



Volunteer Handbook

**American Red Cross
of Greater Cleveland**

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Introduction

[Welcome Message](#)

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

In the Greater Cleveland Chapter 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 Office of Volunteer Personnel at 216.431-3334 or email us at Volunteering@redcross-cleveland.org for additional information or to pass along suggestions or comments.

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

Sincerely,

The Office of Volunteer Personnel

[About this handbook](#)

Welcome to the American Red Cross. Thank you for joining our cadre of millions of 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 Greater Cleveland 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 if you have any questions about the content of this handbook.

The Greater Cleveland 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.

Values

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

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

Ethics Every Day

As volunteers at the American Red Cross, each of us is responsible, every day, for our own behavior and the 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.

[Red Cross History](#)

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.
- As of mid-2006, 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. It is unique among voluntary service organizations because it was founded on a set of seven Fundamental Principles.

[History of the Greater Cleveland Chapter](#)

In May of 1905, the first meeting of the American Red Cross, Greater Cleveland Chapter was called to order by Samuel Mather. Samuel was joined by a group of other civic leaders that believed the chapter could improve the quality of life for Cleveland residents. Samuel was elected as the first chapter chairman and four committees were established to fulfill the new mission of the chapter.

Among the first services organized for the benefit of local Cleveland residents were Disaster Services, Services to the Armed Forces, Nursing, Health Services, and Safety Services.

By 1917, when the United States was entering the First World War, Cleveland raised over \$5,000,000 for the War Relief Fund, the largest per capita in the country.

One of the major tests of the Cleveland Chapter's preparedness came in 1924 following the Lorain tornado. The tornado left disastrous results in its wake, with 300 dead and 1,500 afflicted with storm-related injuries. The Cleveland Chapter responded immediately by mobilizing all available personnel and sending cartloads of commodities to help the people affected by this disaster.

During this same time Red Cross chapters around the world adopted Cleveland's disaster relief handbook.

In 1929, when the stock market crashed, leading to the Great Depression, the Cleveland Chapter distributed surpluses of food and clothing to more than 50,000 area families.

In 1937, the Cleveland Chapter joined with the Community Chest to become partners in the United Appeal fund drive, today known as the United Way. That same year, massive flooding of the Mississippi and Ohio rivers left 250,000 people homeless. The Cleveland Chapter provided more than \$240,000 in aid to victims representing over 81,000 families.

By 1939, the Greater Cleveland Red Cross was recognized as "#1 Red Cross City," following Roll Call, the annual Red Cross membership drive. The Chapter had the distinguishing honor of having signed a greater percentage of its population than any other city in the country.

In 1941, Cleveland was one of 18 cities chosen by the American Red Cross to provide dried blood plasma to the Army and Navy.

Two years later, in 1943, the Chapter moved into a ten-story building at 1227 Prospect Avenue in the heart of downtown Cleveland.

Disaster Services was kept busy the following year, helping to provide aid to 395 families that were left homeless following the 1944 explosion at East Ohio Gas that set a whole neighborhood aflame.

In the ensuing years, as War World II made its impact on the world, the Red Cross also continued to make an impact by helping thousands of servicemen and their families. Sewing volunteers made millions of items for military use, while specialized nurse volunteers continued to draw blood for the military.

In 1951, the Regional Blood Center joined other American Red Cross services at 1227 Prospect Avenue, sparking the start of a new era of collecting blood for civilian use. Just a year prior to this event, the Regional Blood Center increased blood collections for shipment to Korea during the Korean War.

The opening of 15 suburban branches in 1955 marked the increasing interest and population shifts facing the Cleveland area.

In 1962, the Cleveland Chapter proved its efficiency by helping to immunize Cuyahoga County residents against polio. In a mere two days, 90% of the county's residents had received the Sabin polio vaccine.

In the following ten years, the Cleveland Chapter continued improving the standards of the Red Cross. The Chapter's definition of disaster was broadened to include single-family incidents, Chapter caseworkers counseled families of U.S. forces, plans were implemented for civil unrest, and double-layer plastic bags replaced glass bottles for blood collection.

In 1975, the level of growth experienced by Blood Services caused them to move their operations center to 40th and Chester Avenue.

During the 1980's, the Cleveland Chapter addressed HIV/AIDS prevention by hosting information sessions. The Red Cross added several more services to its growing portfolio -- Emergency Housing and Relocation, Traveler's Aid and Hispanic Outreach.

