



# Volunteer Handbook

## Santa Barbara County Chapter

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# Introduction

## WELCOME

Dear New Volunteer,

On behalf of everyone at the American Red Cross, Santa Barbara County Chapter, welcome and thank you for joining our team. In Santa Barbara County over 1,000 Red Cross volunteers donate their time and talent to help local citizens “prevent, prepare for and respond to emergencies.” You are now a member of an international movement with organizations in more than 170 countries.

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 Office of Volunteers & Youth for additional information or to pass along suggestions or comments.

We wish you a rewarding experience as an American Red Cross volunteer!

Sincerely,

The Office of Volunteers & Youth

## ABOUT THIS HANDBOOK

This handbook was prepared to give you some essential information about the policies and expectations of the Santa Barbara County 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/or the Office of Volunteers & Youth staff if you have any questions about the content of this handbook.

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

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

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

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.

## 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.

AMERICAN RED CROSS HISTORY

Clara Barton founded the American Red Cross in 1881. In 1905, the United States Congress gave the 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 -

- Henry Dunant founded the International Red Cross 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, D.C.
- 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 U.S. and overseas.
- All Red Cross disaster assistance is an outright gift. It is funded by voluntary contributions from the American people.
- In 1892, American Red Cross activities began in Lompoc. In 1917, activities began in Santa Maria and Santa Barbara.
- The Lompoc, Santa Maria and Santa Barbara chapters merged in 1970 to form the Santa Barbara County Chapter.

**ABOUT OUR CHAPTER**

The American Red Cross, Santa Barbara County Chapter provides emergency services 24 hours a day, seven days a week. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. However, many programs and services occur in the evening and on the weekends.

**Chapter Headquarters:**

2707 State Street  
Santa Barbara, CA 93105  
Phone: (805) 687-1331  
Fax: (805) 682-4655

**Service Center:**

125 W. Walnut Avenue  
Lompoc, CA 93436  
Phone: (805) 736-5110  
Fax: (805) 736-0837

**District Office:**

3030 Skyway Lane  
Santa Maria, CA 93455  
Phone: (805) 928-0778  
Fax: (805) 928-0801

Chapter E-mail: [Chapter@sbredcross.org](mailto:Chapter@sbredcross.org)

Chapter Website: [www.sbredcross.org](http://www.sbredcross.org)

National Website: [www.redcross.org](http://www.redcross.org)

# Volunteer Policies

## COMMITMENT TO DIVERSITY, VOLUNTEERS AND YOUTH INVOLVEMENT

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

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

The Santa Barbara County 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! 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 RELATIONS

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 Santa Barbara County 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 the Santa Barbara County 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 Santa Barbara County Chapter, sign a Code of Conduct, 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 SANTA BARBARA COUNTY CHAPTER TO PROVIDE FOR YOU**

1. A suitable assignment based upon your interests, skills and availability, as well as the Santa Barbara County 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, workspace and helpful supervision.
5. The opportunity to give feedback about your Red Cross volunteer experience.
6. The chance to grow and develop as a volunteer through participation in other Santa Barbara County Chapter activities, special training events, meetings and more responsible positions.

**DUAL ROLE OF RED CROSS VOLUNTEERS AND NON-EXEMPT EMPLOYEES**

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

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

Any employee who wishes to volunteer services for the Santa Barbara County Chapter or the American Red Cross must speak to his or her manager and, if appropriate, the CEO as well as complete a volunteer application form, prior to performing any such volunteer service.

# Recruitment and Selection Policies

## ROLE OF THE OFFICE OF VOLUNTEERS & YOUTH

The productive involvement of volunteers requires a planned and organized effort. The function of the Office of Volunteers & Youth is to provide a central coordinating point for effective volunteer placement within the Santa Barbara County Chapter, and to direct and assist volunteer and employee efforts jointly to provide more productive services. The Office of Volunteers & Youth shall also bear responsibility for maintaining liaison with other volunteer programs in the community and assisting in community-wide efforts to recognize and promote volunteering. The Office of Volunteers & Youth 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 Santa Barbara County Chapter maintains volunteer records for each volunteer, which are the property of the Santa Barbara County Chapter and are confidential. Volunteers are required to notify Office of Volunteers & Youth staff of any changes in contact information (*i.e.*, emergency contact notification, home address, telephone number(s), email address, etc.) and to report any additional educational and skill training acquired after joining the Santa Barbara County Chapter.

