we also have Armed Forces Emergency Services stations and HUBs serving members of the military and their families in the US and overseas.
- All Red Cross disaster assistance is an outright gift. It is funded by voluntary contributions from the American people.
- The International Red Cross has been awarded the Nobel Peace Prize four times.
- The International Red Cross and Red Crescent Movement is an international organization with societies in 176 countries. It is unique among voluntary service organizations because it was founded on a set of seven Fundamental Principles.

About our Chapter

The Pikes Peak Chapter was established in 1914. Our local Chapter covers El Paso, Cheyenne, Crowley, Fremont, Teller, Kiowa, Elbert, Lincoln, and Kit Carson counties. Recent organizational restructuring has realigned the Southeastern Colorado Branch as a branch of the Pikes Peak Chapter. The Southeastern Colorado Branch has existed for 90 years and brings to the Pikes Peak Chapter the counties of Baca, Bent, Chaffee, County, Huerfano, Las Animas, Otero, Prowers and Pueblo. The Pikes Peak Chapter's 18 county jurisdiction is supported solely through donations and grants.

The Pikes Peak Chapter contact information:

1040 South 8th Street
Colorado Springs, CO 80906
Phone: 719-632-3563
Fax: 719-632-0206
Website: www.pparc.org
General Email: info@pparc.org
Office hours are Monday – Friday from 8:30 am to 4:30 pm
Chapter CEO: David Just

Southeast Colorado Branch office:

4104 Outlook Blvd. #135D
Pueblo, CO 81008
Phone: (719) 561-2614
Fax: (719) 561-2615
inavarro@pparc.org
Office Hours: Mon–Thurs 9:00am–4:00pm

Peterson Air Force Base office:

PO Box 14125
Building 350, Suite 1042
Peterson, AFB, CO 80914
Phone: 719-556-7590
Fax: 719-556-8265

United States Air Force Academy Hospital office:

10th Medical Group
4102 Pinon Drive
USAFA, CO 80840
Phone: 719-333-5075
Fax: 719-333-5970

Volunteer Policies

Commitment to Volunteers, Diversity and Youth Involvement

The achievement of the goals of the Pikes Peak Chapter is best served by the active participation of members of the community. To this end, the Pikes Peak 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 an invaluable 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 Pikes Peak Chapter is committed to diversity and inclusiveness. Our employees, volunteers, governance, customers, financial contributors, clients, suppliers and vendors should be representative of the diversity of the people residing in each local community the 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.

Definition of an American Red Cross Volunteer

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

Role of the Board of Directors

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

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 Pikes Peak Chapter and the American Red Cross. Volunteers and employees have equal and complementary roles to play. Volunteers are encouraged to understand and respect the needs and abilities of the employees.

What You Can Expect as a Red Cross Volunteer

Your responsibility as a volunteer:

1. Be realistic and candid in accepting your assignment, taking into consideration your interests, skills and availability, as well as the needs of Pikes Peak Chapter.
2. Learn your volunteer assignment as well as you can by completing all required training, asking questions and staying in touch with your supervisor.
3. Contribute to the Red Cross by being reliable and dependable in doing your job and working with your co-workers.
4. Follow all policies and guidelines of the Pikes Peak Chapter, sign a Code of Conduct and an Intellectual Property and Confidential Information 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 Pikes Peak Chapter to Provide for You

1. A suitable assignment based upon your interest, skills, and availability, as well the Pikes Peak 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 Pikes Peak Chapter activities, special training events, meetings and more responsible positions.

Insurance for Volunteers

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

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

Questions about Insurance for volunteers can be referred to the Chief Operations Officer and/or the Controller.

Dual Role of Red Cross Volunteers and Employees

At times, employees of the Pikes Peak Chapter may desire to volunteer for the organization. Exempt employees may volunteer for the Pikes Peak Chapter. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees may only volunteer for the Pikes Peak 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 Pikes Peak Chapter or American Red Cross must speak to his or her manager and the Volunteer Coordinator before planning any such volunteer service. The employee must also complete a volunteer application and sign a job description for the volunteer work that they will be doing.