In 1990, a new Cleveland headquarters was established at 3747 Euclid Avenue. The new location had the advantage of being large enough to house both the Cleveland Chapter and the Regional Blood Center, and the two were reunited at this new address. The following year, Blood Services and the chapter were separated into two distinct units, but to this day still share the same location.

Also during 1991, Desert Storm was the focus of Red Cross efforts. A volunteer hotline was established for information and a bulletin was prepared for staff and public update during and following the war in the Middle East.

Disaster Services developed a Crisis Intervention Team in 1992 to assist victims, families of victims, and workers affected by disasters. This same year, Cleveland volunteers flew to Florida to aid victims of Hurricane Andrew.

In 1994, the first Emergency Response Vehicle (ERV) was received by the Chapter. The ERV has served at a number of emergencies.

In 1995, the Cleveland Chapter began efforts of reducing fire-related deaths by instituting the Operation Save-A-Life program. The goal of the program is to reduce fire deaths in the Greater Cleveland area by installing smoke alarms and batteries in the homes of residents who qualify as low income, disabled, or elderly.

The Red Cross began offering preparedness information sessions to all interested parties in 1999 in an effort to minimize any Y2K related disasters that may have occurred. Around this same time, Automated External Defibrillators (AEDs), for non-medical personnel, were included in chapter programs.

In 2001, in the aftermath of September 11, the American Red Cross found extraordinary strength in its disaster response. While downtown was being evacuated and the nation was staggering under the terrible blows of terrorist attacks, the Cleveland Chapter set in motion a response plan that addressed calls from thousands of Clevelanders, coordinated an unprecedented amount of blood donations, and met the needs of local safety forces.

New partnerships were identified and old ones enhanced in 2001, as the Cleveland Chapter continued to expand its relationship with the Cleveland School District by implementing a CPR program for school-age children.

The Together, We Prepare initiative was launched in 2002, educating more than 200,000 members of the community on how to prepare for the unexpected.

Continuing its innovative practices, the Cleveland Chapter teamed with three other organizations in 2003 to coordinate planning and preparedness activities to facilitate a working vaccination clinic for a smallpox outbreak. The success of this program enables the Cleveland Chapter to support the Cuyahoga County Board of Health with outbreaks.

Currently, the Cleveland Chapter works closely with local government and health care agencies on cohesive response plans for a variety of emergencies. The impact of this partnership means a safer community and ultimately a safer nation.

On December 26, 2004, a deadly tsunami hit Southeast Asia, killing thousands. The Chapter raised \$2 million for disaster relief. Much of that was raised by Northern Ohio Cares: Tsunami Relief, a telethon carried by all local stations simultaneously.

The Chapter celebrated its 100th year of service in 2005 with a series of events. We presented the 100,000 smoke alarm to a 98-year-old Euclid resident through Operation Save-A-Life. A week later, a fire in May, 2005 killed eight children and one adult. This was one of the most horrific fire fatalities in Cleveland's history. The Red Cross provided assistance and support to the families and neighbors on East 87 Street.

In June, more than 500 volunteers, staff, and stakeholders enjoyed a 100th anniversary celebration at the Chapter, where we looked back on our century of service and forward to the challenges ahead.

In late August 2005, a storm which would become the largest response to a natural disaster in Red Cross history began brewing. Hurricane Katrina was serious at first landfall in Florida, much more so when it hit the Gulf Coast states a few days later, and soon turned catastrophic with broken levees in New Orleans. The Greater Cleveland Chapter, working with government and social service agencies, prepared a shelter at the Cleveland Convention Center for evacuees of the hurricane. Although the shelter was not activated as a short-term living area, the Convention Center was transitioned as a one-stop shop for more than 350 evacuee families who relocated to the Cleveland area.

[About our Greater Cleveland Chapter](#)

The Greater Cleveland Chapter is responsible for service delivery in three area counties: Cuyahoga, Geauga, and Lake.

The Greater Cleveland Chapter is located at

3747 Euclid Avenue

Cleveland, OH 44115

Phone – 216.431.3010

Fax – 216.431.3025

www.redcross-cleveland.org

The chapter's email address is www.redcross-cleveland.org.

Office hours are Monday–Friday from 8:30am to 5:00pm.