Volunteers may review their volunteer records in accordance with state law. Volunteers must notify the Director of Volunteers & Youth and schedule a time that is mutually convenient.

## VOLUNTEER POSITION DESCRIPTIONS

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

## RECRUITMENT AND EQUAL OPPORTUNITY

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

Volunteers are recruited without regard to gender, disability, age, race or other condition. Volunteers are recruited based upon their skills, abilities and suitability to perform volunteer responsibilities. No final acceptance of a volunteer will take place without a specific written volunteer position description for that volunteer.

Our volunteer intake process is as follows, the prospective volunteer:

- Completes volunteer orientation;
- Participates in a screening interview;
- 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 and Confidential Information and Intellectual Property Agreement.
- Performs a background check with our approved vendor.

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 large-scale disaster.

Our volunteer placement process is as follows:

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 CHAPTER

The Santa Barbara County Chapter accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Santa Barbara County Chapter. Volunteers agree that the organization may at any time, for whatever reason, decide to terminate the volunteer's

relationship with the Santa Barbara County Chapter or to make changes in the nature of their volunteer assignment.

### NEPOTISM AND FRATERNIZATION

The Santa Barbara County Chapter permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the Santa Barbara County 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, “step” relation, domestic partner or significant other with whom the volunteer has a relationship. The Santa Barbara County Chapter exercises sound business judgment in the placement of related volunteers in accordance with the following guidelines:

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

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

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

This policy applies to all categories of volunteer assignments.

[Note: Family members are frequently involved as volunteers especially during episodic volunteer events. Youth volunteers may depend on parental involvement as drivers or chaperones. Family volunteer involvement should be encouraged as long as it does not create a perceived conflict of interest].

### REFERENCE AND BACKGROUND CHECKS

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

Reference 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 checks, the Santa Barbara County Chapter may use consumer-reporting agencies to gather and report information to the Santa Barbara County Chapter in the form of consumer or investigative consumer reports. All reference check results will be maintained in a confidential file by the Director of Volunteers & Youth.

The Santa Barbara County Chapter will perform, or request that third parties perform, background checks at the beginning of the application or volunteer management process. All background checks will be performed in accordance with applicable federal and/or state law.

Background checks may include 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 background checks, the Santa Barbara County Chapter will use consumer-reporting agencies to gather and report information to the Santa Barbara County Chapter in the form of consumer or investigative consumer reports. All background check results will be viewed electronically by the Director of Volunteers & Youth and will be maintained electronically by the approved vendor.

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

### ACCEPTANCE AND APPOINTMENT OF VOLUNTEERS

Service as a registered volunteer with the organization shall begin with an official letter of acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the Office of Volunteers & Youth. No volunteers shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork.

### EMERGENCY CONTACT INFORMATION

It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information. This update can be made by contacting the Office of Volunteers & Youth.

**COURT REFERRED VOLUNTEERS**

Our chapter does involve court-referred volunteers who need to fulfill community service hours. These individuals serve at the discretion of the Office of Volunteers & Youth staff.

**CLIENTS AND RELATIVES OF 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 Santa Barbara County Chapter may apply for volunteer positions. Only those employees who resigned or retired “in good standing” will be considered for volunteer opportunities. Former employees of the Santa Barbara County Chapter will not be accepted for governance or leadership positions for at least two years after their employment has ended.

**PLACEMENT WITH AT-RISK CLIENTS**

Where volunteers are to be placed in direct contact with at-risk clients, additional screening procedures may be instituted. These procedures may include reference checks, direct background investigation, criminal investigation, etc. Volunteers who refuse permission for conduct of these checks will not be accepted for placement with clients.

# 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 Santa Barbara County Chapter and for providing feedback to the volunteer regarding their work.

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

## PERFORMANCE FEEDBACK

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

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

Short term, episodic and spontaneous volunteers also should 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 Santa Barbara County Chapter, supervisors and volunteers to align individual goals with the overall direction of the Santa Barbara County Chapter. Development efforts are focused on building the capabilities of all volunteers. Developmental activities may include both hands-on projects and formal training. See the Director of Volunteers & Youth for information regarding funding availability for trainings.

### COMMUNICATING WITH THE OFFICE OF VOLUNTEERS & YOUTH

A supervisor is responsible for maintaining regular communications with the Office of Volunteers & Youth regarding the status of the volunteer(s) they are supervising and are responsible for the timely provision of all necessary paperwork to the Office of Volunteers & Youth. The Office of Volunteers & Youth 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 Office of Volunteers & Youth 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 Santa Barbara County Chapter occurs when a volunteer dies, resigns or retires. Volunteers are encouraged to give the Santa Barbara County 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.