Recruitment and Selection Policies

Role of the Volunteer Coordinator

The productive involvement of volunteers requires a planned and organized effort. One of the functions of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer placement within the Pikes Peak Chapter, and to direct and assist volunteer and employee efforts jointly to provide more productive services. The Volunteer Coordinator 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 Coordinator shall bear primary responsibility for planning for effective volunteer deployment, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers and for tracking and evaluating the contributions of volunteers to the organization.

Volunteer Records, References and Privacy

The Pikes Peak Chapter maintains personnel records of each volunteer which are the property of the Pikes Peak Chapter and are confidential. Volunteers are required to notify the Volunteer Coordinator of any changes in contact information (*i.e.*, emergency contact notification, information, home address, telephone number(s), email address) and to report any additional educational and skill training acquired after joining the Pikes Peak Chapter.

Volunteers may review their personnel records in accordance with state law. Volunteers must notify the Volunteer Coordinator and schedule a time that is mutually convenient.

Volunteer Position Descriptions

Every registered volunteer position in the Pikes Peak 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 pro-active basis, with the intent of broadening and expanding volunteer involvement to assist in mobilizing communities to help people prevent, prepare for and respond to disasters and other life-threatening emergencies.

Volunteers are recruited without regard to gender, disability, age, race or other condition.

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

Our volunteer intake process is as follows:

The prospective volunteer:

- Completes volunteer orientation; and
- Completes a volunteer application;
- Provides appropriate references and signs a release for a background check;
- Reviews and then signs the American Red Cross Code of Conduct, Intellectual Property and Confidential Information Agreement and the Volunteer Handbook Acknowledgement and Receipt page;
- Participates in a screening interview

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

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

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

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

Reference and Background Checks

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

Reference and background checks may include volunteer history and education verification, criminal history, social security number verification and sex offender registry review, where available, and licensure and motor vehicle record if appropriate to the position. In conducting reference and background checks, the Pikes Peak Chapter may use consumer reporting agencies to gather and report information to the Pikes Peak 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 Volunteer Coordinator.

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 Pikes Peak 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 Pikes Peak Chapter efforts to obtain relevant information, may result in discipline, up to and including termination of volunteer involvement.

Potential and current volunteers will be precluded from volunteer service if their background check shows a conviction of a violent crime, sex crime, financial crime, drug crime and/or certain behavioral crime. Below are examples and key works of such

crimes, which are by no means exhaustive. If a background check includes a conviction record that includes any of these examples, or similar key words, the person shall be precluded from volunteer services. Please note: specific words used to describe crimes vary. Contact the Volunteer Coordinator if you have any questions on a crime and if volunteer service would be impacted.

Violent Crime (Adults and Children); for example,

- Arson
- Assault
- Battery
- Burglary
- Child abuse or neglect
- Homicide
- Kidnapping
- Manslaughter
- Murder (including attempted)
- Unlawful imprisonment
- Vehicular homicide/manslaughter
- Violation of a restraining order

Sex Crimes (Adults and Children); for example,

- Child Molestation
- Indecent Exposure
- Prostitution
- Pornography
- Rape
- Selling/Distributing child pornography
- Sexual Assault
- Sexual Exploitation
- Sexual Misconduct

Financial Crimes; for example,

- Burglary
- Embezzlement
- Extortion
- Financial Exploitation
- Forgery
- Robbery
- Theft

Drug Crimes; for example,

- Manufacturing, delivering, possessing, using a controlled substance

Behavioral Crimes; for example,

- DUI

- DWI

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 Coordinator.

Nepotism and Fraternization

The Pikes Peak Chapter permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the Pikes Peak Chapter, create actual or perceived conflicts of interest. For purposes of this policy, "relative" is: a spouse or domestic partner, child, parent, sibling, grandparent, grandchild, aunt, uncle, niece, nephew or corresponding in-law or "step" relation. The Pikes Peak Chapter exercise 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 Pikes Peak 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 Pikes Peak 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 Pikes Peak Chapter, an actual or apparent conflict arises as a result of marriage, on 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.