The Chapter Chief Executive Officer is Mary–Alice Frank.

Blood Services Northern Ohio Region are located at 3747 Euclid Avenue, Cleveland, OH 44115

Phone – 216.431.3010

Fax – 216. 431.3025

www.redcrossdonor.org

Blood Services Northern Ohio Region provides nearly all of the blood needed in the Greater Cleveland area. Information relating to Blood Services such as blood drive locations, hosting a blood drive, or questions related to giving blood can be obtained by calling 1-800-GIVE LIFE, (1-800-448-3543).

Volunteer Policies

Commitment to Volunteers, Diversity, and Youth Involvement

The achievement of the goals of the Greater Cleveland Chapter is best served by the active participation of members of the community. To this end, the Greater Cleveland 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 are to be given meaningful assignments, to be treated as equal co-workers, provided effective supervision, afforded full involvement and participation, and to be recognized 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 Greater Cleveland Chapter may terminate any volunteer relationship at any time if it determines in its sole discretion that the termination is in the best interests of the Chapter.

The Greater Cleveland Chapter is committed to diversity and inclusiveness. Our employees; volunteers; governance; customers; blood, and 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 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.

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 Greater Cleveland 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

1. Be realistic and candid in accepting your assignment, taking into consideration your interests, skills, and availability, as well as the needs of the Greater Cleveland 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 Greater Cleveland Chapter, complete a Volunteer Application, sign a Code of Conduct and a Confidential Information and Intellectual Property Agreement, observe confidentiality when needed, and engage in appropriate public behavior at all times.
5. Participate in the feedback process by letting the Chapter know how you feel about your volunteer experience and by giving constructive suggestions for improvement in any area.
6. Develop your skills as a volunteer by participating in training and development opportunities. Learn as much as you can to do the best job possible.

What You Can Expect From the Chapter

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

Insurance for Volunteers

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

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

Volunteers are not eligible for worker's compensation benefits in the State of Ohio.

Questions about Insurance for volunteers can be referred to the Office of Volunteer Personnel.

Dual Role of Red Cross Volunteers and Non-exempt Employees

At times, employees of the Greater Cleveland Chapter may desire to volunteer for the organization. Exempt employees may volunteer for Greater Cleveland Chapter. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees

may only volunteer for the Greater Cleveland 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 Greater Cleveland Chapter or American Red Cross, must speak to his or her manager and the Manager of Volunteer Personnel and complete a volunteer application, CIIPA, and Code of Conduct form before performing any such volunteer service. Additionally, employees are not permitted to volunteer within their job scope.

Recruitment and Selection Policies

Role of the Office of Volunteer Personnel

The productive involvement of volunteers requires a planned and organized effort. The function of the Office of Volunteer Personnel is to provide a central coordinating point for effective volunteer placement within the Greater Cleveland Chapter, and to direct and assist volunteer and employee efforts jointly to provide more productive services. The Office of Volunteer Personnel 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 Volunteer Personnel shall bear primary responsibility for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers.

Volunteer Records, References and Privacy

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

Volunteers may review their personnel records in accordance with state law. Volunteers must notify the Office of Volunteer Personnel and schedule a time that is mutually convenient. Files may only be viewed in the Office of Volunteer Personnel.

Volunteer Position Descriptions

Most registered volunteer positions in the Greater Cleveland Chapter have 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, and abilities, to perform volunteer responsibilities.

The prospective volunteer:

- Completes a Volunteer Information Session (VIS) session or online VIS class.
- Provides appropriate references and signs a release for a background check;
- Completes all paperwork; i.e. Volunteer application, etc.

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.

Placement of a volunteer is a mutual agreement between the volunteer and the supervising staff. 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 working in blood services may be required to complete additional specialized training as required by Food and Drug Administration regulations.

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

[Recruitment of Minors](#)

Volunteers who have not reached the age 18 must complete all required paperwork, e.g., Volunteer Application, etc., prior to volunteering. The volunteer assignment given 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 Greater Cleveland Chapter accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Greater Cleveland Chapter. Volunteers agree that the organization may at any time, for whatever reason, decide to terminate the volunteer’s relationship with the Greater Cleveland Chapter or to make changes in the nature of his/her volunteer assignment.

