



Volunteer Handbook

Greensboro Chapter North Carolina

Serving
Greensboro
Randolph County
Montgomery County

Table of Contents

Introduction	4
Welcome Message	
About This Handbook	
American Red Cross Mission	
Fundamental Principles of the Red Cross/Red Crescent Movement	
Red Cross History	
About the Greensboro Chapter	
Volunteer Policies	8
Commitment to Volunteers, Diversity and Youth Involvement	
Ten Principles of Volunteerism	
Definition of an American Red Cross Volunteer	
Role of the Board of Directors	
Volunteer and Employee Roles and Relationships	
What You Can Expect as a Red Cross Volunteer	
What can You Expect the Greensboro Chapter to Provide for You	
Insurance for Volunteers	
Dual Role of Red Cross Volunteer and Employees	
Recruitment and Selection Policies	11
Role of the Volunteer Resources Department	
Volunteer Records, References and Privacy	
Volunteer Position Descriptions	
Recruitment and Equal Opportunity	
Recruitment of Minors (Parent/Guardian Release Form)	
Service at the discretion of the organization	
Nepotism and Fraternalization	
Reference and Background Checks	
Acceptance and Appointment of Volunteers	
Emergency Contact Information	
Volunteer Classification	
Court-Referral Volunteers	
Clients and Relatives as Volunteers	
Former Employees as Volunteers	
Supervision, Feedback, Training and Miscellaneous Policies	15
Role of Supervisors	
Performance Feedback	
Training for volunteers	
Communicating with the Volunteer Resources Department	
Leaving Your Volunteer Assignment and Exit Interview	
Awards and Recognition	
Reimbursement for Approved Expenses	
Tracking Volunteer Hours	
Attendance	
Holidays	

Safety and Security Policies	19
Workplace Safety and Security	
Injuries While Volunteering	
Use of American Red Cross Vehicles	
Red Cross Property	
Identification	
Handling Money	
Emergency Evacuation Procedures	
Conduct Policies	22
Values	
Ethics Every Day	
The Concern Connection Line	
Code of Conduct	
Confidential Information and Intellectual Property	
Harassment Free Workplace	
Violence Free Work Environment	
Dispute Resolution	
Progressive Discipline	
Red Cross Communication Systems	
Personal Phone Calls	
Non Solicitation/Distribution of Information	
Drugs and Alcohol	
Smoking	
Representing Red Cross	
Media Inquiries	
Dress Code	
Appendix	33
List of Staff	

Introduction

Welcome Message

Dear New Volunteer:

On behalf of everyone at the Greensboro 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.

At the Greensboro Chapter over one thousand Red Cross volunteers donate their time and talent to help local citizens “prevent, prepare for and respond to emergencies.”

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

Feel free to contact the Volunteer Resources Office for additional information or to pass along suggestions or comments. Contact the Director of Volunteer Resources at (336) 333-2111 at the chapter.

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

Sincerely,

Beth Ann Keeton
Chairman of Volunteers

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 Greensboro 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 Director of Volunteer Resources if you have any questions about the content of this handbook.

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

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

American Red Cross Mission

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

Fundamental Principles of the 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.

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 is in Geneva, Switzerland.
- The American Red Cross was founded by Clara Barton in 1881 and is part of the International Red Cross and Red Crescent Movement.
- The United States Congress has mandated that 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 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.

About the Greensboro Chapter

The chapter serves residences in Guilford, Randolph, and Montgomery Counties. The chapter has an office in each county.

Greensboro Chapter Contact Information

The Greensboro Chapter is located at:
1501 Yanceyville Street
Greensboro, NC 27415
Phone: (336) 333-2111
Fax: (336) 332-6959

Mailing address is:
American Red Cross
P.O. Box 14710
Greensboro, NC 27415-4710

The Randolph County Service Center is located at:
1117 South Fayetteville Street
Asheboro, NC 27203
Phone: (336) 629-2399 Fax: (336) 629-2390

Mailing address is:
American Red Cross
P.O. Box 2524
Asheboro, NC 27204

The Montgomery County Service Center is located at:
234 Liberty Street
Troy, NC 27371
Phone/Fax: (910) 576-1000

Mailing address is:
American Red Cross
P.O. Box 842
Troy, NC 27371

The chapter's email address is gsonc@usa.redcross.org.