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 Santa Barbara County Chapter property must be returned. This includes American Red Cross-authorized credit cards (including but not limited to Master Card, Client Assistance Cards, calling cards) 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. Service pins are awarded on your one-year and five year anniversaries and in five-year increments thereafter. More information about the Santa Barbara County Chapter's awards and recognition program is available from Office of Volunteers & Youth staff and on CrossNet, the Red Cross internal website.

### REIMBURSEMENT FOR APPROVED EXPENSES

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

### TRACKING VOLUNTEER HOURS

The Santa Barbara County Chapter does not track volunteer hours of service. A volunteer can request that hours be tracked by the Office of Volunteers & Youth when hours are being completed as part of a community service requirement.

### ATTENDANCE

The Santa Barbara County 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 at least thirty minutes 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.

## WORK SCHEDULES

The Santa Barbara County Chapter establishes the time and duration of working hours as required by workload, customer service need, the efficient management of personnel resources, and any applicable laws. Daily and weekly work schedules may be changed from time to time at the discretion of the Santa Barbara County Chapter as needed. The schedule of work hours for volunteers is determined by the supervisor and changes in work schedules are announced as far in advance as practicable.

## HOLIDAYS

The Santa Barbara County Chapter observes 10 holidays each year. The holidays observed are:

<b>Holiday</b>	<b>Date Observed</b>
New Year's Day	January 1
Martin Luther King, Jr., Day	3rd Monday in January
President's Day	3rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veterans Day	November 11
Thanksgiving Day	4th Thursday in November
Day After Thanksgiving	Day After Thanksgiving
Christmas Day	December 25

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

In order to maintain adequate staffing and production levels, management reserves the right to request a volunteer to work on a holiday. Note: 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 Santa Barbara County 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 Santa Barbara County Chapter is not responsible for volunteers' personal items that are lost or stolen.

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

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

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

## INJURIES WHILE VOLUNTEERING

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

If a volunteer is injured, even slightly, the volunteer is expected to immediately stop the activity that caused the injury and seek first aid or medical attention if necessary. The volunteer must inform his or her supervisor about the incident and complete an incident report form. If the volunteer is unable to reach the supervisor, then the volunteer must contact the Director of

Volunteers & Youth. 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 Santa Barbara County 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 Santa Barbara County Chapter's vehicle policy are allowed to operate Santa Barbara County Chapter vehicles or operate a personal vehicle on Santa Barbara County Chapter business.

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

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

Seat belts must be used at all times, by both the driver and all occupants of the vehicle. Failure to properly use seat belts will also be cause for disciplinary action. No volunteer, while operating a Santa Barbara County Chapter vehicle, or while driving his or her personal vehicle on Santa Barbara County 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 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 Santa Barbara County Chapter.

**RED CROSS PROPERTY**

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

**HANDLING MONEY**

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

# Conduct Policies

## CODE OF CONDUCT

### 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 U.S. patent, trademark, and copyright law. Questions about this policy should be directed to the Office of Volunteers & Youth.

**HARRASSMENT FREE WORKPLACE**

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

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

- 1) Verbal or physical conduct that harasses a volunteer on the basis of a category protected by applicable federal, state or local law and that is sufficiently severe or pervasive as to create an intimidating, threatening, offensive or hostile environment.
- 2) Sexual displays or publications, or other verbal or physical conduct, where an volunteer is told either explicitly or implicitly that he or she must submit to the conduct to remain involved as a volunteer or where his or her reaction to the conduct is used as a basis for a management decision, such as evaluation, advancement, assigned duties, disciplinary action, or any other condition of volunteer involvement or career development. Examples of prohibited verbal or physical conduct include:
  - Unwelcome sexual advances;
  - Stalking, dating violence, date rape, or sexual assault;
  - Persisting with romantic advances despite the rejection of the advances;

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

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

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

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

### VIOLENCE FREE WORK ENVIRONMENT

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

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

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

Statements or gestures that 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 Santa Barbara County Chapter premises to management immediately. Reports of statements or behavior which may violate this policy will be investigated promptly and in as confidential a manner as possible. A volunteer suspected of violent behavior may be placed on leave during an investigation until a course of action is determined.