[Nepotism and Fraternization](#)

The Greater Cleveland Chapter permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the Greater Cleveland Chapter, create actual or perceived conflicts of interest. For purposes of this policy, “relative” is a husband, wife, mother, father, mother-in-law, father-in-law, son, daughter, son-in-law, daughter-in-law, brother, sister, uncle, aunt, or first cousin. The Greater Cleveland 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 Greater Cleveland 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 Greater Cleveland 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 Greater Cleveland Chapter, an actual or apparent conflict arises as a result of marriage, one of the volunteers may be reassigned or volunteer involvement will end within 90 days if no reassignment is available.

This policy applies to all categories of volunteer assignments.

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 Greater Cleveland Chapter strives to maintain a safe and productive workplace. The Greater Cleveland Chapter may perform, or may request that third parties perform, reference and background checks at any time in the application or volunteer management process. All reference and background checks will be performed in accordance with applicable federal and/or state law.

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

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 Greater Cleveland 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 Greater Cleveland Chapter 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 a mutual agreement between the potential volunteer and the department in which they are being placed. Notice may only be given by an authorized representative of the Greater Cleveland Chapter, who will normally be the assigned supervisor. 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.

Volunteer Classification

Registered and Registered for Credit Volunteers. Registered volunteers have demonstrated an ongoing commitment to the Red Cross and whose names and addresses are on file at the chapter or station. Registered for credit volunteers receive a formalized quid pro quo from the Red Cross.

Unregistered Volunteers. Volunteers, who participate only briefly for a single time or special event, for whom minimal or no paperwork is completed.

Leadership Volunteers. Volunteers serving in governance, management, or advisory positions in the chapter, blood services region or station, may be registered, registered for credit or unregistered.

Court-referred volunteers

Our Greater Cleveland Chapter does involve court referred volunteers on a case by case basis depending on the conviction, their skills, and availability.

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 Greater Cleveland Chapter may apply for volunteer positions.

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 Greater Cleveland Chapter and for providing feedback to the volunteer regarding their work.

Each volunteer should be provided with contact information for contacting their immediate supervisor.

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.

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

Short term, episodic and spontaneous volunteers may also request feedback from their immediate supervisors.

Training for Volunteers

Volunteers will have access to training for their positions. All volunteers must go through Red Cross orientation (a Volunteer Information Session). Volunteer development is a collaborative effort among the Greater Cleveland Chapter, supervisors, and volunteers to align individual goals with the overall direction of the Greater Cleveland Chapter. Development efforts are

focused on building the capabilities of all volunteers. Developmental activities may include both hands-on projects and formal training.

Communicating with The Office of Volunteer Personnel

A supervisor is responsible for maintaining regular communications with the volunteer and the Office of Volunteer Personnel 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 Volunteer Personnel. The Office of Volunteer Personnel 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 his/her supervisor and the Office of Volunteer Personnel regarding queries or concerns.

Separation from Red Cross Volunteer Involvement

Voluntary separation is when a volunteer, resigns, relocates outside the Chapter's service delivery area, retires, or dies. Volunteers are encouraged to give the Greater Cleveland 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 all Greater Cleveland Chapter property must be returned.

Awards and Recognition

The American Red Cross is committed to recognizing its volunteers. As a Red Cross volunteer, you are eligible for a number of awards both locally and nationally. Service pins are awarded on the fifth year anniversary and in five year increments thereafter. The actual presentation is not date specific to the volunteer's original starting date.

More information about Greater Cleveland Chapter awards and recognition program(s) is available from the Office of Volunteer Personnel.

Attendance

The Greater Cleveland Chapter expects all volunteers to assume diligent responsibility for their attendance and promptness. Volunteers, who are unable to come in or who may be late, should notify their supervisors as soon as they can. Frequent absenteeism or lateness 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.

Schedules

The Greater Cleveland 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. The Chapter's core hours are 8:30 a.m. to 5:00 p.m., Monday through Friday.

Inclement weather

Occasionally, weather may inhibit business operations. However, staff safety is most important. Call 216.556.0868 to check the recorded message. The Red Cross maintains a recorded message to advise staff of any changes to regular business operations.

Holidays

The Greater Cleveland Chapter closes business in observance of seven holidays throughout the calendar year.