The chapter's web site is <http://gso.redcross.org>

Office hours are Monday-Friday from 8:30 am to 4:30 pm for Greensboro and Asheboro offices.

Staff phone roster located in the Appendix.

Volunteer Policies

Commitment to Volunteers, Diversity and Youth Involvement

The achievement of the goals of Greensboro Chapter is best served by the active participation of members of the community. To this end, the Greensboro 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 Greensboro Chapter is committed to diversity and inclusiveness. Our employees, volunteers, customers, blood/bone marrow/tissue donors, 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! 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 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 Greensboro 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 Greensboro 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 Greensboro Chapter.
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 Greensboro Chapter to Provide for You

1. A suitable assignment based upon your interests, skills and availability, as well as the Greensboro 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 Red Cross 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.

[Volunteers are not usually eligible for worker's compensation benefits.]

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

Dual Role of Red Cross Volunteers and Employees

At times, employees of the Greensboro Chapter may desire to volunteer for the organization. Exempt employees may volunteer for the chapter. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees may only volunteer for the Greensboro 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
- (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 Greensboro Chapter or American Red Cross must speak to his or her manager and the Executive Director about the requirements of the Fair Labor Standards Act before performing any such volunteer service. They must complete a volunteer application and be processed as a volunteer prior to volunteering.

Recruitment and Selection Policies

Role of the Volunteer Resources Department

The productive 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 Greensboro 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 effective volunteer deployment, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers and for tracking and recognizing the contributions of volunteers to the organization.

Volunteer Records, References and Privacy

The Greensboro Chapter maintains personnel records of each volunteer which are the property of the Greensboro Chapter and are confidential.

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

Volunteer Position Descriptions

Every registered volunteer position in the Greensboro 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 a volunteer application including a release for a background check
- Participates in a screening interview
- Completes volunteer orientation
- Reviews and then signs the American Red Cross Code of Conduct and Intellectual Property and Confidential Information Agreement.

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].

When 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.

Volunteers may be required to complete additional specialized training.

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

Nepotism and Fraternalization

The Greensboro Chapter permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the chapter, create actual or perceived conflicts of interest. For purposes of this policy, "relative" is a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, niece, nephew or corresponding in-law or "step" relation or "significant other" with whom the volunteer has a relationship. The Greensboro 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 Greensboro 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 Greensboro 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 Greensboro 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 Greensboro 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 Greensboro Chapter will 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, 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 Greensboro Chapter may use consumer reporting agencies to gather and report information to the Greensboro 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 Resources Department.

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

Acceptance and Appointment of Volunteers

Service as a registered volunteer with the organization shall begin with an official notification of acceptance or appointment to a volunteer position given by an authorized representative of the Greensboro Chapter. 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

Volunteers are required to notify their supervisor and the Director of Volunteer Resources of any changes in contact information (*i.e.*, emergency contact notification, home address, telephone number(s), email address(s)) and to report any additional educational and skill training acquired after joining the Greensboro Chapter.

Volunteer Classification

Registered Volunteers are volunteers who have demonstrated an ongoing commitment to the Red Cross and who have completed the volunteer intake process. Registered for credit volunteers receive a formalized quid pro quo from the Red Cross.

Unregistered Volunteers are volunteers who participate only briefly for a single time or special event and for whom the volunteer application process is not completed.

Leadership Volunteers are volunteers serving in governance, management or advisory positions in the chapter. They provide the direction and policies of the chapter and in conjunction with chapter management provide the procedures that chapter service volunteers and employees follow in providing Red Cross services to the public

Service Volunteers are volunteers working under the direction of leadership volunteers and employees of the chapter to provide direct services and support to our customers and clients.

