



33 Everett Road  
Albany, NY 12205  
Tel (518) 458-8111  
Toll free (800) 831-0927  
Fax (518) 459-8268  
[www.redcrossneny.org](http://www.redcrossneny.org)

Dear Volunteer Candidate:

**Welcome to the American Red Cross!**

We're grateful that you would consider spending a portion of your valuable volunteer energy and time with us. Ninety percent of Red Cross activities are accomplished through the hard work of volunteers. You will find that the organization deeply values your time, your talents and your energy.

Our goal is to ensure that you find meaningful and valuable work in an area that piques your interest and challenges your intellect. We believe that your growth and development are key elements of the experience. The Red Cross is filled with fun and caring people, so we hope you'll find a social element to your connection.

This packet contains instructions and a number of items needed to start you on your way into the Red Cross. Included is information regarding our current priorities, a generalized list of potential voluntary service areas, and several forms required to register you as an American Red Cross Volunteer.

Thanks again for considering the Red Cross. The need for volunteers is great and the rewards are many. Please contact us at (518) 458-8111 if you have any questions.

Very truly yours,

A handwritten signature in blue ink that reads "Kelsey M. Kohler".

Kelsey Kohler, Chair  
Youth and Volunteer Resources Committee

A handwritten signature in black ink that reads "Skip Zimmerman".

Skip Zimmerman, Director  
Youth and Volunteer Resources

A handwritten signature in black ink that reads "Sheelah R. Aplasca".

Sheelah Aplasca, Manager  
Youth and Volunteer Resources



**American  
Red Cross**

of Northeastern New York

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## Volunteer Engagement Opportunities

**+** = areas of highest need

### EMERGENCY & DISASTER SERVICES

- Volunteer Leadership **+**
- Disaster Training Instructors
- Local and National Disaster Relief **+**
- Services To Armed Forces

### HEALTH & SAFETY

- Volunteer Leadership
- CPR/First Aid Instructors **+**
- Preparedness Instructors **+**
- Instructor Trainers
- Special Projects

### YOUTH & VOLUNTEERS

- Volunteer Leadership
- Recruitment **+**
- Training & Orientation
- Events & Community Outreach **+**
- Youth Programs/Mentoring
- Database Management
- Special Projects

### BLOOD SERVICES

- Volunteer Leadership
- Blood Drive Staffing **+**
- Blood Drive Sponsorship
- Blood Donor Recruitment

### FINANCIAL DEVELOPMENT

- Volunteer Leadership
- Events & Conferences **+**
- Fundraising & Donor Contact **+**
- Database Management
- Special Projects

### SENIOR SERVICES

- Long-term Care Ombudsman
- Telephone Reassurance **+**

### COMMUNICATIONS

- Volunteer Leadership
- Disaster Public Affairs **+**
- Events & Conferences **+**
- New & Traditional Media
- Graphic Design
- Special Projects

### GOVERNMENT RELATIONS

- Volunteer Leadership
- State Senate & House Relations
- Special Projects

### ADMINISTRATIVE SUPPORT

- Volunteer Leadership
- Chapter Receptionists **+**
- Finance & Accounting
- Database Management
- Special Projects

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June 2009

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1. Lend a hand to a local military family.
  - Perform free services such as car washes, lawn mowing, repair projects, etc.
  - Provide childcare while parents attend important informational or support group meetings.
  - Mentor or teach children and students through activities such as reading, mentoring college-bound students or providing arts or sports workshops.
2. Support military veterans. Reach out to veteran health facilities: play games, conduct exercise programs, distribute books or help plant and cultivate healing gardens.
3. Thank Red Cross contributors. Participate in a thank-a-thon. Give 2 - 3 hours of your time to thank friends and neighbors who support the mission of the Red Cross.
4. Give the gift of life—become a blood donor or volunteer for a blood drive.
5. Challenge your friends and family. Be the first to recruit the most blood donors, sign up the most participants for CPR and First Aid classes or enlist the most people to become “Red Cross Ready” by taking the 10-minute online Red Cross education program.
6. Help your neighbors be prepared for a disaster.
  - Distribute information on disasters common to your community—home fires, floods, earthquakes, tornadoes, etc.
  - Build disaster kits to help friends and neighbors prepare for local emergencies, or comfort kits for those personally affected by disasters.
7. Ensure your community has adequate sheltering capacity in the event of an emergency by visiting and evaluating shelter sites.
8. Share your caring and humanity with people around the world.
  - Join the world-wide movement to vaccinate children against measles by raising awareness of the Red Cross Measles Initiative.
  - Make your neighbors aware of Red Cross services to help locate loved ones in other countries separated by disasters and war.
  - Share the values of the Geneva Conventions by distributing information on international humanitarian law.
9. Use your technology skills to help your local Red Cross chapter update Web sites, post Red Cross volunteer opportunities or educate Red Cross employees and volunteers on the use of social networking Web sites.
10. When there is a major disaster in your local community, lend your time and skills to support the Red Cross disaster relief effort.