The Chapter is closed on:

Holiday	Date Observed
New Year's Day	January 1
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
Christmas Day	December 25

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

Safety & Security Policies

Workplace Safety and Security

In order to provide a secure, safe, and healthy environment for volunteers, the Greater Cleveland 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 their volunteer assignments unless absolutely necessary. The Greater Cleveland 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 Greater Cleveland 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 activities. Volunteers must immediately report any unsafe condition to their supervisors. 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 supervisors.

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 Office of Volunteer Personnel. 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.

For more information, refer to the Insurance for Volunteers' section. Volunteers who become unable to serve because of a volunteer related illness or injury must inform their supervisor immediately.

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 Greater Cleveland Chapter to make sure its drivers are qualified and legally authorized to safely operate motor vehicles used in the course of Chapter business. Only those volunteers who meet the qualifications of the Greater Cleveland Chapter's Safe Driver vehicle program are allowed to operate Greater Cleveland Chapter vehicles. (See Administrative Services for program details.)

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

Drivers are required to notify the Greater Cleveland Chapter of license suspensions or revocations, and to report accidents or damage to Chapter 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. 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.

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

Red Cross Property

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

Identification

New volunteers, at the Greater Cleveland Chapter, will be issued identification badges which should be worn at all times on the 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 Office of Volunteer Personnel 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.

The Greater Cleveland Chapter's identification policy is as follows: American Red Cross identification tags are to be obtained from the Security Desk or the Office of Volunteer Personnel. You are expected to wear your ID while on the job at the American Red Cross or when representing the Chapter in the community. A proximity card, which is a security pass into restricted areas, is issued at the discretion of the supervisor.

Handling Money

Whenever possible, two or more volunteers and/or employees should be involved when handling money, fees and donations. Always check with your supervisor for specific assignment instructions.

Emergency evacuation procedures

Check with your supervisor regarding emergency and evacuation procedures. Each department is assigned a zone where staff are expected to go to during an emergency. Zones are established outside the building as well as in the building basement. In an emergency, listen and follow the directions for the overhead speakers. You will be directed either to evacuate the building or go to the basement. If you are volunteering in a location other than our headquarters building at 3747 Euclid Avenue, Cleveland, OH 44115, check with your supervisor about particular emergency and/or evacuation procedures for that location.

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:

1. 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.
2. Accept or seek on behalf of himself or any other person, any financial advantage or gain of other than nominal value which may be offered as a result of the volunteer's or paid staff's affiliation with the American Red Cross.
3. 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.
4. 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.
5. 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.
6. Operate or act in any manner that is contrary to the best interests of the American Red Cross.

In the event that the volunteer's, paid staff's, or affiliate's obligation to operate in the best interests of the American Red Cross conflicts with the interests of any organization in which the individual has a financial interest or an affiliation, the individual shall disclose such conflict to the American Red Cross upon becoming aware of it, shall absent himself or herself from the room during deliberations on the matter, and shall refrain from participating in any decisions or voting in connection with the matter.

**AMERICAN RED CROSS
GREATER CLEVELAND CHAPTER
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. I affirm that, except as listed below, I have no financial interest or affiliation with any organizations which have interests that conflict with, or appear to conflict with the best interests of the American Red Cross. Should such conflicts of interest arise in connection with the affiliations listed below, I agree to refrain from participating in any deliberations, decisions, or voting related to the matter.

I also agree, during the term of my affiliation with the American Red Cross, to report promptly to the Chairman of my unit, or his/her designee, any future situation that involves, or might appear to involve, me in an conflict with the best interests of the American Red Cross.

Printed Name

Signed Name

Date

Address

Social Security Number

Confidential Information and Intellectual Property

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

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 Office of the General Counsel, American Red Cross.

Harassment Free Environment

The Greater Cleveland Chapter is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity during the course of service to the American Red Cross, while on Greater Cleveland Chapter premises, while traveling on Greater Cleveland Chapter business, or at Greater Cleveland Chapter social functions. The Greater Cleveland Chapter has zero tolerance for unlawful harassment.

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

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

2) Sexual displays or publications, or other verbal or physical conduct, where a volunteer is told either explicitly or implicitly that he or she must submit to the conduct to remain involved as a volunteer or where his or her reaction to the conduct is used as a basis for a management decision, such as evaluation, advancement, assigned duties, disciplinary action, or any other condition of volunteer involvement or career development. Examples of prohibited verbal or physical conduct include, but are not limited to:

- 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 Greater Cleveland 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 separation, may be taken.