Leadership and service volunteers may be registered, registered for credit or unregistered dependent on the circumstances.

The Greensboro Chapter also accepts as volunteers, individuals participating in student community service activities, student intern projects, employee volunteer programs, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the agency, school, company or program from which these “special case” volunteers originated and must identify responsibility for management and care of the volunteers.

Court-Referred Volunteers

Our chapter does involve court referred/alternative sentence volunteers. The chapter accepts court-referred volunteers who need to fulfill community service hours in appropriate volunteer assignments.

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 Greensboro Chapter may apply for volunteer positions. Only employees who resigned or retired “in good standing” will be considered for volunteer opportunities. Former employees of the Greensboro 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 Greensboro Chapter and for providing feedback to the volunteer regarding their work.

A supervisor is 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.

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 chapter's fiscal year.

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

Short term, episodic and spontaneous volunteers will 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.

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

Each department supervisor is 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.

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 Greensboro Chapter occurs when a volunteer resigns or retires. Volunteers are encouraged to give the Greensboro 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 Greensboro 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 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. A Red Cross volunteer is eligible for a number of awards both locally and nationally. Service pins are awarded on one-year and five year anniversaries of volunteer service and in five-year increments thereafter.

More information about Greensboro Chapter awards and recognition program(s) is available from the Director of Volunteer Resources.

Reimbursement for approved expenses

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

Tracking volunteer hours

The Greensboro Chapter does not track volunteer hours of service. If a volunteer is required to track their hours, please discuss the reporting requirement with your immediate supervisor so that they can sign off as needed. Tracking and completing any required paperwork is the responsibility of the volunteer.

Attendance

The Greensboro Chapter expects all volunteers to assume diligent responsibility for their attendance and promptness. Volunteers who are unable to come to work or who will be late should notify their supervisors as soon as possible prior to their scheduled start time. Frequent absenteeism or lateness that is unexcused or excessive may result in disciplinary action, up to and including separation.

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

Holidays

The Greensboro Chapter observes nine holidays each year:

Holiday	Date Observed
New Year's Day	January 1
Good Friday	Friday before Easter Sunday
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	4th Thursday in November
Day After Thanksgiving	Day After Thanksgiving
2 Days at Christmas	Observed dates announced each year

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

In order to maintain adequate staffing and production levels, management reserves the right to request a volunteer to work on a holiday. The volunteer may decline this request.

Safety & Security Policies

Workplace Safety and Security

In order to provide a secure, safe and healthy work environment for volunteers, the Greensboro Chapter periodically provides information to volunteers about workplace safety, health, and security issues through regular internal communication 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 Greensboro 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 Greensboro 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 Director of Volunteer 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.

Refer to Insurance for Volunteers section for more information. 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 Greensboro 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 Greensboro Chapter's vehicle policy are allowed to operate Greensboro Chapter vehicles or operate a personal vehicle on Greensboro Chapter business.

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

Drivers are required to notify the Greensboro Chapter of license suspensions or revocations, and to report accidents or damage to company vehicles within 24 hours no matter how insignificant they appear. 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 Greensboro Chapter vehicle, or while driving his or her personal vehicle on Greensboro 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 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 under such conditions 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 evidenced by excessive speeding, reckless driving, driving under the influence, driving while his/her license is suspended or revoked, other evidence of reckless driving, failure to report an accident and/or breaking any motor vehicle laws

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

Red Cross Property

The Greensboro Chapter of the American Red Cross works to prevent property loss of any kind. All property used to conduct business belongs to the Greensboro Chapter. The Greensboro 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 the chapter's premises or when serving on Red Cross business off-site. Identification badges are required to enter the building or to permit access to the site where their service will be performed. Lost badges should be reported to the Volunteer Resources Office immediately so that a new badge can be issued. Badges must be turned in when a volunteer's service with the organization ends. Short term volunteers will be issued temporary identification badges with expiration dates.

Handling Money

Whenever possible, two or more volunteers and/or employees should be involved when handling money, fees and donations to ensure that funds are adequately receipted.