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

### DISPUTE RESOLUTION

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

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

#### Step One

The volunteer should promptly report a concern to his or her supervisor, who will investigate the matter and take appropriate action. Any supervisor who receives a concern alleging a violation of the Harassment Free policy will notify the Director of Volunteers & Youth 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 Office of Volunteers & Youth. In an effort to resolve the problem, the Director of Volunteers & Youth will consider the facts, conduct an investigation, review the findings and recommendations, with the CEO if necessary, and respond back to the volunteer. The Director of Volunteers & Youth may ask the volunteer to put the concern in writing and provide appropriate documentation.

### Step Three

If volunteer is not satisfied with the decision of the Director of Volunteers & Youth, he or she may prepare a written summary of the concerns and request that the matter be reviewed by the Santa Barbara County Chapter's CEO. In these instances the decision of the CEO is final.

If the concern the volunteer is having involves the CEO the volunteer should report his or her concern to the Human Resources Committee Chair or 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 Human Resources Committee Chair or Board Chair is final.

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

### PROGRESSIVE DISCIPLINE

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

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

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

**RED CROSS COMMUNICATION SYSTEMS**

All communication systems are Santa Barbara County Chapter property and are to be used for business purposes. Because these communication systems are provided for business purposes, volunteers should have no expectation of privacy regarding their personal use of any Santa Barbara County Chapter communication systems, and their communications and systems use may be audited by authorized management at any time without notice. Santa Barbara County Chapter communication systems include, but are not limited to, e-mail, telephone, Internet, fax, voicemail, bulletin boards, and interoffice mail. Volunteers are to use proper discretion in the amount and length of non-business use of Red Cross communication systems.

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

Prohibited uses of Santa Barbara County Chapter communication systems include, but are not limited to:

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

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

**SUBSTANCE ABUSE**

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

While on Red Cross property or while performing Red Cross business off premises, volunteers must not be under the influence of any substance which negatively affects Red Cross activities or the ability to work effectively.

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

**TOBACCO**

The Santa Barbara County Chapter provides a tobacco-free work environment. Tobacco use inside all Santa Barbara County Chapter facilities, including owned and leased vehicles, is prohibited. Tobacco usage is permitted in exterior designated areas only. Tobacco users have a special obligation to keep outside smoking/tobacco usage areas free of litter and to dispose of all smoking/ tobacco materials in proper receptacles.

**REPRESENTING THE RED CROSS**

Prior to any action or statement, which might significantly affect or obligate the Santa Barbara County Chapter, volunteers should seek prior consultation and approval from their department supervisor and/or the C.E.O. 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 Santa Barbara County Chapter will provide a response to media inquiries as soon as possible, generally within 24 hours of receipt. Individuals designated to speak on the organization's behalf are Santa Barbara County Chapter department directors, the C.E.O. and designated volunteers requested by authorized Santa Barbara County Chapter personnel.

It is imperative that we speak with one voice when dealing with national media, like CNN or ABC News, which 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 Santa Barbara County Chapter expects all employees and volunteers to use good taste and avoid extremes in clothing, hairstyles and manner.

The personal appearance of office workers and instructors is governed by the following standards: The Santa Barbara County Chapter expects office workers and instructors to dress in a manner that is normally acceptable in business establishments. Clothing should be appropriate to the occasion and assignment and be clean and tasteful. Underwear must not be visible. Hair should be clean and neat. Only reasonable and tasteful body piercing and visible tattoos are permissible. All are expected to use good judgment to avoid extremes and maintain a businesslike appearance. Footwear must be safe for the work being conducted and must be worn at all times.

Some volunteer positions have uniforms that are to be worn. You will be notified if your volunteer position has such requirements. Consult your supervisor and/or the Office of Volunteers & Youth for questions regarding appropriate and inappropriate dress.

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# Acknowledgement and Receipt

## RECEIPT AND REVIEW OF POLICIES FORM

Signature on this receipt acknowledges that you have reviewed the Santa Barbara County Chapter volunteer handbook. Please sign and date the receipt.

### Volunteer Handbook Statement of Certification

I, \_\_\_\_\_, certify that I have received and reviewed the Santa Barbara County 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 Office of Volunteers & Youth. I also realize that this statement will become a permanent part of my volunteer personnel file.

\_\_\_\_\_  
Volunteer's Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\*Please return to the Office of Volunteers & Youth at the Santa Barbara County Chapter