Court-referred Volunteers

The Pikes Peak Chapter does not involve court referred volunteers. Volunteers may contact Front Range Community Services (442-2201) to schedule community service with another agency.

Former Employees as Volunteers

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

Supervision, Feedback, Training, and Miscellaneous Policies

Role of Supervisors

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

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

The supervisor has primary responsibility for developing suitable assignments for the volunteer, for involving the volunteer in the communication flow of the Pikes Peak 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 close of the Pikes Peak Chapter's fiscal year.

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

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

Training 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 Pikes Peak Chapter, supervisors and volunteers to align individual goals with the overall direction of the Pikes Peak 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 Chapter

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

Each volunteer should be provided with contact information for contacting the Volunteer Coordinator 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.

Separation from Red Cross Volunteer Involvement:

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

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

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

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

Awards and Recognition

The American Red Cross is committed to recognizing its volunteers and employees. As a Red Cross volunteer you are eligible for a number of awards both locally and nationally. More information about the Pikes Peak Chapter's awards and recognition program is available from the Volunteer Coordinator.

Reimbursement for approved expenses

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

Tracking Volunteer Hours

The Pikes Peak Chapter does track volunteer hours of service. Volunteer's hours of service are a valuable measurement of the success or lack of success of a volunteer program. Volunteer's hours are often used to demonstrate community support for the organization to foundations and corporations that provide grant and other funding. Volunteers that are volunteering at the Pikes Peak Chapter should log their hours in the Volunteer hours book at the Information Desk. Disaster volunteers that are volunteering in the community should report their hours to their supervisor who will then report hours at the end of each month to the Volunteer Coordinator.

Attendance

The Pikes Peak Chapter expects all volunteers to assume diligent responsibility for their attendance and promptness. Volunteers who are unable to come to work or who will be late should notify their supervisor at least 1 hour 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.

Safety & Security Policies

Workplace Safety and Security

In order to provide a secure, safe and healthy work environment for volunteers, the Pikes Peak 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 Pikes Peak 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 the Volunteer Coordinator'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 Pikes Peak Chapter will investigate such reports promptly and thoroughly and take appropriate corrective action. Further, any comments or jokes regarding threats of violence will be taken seriously, and dealt with appropriately and promptly.

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

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

Injuries While Volunteering

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

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

Volunteers who become unable to work because of a volunteer related illness or injury must inform their supervisor as soon as possible.

Use of American Red Cross Vehicles

From time to time, volunteers may be required to travel as part of their responsibilities. Volunteers who drive as part of their responsibilities are required to do so in a friendly, courteous and safe manner. It is the policy of the Pikes Peak 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 Pikes Peak Chapter vehicle policy are allowed to operate Pikes Peak Chapter vehicles or operate a personal vehicle on Pikes Peak Chapter business.

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

Drivers are required to notify the Pikes Peak 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 Pikes Peak Chapter vehicle, or while driving his or her personal vehicle on Pikes Peak 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 Pikes Peak Chapter.

Red Cross Property

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

Identification

New volunteers will be issued identification badges which should be worn at all times on Pikes Peak Chapter premises or when serving on Red Cross business off-site. Identification badges are required to enter the building or to permit access to the site where service will be performed. Badges will expire every two years. It is the sole responsibility of the volunteer to contact the Volunteer Coordinator when their badge expires. Lost badges should be reported to the Volunteer Coordinator immediately so that a new badge can be issued. Badges must be turned in when a volunteer's service with the organization ends. Short term volunteers will be issued temporary identification badges

Conduct Policies

Code of Conduct

All volunteers and employees of the American Red Cross, in delivering Red Cross services and in all other Red Cross activities, shall meet the following standards of conduct:

No volunteer or employee shall:

- a. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the American Red Cross, except in conformance with American Red Cross policy.
- b. Accept or seek on behalf of any person, any financial advantage or gain of other than nominal value offered as a result of the volunteer's or employee's affiliation with the American Red Cross.
- c. Publicly use any American Red Cross affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official position of the American Red Cross.
- d. Disclose or use any confidential American Red Cross information that is available solely as a result of the volunteer's or employee's affiliation with the American Red Cross to any person not authorized to receive such information or use to the disadvantage of the American Red Cross any such confidential information, without the express authorization of the American Red Cross.
- e. Knowingly take any action or make any statement intended to influence the conduct of the American Red Cross in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
- f. Operate or act in any manner that is contrary to the best interests of the American Red Cross.
- g. Operate or act in a manner that creates a conflict with the interests of the American Red Cross and any organization in which the individual has a personal, business, or financial interest. The individual shall disclose such conflict of interest to the American Red Cross chair of the appropriate governing board, the appropriate Chief Executive Officer, or the General Counsel, as applicable, upon becoming aware of it. Where required, the individual shall absent himself or herself during deliberations, and shall refrain from participating in any decisions voting in connection with the matter.

**AMERICAN RED CROSS CODE OF CONDUCT
CERTIFICATION AND DISCLOSURE**

I, _____ certify that I have read and understand the Code of Conduct of the American Red Cross and agree to comply with it as well as applicable laws that impact the organization, at all times.

Disclosure of Current or Potential Conflicts:

I affirm that, except as listed below, I have no personal business, or financial interest with any organization that conflict, or appear to conflict, with the best interests of the American Red Cross:

Future Actual or Potential Conflicts:

At any time during the term of my employment or volunteer status with the American Red Cross, should and actual or potential conflict of interest arise between my personal, business, or financial interests and the interests of the American Red Cross, I agree to:

- a. Disclose promptly the actual or potential conflict to the chair of my unit, the executive of my unit, my department head, or the General Counsel, as applicable; and
- b. Until Red Cross Approves actions to mitigate or otherwise resolve the conflict, refrain from participating in any discussions, deliberations, decisions or voting related to the conflict of interest.

Printed Name

Signed Name

Date

As a condition of volunteer service, all registered volunteers are required to review and sign the American Red Cross Code of Conduct and to agree to comply with it, as well as applicable laws that impact the organization, at all times.

Confidential Information and Intellectual Property

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

Intellectual property includes inventions, discoveries, and original works of authorship as defined by US patent, trademark, and copyright law. Questions about this policy should be directed to Volunteer Coordinator or the Chief Operations Officer.

Harassment Free Workplace

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

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

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

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

- Unwelcome sexual advances;
- Stalking, dating violence, date rape, or sexual assault;
- Persisting with romantic advances despite the rejection of the advances;
- Requests for sexual favors, whether or not accompanied by promises or threats with regard to the employment or volunteer relationship;

- Sexual jokes and innuendo; verbal abuse of a sexual nature; comments about an individual's body, sexual prowess, sexual activity, or sexual attractiveness;
 - Leering, whistling, or touching; insulting or obscene comments, sounds, or gestures; displays of sexually suggestive objects, cartoons or pictures.
- 3) Words, actions or visual matter that demean or show hostility toward an individual or group because of any characteristic protected by applicable federal, state or local law.

Volunteers are responsible for reporting any concerns regarding unlawful harassment to management pursuant to the Dispute Resolution Policy. Volunteers who act in good faith to report or assist in the investigation of a possible violation of this policy will not be retaliated against. If, after investigating any claim of unlawful harassment, the Pikes Peak 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 Pikes Peak 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:

- Physical injury to another person;
- Threats;
- Behavior that creates a reasonable fear of injury in another person;
- Intentionally causing damage to Red Cross property or property of another volunteer or employee;
- Possession of weapons (for example, guns, knives, clubs, explosive devices, etc.) on Pikes Peak Chapter property or while at Pikes Peak Chapter sponsored-activities; or

- Committing acts motivated by, or related to, sexual harassment or domestic violence.

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

Volunteers have a responsibility to report any potentially dangerous situations or unauthorized individuals on Pikes Peak 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 Pikes Peak Chapter is committed to a work environment where all persons are treated with respect and dignity. The Pikes Peak 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 Coordinator or the Chief Operations Officer immediately.