Emergency Evacuation Procedures

Our chapter developed the following Emergency Evacuation Procedures from our facilities. Emergency Exit signs are located at the end of all hallways. Emergency exits are located at the front entrance, rear emergency door at the south side of the building, and loading dock.

Conduct Policies

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
- Humanitarianism

Ethics every day

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

We are committed to making a positive difference by:

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

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

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

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

The Concern Connection Line

1-888-309-9679

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

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 or 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 Actual 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 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:

- 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

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 Director of Volunteer Resources

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:

1. information relating to Red Cross' financial, regulatory, personnel or operational matters
2. information relating to Red Cross clients, customers, beneficiaries, suppliers, donors (blood and financial), employees, volunteers, sponsors or business associates and partners
3. 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
4. contracts, product plans, sales and marketing plans, business plans
5. 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:

1. 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),
2. trade secrets and know-how,
3. all copyrightable material that is conceived, developed, or made by me, alone or with others, trademarks and service marks and all other intellectual property.

Intellectual Property shall include any intellectual property created by me:

in the course of Volunteer Service or using Red Cross time, equipment, information or materials, and 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

Harassment Free Workplace

The Greensboro Chapter is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity while working, while on Greensboro Chapter premises, while traveling on Greensboro Chapter business, or at Greensboro Chapter social functions. The Greensboro 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 outlined below. 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 Greensboro 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 Greensboro Chapter promotes a safe work environment for all volunteers and does not tolerate any type of violent behavior committed by or against volunteers. All volunteers are expected to conduct themselves in a professional manner and in accordance with the Code of Conduct.

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

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

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

Volunteers have a responsibility to report any potentially dangerous situations or unauthorized individuals on the 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 Greensboro Chapter is committed to a work environment where all persons are treated with respect and dignity. The Greensboro 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 Executive Director and the Director of Volunteer Resources immediately.

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

Step Two

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

Step Three

If the volunteer is not satisfied with the decision of the Director of Volunteer Resources, he or she may prepare a written summary of the concerns and request that the matter be reviewed by the chapter's Executive Director. In these instances the decision of the Executive Director is final.

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

No volunteer will be retaliated against for acting in good faith to report a potential issue or for assisting in the investigation of a possible issue. If at anytime during the investigation, the Greensboro Chapter concludes that a volunteer has filed a claim in bad faith, has refused to cooperate in an investigation of an issue, or has provided false information regarding an issue, disciplinary action up to and including separation may be taken. The Greensboro 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 Greensboro Chapter has adopted rules and standards to ensure productive, harmonious operations. The best interest of the Greensboro Chapter lies in ensuring fair treatment of all volunteers and in making certain that discipline is prompt, fair and uniform.

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

Greensboro Chapter communication systems may not be used in situations that violate Federal, State or Local Law. Inappropriate use of any chapter communication systems may result in disciplinary action, up to and including separation.

Personal Phone Calls

The chapter may limit the number of personal or cell phone calls received by volunteers while they are serving on Red Cross business.

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 Greensboro Chapter buildings, parking lots and driveway areas and work areas in which Greensboro Chapter work is regularly performed. This policy also prohibits solicitations via the Greensboro Chapter 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.

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 volunteers and employees 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 prior approval of the Executive Director.

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 which may negatively affect Red Cross activities, or adversely affect 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.

Volunteers who are convicted of any drug- or alcohol-related offense, including pleas of no contest, are obligated to inform the Director of 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 Greensboro Chapter provides a smoke-free work environment. Smoking inside all Greensboro 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 Greensboro Chapter, volunteers should seek prior consultation and approval from their supervisor. 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. Greensboro Chapter will provide a response to media inquiries as soon as possible. Individuals designated to speak on the organization's behalf are the Director of Public Support or the Executive Director.