Violations of this policy will be dealt with appropriately and promptly. Corrective action may include, but is not limited to, separation from volunteer service.

Violence Free Environment

The Greater Cleveland Chapter promotes a safe 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 Greater Cleveland Chapter property or while at Greater Cleveland Chapter sponsored activities; or
- (6) Committing acts motivated by, or related to, sexual harassment or domestic violence.

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

Volunteers have a responsibility to report any potentially dangerous situations or unauthorized individuals on Greater Cleveland 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 his/her volunteer assignment until further evaluation determines his/her suitability for return to the assignment. An evaluation that finds a volunteer suitable to return to the volunteer assignment does not negate further disciplinary action up to and including separation.

Dispute Resolution

Greater Cleveland Chapter is committed to an environment where all persons are treated with respect and dignity. The Greater Cleveland Chapter has 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.

If you experience dissatisfaction in an area of service during your volunteer placement, you are to follow the guidelines set forth. Every attempt should be made by the parties involved to resolve the situation prior to utilizing the Chapter's formal dispute resolution procedure. If the situation cannot be resolved within the department, support function or service area, the following steps should be taken:

Step One:

Discuss your dispute with your immediate supervisor and put it in writing. If a satisfactory agreement is then not achieved through this discussion, proceed to step 2.

Step Two

Refer your dispute to the department director and ask that the discussion be documented. If an agreement is not reached, proceed to step 3.

Step Three

Submit a summary of your dispute to the Office of Volunteer Personnel. A meeting with the Director of HR/Volunteer Personnel and the Chairperson of Volunteers may be scheduled.

Step Four

If there is no resolution at this point, your dispute will be submitted to the Office of Volunteer Personnel Committee for review and to make recommendations to the Chapter Chairman on how to remedy the situation. The Chapter Chairman's decision will be 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 Greater Cleveland 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. Greater Cleveland 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.

The Concern Connection Line: Call 1.888.309.9679 if you have a need to discuss:

- Theft, fraud, or any other dishonest conduct

- Discrimination or harassment
- Waste or abuse of Red Cross resources
- Conflicts of interest
- Unsafe situations
- Mismanagement
- Any action that violate the Red Cross Code of Conduct

You are always able to call the Concern Connection Line, and your call will always be confidential.

[Progressive Discipline](#)

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

The Greater Cleveland 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, 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 Greater Cleveland 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.

The specific disciplinary action taken will be tailored to the severity of the problem and applied consistently and fairly. If you believe that you have been inappropriately disciplined, you should contact the Office of Volunteer Personnel.

[Red Cross Communication Systems](#)

All communication systems are Greater Cleveland 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 Greater Cleveland Chapter communication systems, and their communications and systems use may be

audited by authorized management at any time without notice. Greater Cleveland 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 Greater Cleveland 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 standards.

Prohibited uses of Greater Cleveland 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 Greater Cleveland 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.

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

[Non-Solicitation/Distribution of Literature](#)

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

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

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

[Drugs and Alcohol](#)

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

While on Red Cross property or while performing Red Cross business off premises, volunteers are prohibited from unlawful possession, abuse, manufacture, distribution, sale or dispensation of illegal drugs or alcohol. Such conduct is also prohibited during nonworking time to the extent that it violates laws, negatively affects Red Cross activities, or adversely affects the reputation of the American Red Cross. Volunteers who present the odor of alcohol and/or whose behavior is found to be influenced by alcohol may be subject to disciplinary action up to and including separation.

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 Office of Volunteer Personnel within five business days of said conviction or plea. Failure to comply with this regulation may result in disciplinary action up to and including separation.

[Smoking](#)

The Greater Cleveland Chapter provides a smoke-free environment. Smoking inside all Greater Cleveland 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 Greater Cleveland Chapter, volunteers should seek prior consultation and approval from their immediate supervisor. Volunteers are authorized to act as representatives of the organization as specifically indicated within their position descriptions and only to the extent of such written specifications.

Media Inquiries

The American public relies on the American Red Cross as a symbol of trust and as a powerful voice in providing lifesaving information. Greater Cleveland Chapter will provide a response to media inquiries as soon as possible. Individuals designated to speak on the organization's behalf are the Associate Director of Communications or designee.

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.