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## Application Instructions

### **Step 1**

Please complete and sign the following:

- a. Volunteer Application
- b. Statistical Information (optional)
- c. Code of Business Ethics and Conduct
- d. Confidential Information and Intellectual Property Agreement

### **Step 2**

Return the signed and completed documents to the Red Cross in person, via mail, email or fax to:

American Red Cross  
33 Everett Road  
Albany, NY 12205  
Email: [volunteers@redcrossneny.org](mailto:volunteers@redcrossneny.org)  
Fax: 518.459.8268, attention Volunteer Resources

### **Step 3**

- a. Go online to <https://www.mybackgroundcheck.com/order/ArcVts/>
- b. Select “**American Red Cross of Northeastern NY - Albany**” as your Chapter.
- c. Check “**I am a candidate for volunteering**”.
- d. Complete the survey.

### **Step 4**

Contact the Youth and Volunteer Resources Department once you have completed the background check. Email us at [volunteers@redcrossneny.org](mailto:volunteers@redcrossneny.org) or call us at 518.458.8111 ext. 5103.

### **Step 5**

We will contact you for an intake interview as soon as we have your application and the results of your background check.

*Call or email us with any questions that arise. We're here to help!*

[volunteers@redcrossneny.org](mailto:volunteers@redcrossneny.org)    518.458.8111 ext. 5103

**Thanks for considering the American Red Cross for your volunteer energy!**



**American Red Cross of  
Northeastern New York  
VOLUNTEER APPLICATION**

**Today's Date:**

<b>Start Date</b>	<b>Date of Birth</b>	<b>Background check completed MM/DD/YY</b>	<b>Age Group</b> (14-18) <input type="checkbox"/> (19-24) <input type="checkbox"/> (25-64) <input type="checkbox"/> (65 and over) <input type="checkbox"/>
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**Contact Information**

<b>Last Name</b>		<b>First</b>		<b>Middle</b>		
<b>Home Address</b>			<b>Apt/Bldg</b>	<b>City</b>	<b>State</b>	<b>Zip Code</b>
<b>Business Address</b>			<b>Suite</b>	<b>City</b>	<b>State</b>	<b>Zip Code</b>
<b>Home Phone</b>	<b>Business Phone</b>	<b>Cell Number</b>	<b>Fax Number</b>	<b>E-Mail Address</b>		
<b>My preferred mailing address is:</b> Home address <input type="checkbox"/> Business address <input type="checkbox"/>						
<b>Employer</b>				<b>Occupation</b>		

**Emergency Contact**

<b>Name</b>	<b>Day Phone</b>	<b>Evening Phone</b>	<b>Relationship</b>
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**Experiences (include both paid and volunteer work experience, beginning with most recent)**

<b>Organization Name</b>	<b>Address</b>	<b>Phone</b>
<b>From</b> <b>To</b>	<b>Supervisor's Name/Title</b>	
<b>Organization Name</b>	<b>Address</b>	<b>Phone</b>
<b>From</b> <b>To</b>	<b>Supervisor's Name/Title</b>	

**Current Licenses and Certifications (other than those received through the Red Cross)**

<b>Type</b>	<b>Number</b>	<b>State</b>	<b>Expiration Date</b>
<b>Type</b>	<b>Number</b>	<b>State</b>	<b>Expiration Date</b>

**Education (highest level achieved)**

<b>Institution Name</b>	<b>City/State</b>	<b>Degree/Major</b>	<b>Date Attended</b>
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**Language Skill Proficiencies**

Language:      **Speak:** High  Medium  Low     **Read:**  High  Med  Low     **Write:**  High  Med  Low   
 Language:      **Speak:** High  Medium  Low     **Read:**  High  Med  Low     **Write:**  High  Med  Low