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. The following guidelines for interpreting the spirit and intent of the policy and ensuring disciplined adherence by all concerned are provided to assist volunteers at every level:

(A) *Business-Casual Attire*: At a minimum, all volunteers are expected to adhere to a business-casual standard of dress at all times. Chapter expectations mandate a professional, clean, neat, and orderly appearance by all volunteers every day. Illustrative attire in this category includes, but is not limited to, items often referred to as dressy-casual, e.g., slacks and shirts with collars, skirts/slacks and blouses, sweaters and vests, mid-calf to ankle length cropped/Capri pants in appropriate materials and matching tops, sport-coats and blazers and shoes.

(B) *Regular business Attire*: All volunteers are expected to dress in regular business attire (e.g., blazer and tie; suits; comparable dresses, skirts, and other outfits; etc.) on those days when they will be engaged in meetings, conferences, or similar events at or external to American Red Cross facilities, with representatives from external domestic or international organizations who are most likely to be attired in a similar, business-like fashion.

Dependant on the work situation for each department other attire may be appropriate for the job. Exceptions to the above policy may include limiting medical circumstances, severe inclement weather conditions, office relocations/moves, social events, fundraisers and disasters. Clothing that is inappropriately "revealing" or with inappropriate pictures, slogans or words is not acceptable. Volunteers who believe they need an exception based on unique personal circumstances, whether they are medical, religious, ethnic, or otherwise, should consult with their respective supervisor.

Supervisors at every level are expected to ensure that established standards are widely understood, routinely monitored, and consistently enforced. Non compliance issues will be managed through the progressive discipline process.

Appendix

Greensboro Chapter Staff List

Main Number/After Hours: (336) 333-2111

Fax Number: (336) 332-6959

Name/Position	Office Number	E-mail address
Sandy Koontz Executive Director	(336) 332-6911	KoontzS@usa.redcross.org
Wendy Routh Executive Assistant	(336) 332-6913	RouthW@usa.redcross.org
Linda Bridges Finance Director	(336) 332-6912	BridgesLi@usa.redcross.org
Daryl Morelli Finance Assistant Director	(336) 332-6946	MorelliD@usa.redcross.org
Phil Harris Accountant	(336) 332-6919	
Lottie Austin Receptionist	(336) 333-2111	no email
Wendy Stafford Receptionist	(336) 333-2111	no email
Anne Vestal Volunteer Resources Director	336) 332-6916	VestalA@usa.redcross.org
Brooks Westerhoff Development Director	(336) 332-6933	WesterhoffB@usa.redcross.org
Connie Thompson Development Coordinator	(336) 332-6918	ThompsonCon@usa.redcross.org
Melanie McDonough Public Support Director	(336) 332-6937	McdonoughM@usa.redcross.org
Beulah Lewis Public Support Assistant	(336) 332-6938	LewisB@usa.redcross.org
Susan B. Smith Emergency Services Director	(336) 332-6923	SmithSu@usa.redcross.org

Chan White (336) 332-6915 WhiteC@usa.redcross.org
Emergency Services Assistant Director

Stacey Ryan (336) 332-6925 RyanSt@usa.redcross.org
Health and Safety Director

Linda Royal (336) 332-6927 RoyalL@usa.redcross.org
Health and Safety Associate Director

Leslie Miller (336) 332-6928 MillerL@usa.redcross.org
Health and Safety Assistant Director

Felecia Drayton (336) 332-6926 DraytonF@usa.redcross.org
Health and Safety Assistant Director

Pat Braden (336) 332-6902 BradenP@usa.redcross.org
Health & Safety Coordinator

Judy Lefaive (336) 332-6945 LefaiveJu@usa.redcross.org
Blood Center Coordinator

Tom Clayton (336) 333-2111 ClaytonTo@usa.redcross.org
Blood Services

Randolph County Staff

Roy Gilliland (336) 629-2399 GillilandR@usa.redcross.org
Service Center Director

Bob McGlohon (336) 629-2399 McglohonB@usa.redcross.org
Associate Director of Health and Safety

Montgomery County Staff

Marlene Dunn (910) 576-1000 montnc@usa.redcross.org
Service Center Manager