If the concern the volunteer is having involves his or her supervisor, the volunteer should report his or her concern to the Volunteer Coordinator 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 Coordinator. In an effort to resolve the problem, the Volunteer Coordinator will consider the facts, conduct an investigation, review the findings and recommendations with the appropriate supervisor and

respond back to the volunteer. The Volunteer Coordinator may ask the volunteer to put the concern in writing and provide appropriate documentation. The Volunteer Coordinator may determine that an Ad-hoc Grievance Committee be convened to help resolve the dispute.

Step Three

If the volunteer is not satisfied with the decision of the Volunteer Coordinator/Ad-hoc Dispute Committee, he or she may prepare a written summary of the concerns and request that the matter be reviewed by the Pikes Peak Chapter's Board Human Resources Committee. In these instances the decision of the Board Human Resources Committee with the approval from 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 of the investigation, the Pikes Peak 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 Pikes Peak 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 Pikes Peak Chapter has adopted rules and standards to ensure productive, harmonious operations. The best interest of the Chapter lies in ensuring fair treatment of all volunteers and in making certain that discipline is prompt, fair and uniform.

The Pikes Peak 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 Pikes Peak 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 Pikes Peak 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 Pikes Peak Chapter communication systems, and their communications and systems use may be audited by authorized management at any time without notice. The Pikes Peak 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 Pikes Peak 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 Pikes Peak 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 or
 - 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 Pikes Peak 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 Pikes Peak Chapter business on a hand held cellular telephone while driving a vehicle

Pikes Peak Chapter communication systems may not be used in situations that violate Federal, State or Local Law. Inappropriate use of any Pikes Peak 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 Pikes Peak Chapter buildings, parking lots and driveway areas and work areas in which Pikes Peak Chapter work is regularly performed. This policy also prohibits solicitations via the Pikes Peak Chapter's E-mail or other telephonic communication systems. Furthermore volunteers may not distribute literature or printed material of any kind in work areas at any time.

Solicitation or distribution by non-staff is prohibited on any Pikes Peak 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 Pikes Peak Chapter facilities are to be referred to the Financial Development Director.

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 volunteer and 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 Chief Executive Officer (CEO).

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

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

Volunteers who are convicted of any drug- or alcohol-related offense, including pleas of no contest, are obligated to inform the Volunteer Coordinator 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 Pikes Peak Chapter provides a smoke-free work environment. Smoking inside all Pikes Peak 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 Pikes Peak Chapter, volunteers should seek prior consultation and approval from the Volunteer Coordinator or the Chief Operations Officer. These actions may include but are not limited to, public statements to the press, collaboration or joint initiatives or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the organization as specifically indicated within their position/job descriptions and only to the extent of such written specifications.

Media Inquiries

The American public relies on the American Red Cross as a symbol of trust and as a powerful voice in providing lifesaving information. The Pikes Peak 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 is the Chief Executive Officer (CEO).

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. Each volunteer has a responsibility to dress appropriately for the work environment.

Examples of attire considered inappropriate in the workplace include the following:

- Any clothing or footwear that is torn, ripped, tattered, stained, etc;
- Excessively loose or tight fitting clothing;
- T-shirts or sweatshirts with inappropriate language/pictures;
- Clothing that reveals cleavage, undergarments, bare backs and midriffs;
- See-through clothing

As a general rule, if you are unsure about whether an item is appropriate to wear while volunteering, you should probably not wear it.

Acknowledgement and Receipt

Receipt and review of policies form

Signature on this receipt acknowledges that you have reviewed the Pikes Peak Chapter volunteer handbook. Please sign and date the receipt.

Volunteer Handbook Statement of Certification

I, _____, certify that I have received and reviewed the Pikes Peak 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 Coordinator. I also realize that this statement will become a permanent part of my volunteer personnel file.

Volunteer's Name (Please Print)

Signature

Address

Date

*Please return to the Pikes Peak Chapter