**Skills (please check up to four from the list)**

Accounting <input type="checkbox"/>	Driving <input type="checkbox"/>	Journalism <input type="checkbox"/>	Teaching <input type="checkbox"/>
Administrative Support <input type="checkbox"/>	Events Coordination <input type="checkbox"/>	Management <input type="checkbox"/>	Technical Writer <input type="checkbox"/>
Communications <input type="checkbox"/>	Filing <input type="checkbox"/>	Photography <input type="checkbox"/>	Volunteer Advisor <input type="checkbox"/>
Computer Support <input type="checkbox"/>	Financial Consultant <input type="checkbox"/>	Project Management <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
Counseling <input type="checkbox"/>	Fund Raising <input type="checkbox"/>	Public Relations <input type="checkbox"/>	
Data Entry <input type="checkbox"/>	Graphic Design <input type="checkbox"/>	Public Speaking <input type="checkbox"/>	

**Availability (Chapter office closed on weekends)**

Monday AM <input type="checkbox"/>	Tuesday AM <input type="checkbox"/>	Wednesday AM <input type="checkbox"/>	Thursday AM <input type="checkbox"/>	Friday AM <input type="checkbox"/>	Sat AM <input type="checkbox"/>	Sun AM <input type="checkbox"/>
Monday PM <input type="checkbox"/>	Tuesday PM <input type="checkbox"/>	Wednesday PM <input type="checkbox"/>	Thursday PM <input type="checkbox"/>	Friday PM <input type="checkbox"/>	Sat PM <input type="checkbox"/>	Sun AM <input type="checkbox"/>

<b>Hours per week            or Hours per month</b>
<b>Previous Red Cross Experiences</b>
Have you ever worked as a Red Cross employee or volunteer?            (If yes, give Red Cross affiliation names, position and dates.)
Have you ever held any Red Cross certification?            (If yes, please list.)
<b>A “yes” answer to the following italicized questions does not necessarily disqualify an applicant.</b>
<i>Have you ever been convicted of a felony or misdemeanor? If yes, please explain.</i>
<i>Note: Volunteers will be precluded from service if the background check shows a court imposed penalty for a crime within the past 7 years from the date of disposition, release from jail or prison, or release from probation or parole, whichever occurs latest.</i>
<i>Have any of your Red Cross certifications ever been revoked?            If yes, please explain.</i>
<b>Why do you wish to volunteer with the American Red Cross (optional):</b>

**In an effort to assure your safety and the safety of those we serve, the American Red Cross requires that all Red Cross employees and volunteers complete a background check prior to employment or registered volunteer service.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Consent of Parent/Guardian for Applicant Under Age 18**

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

Updated 10/13/09

## STATISTICAL INFORMATION

The American Red Cross, in recognition of its responsibility to employees, volunteers, and the community it serves, reaffirms its policy to assure fair and equal treatment in all of its practices, for all persons. The American Red Cross will not discriminate on the basis of race, color, religion, sex or national origin, or against any qualified handicapped individual, disabled veteran or veteran of the Vietnam era. The following information is requested only to determine the diversity of Red Cross volunteers.

While **Completion is optional**, it would be most helpful to us as we monitor the complete record of our program.

- Gender:** M  F
- Veteran:** Yes  No
- Disabled** Yes  No
- Marital Status** Married  Single  Divorced  Widowed
- Ethnic group:** Hispanic or Latino   
White (Not Hispanic or Latino)   
Black or African American (Not Hispanic or Latino)   
Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)   
Asian (Not Hispanic or Latino)   
American Indian or Alaska Native (Not Hispanic or Latino)   
Two or More Races (Not Hispanic or Latino)

**Referral:** *Where did you learn about the Red Cross volunteer positions?*

- Red Cross website
- Other website  please indicate which one \_\_\_\_\_
- Friend/Family
- School
- Work/jobsite
- Blood drive
- Media (newspaper, radio, TV ad)
- Other  please specify \_\_\_\_\_



## AMERICAN RED CROSS CODE OF BUSINESS ETHICS AND CONDUCT

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

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

waste, abuse, policy violations, discrimination, illegal conduct, unethical conduct, unsafe conduct or any other misconduct by the organization, its employees or volunteers.

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

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

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**CERTIFICATION OF COMMITMENT TO THE CODE OF BUSINESS ETHICS AND CONDUCT**

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

Describe any potential conflicts:

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Rev. January 2007

# CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY AGREEMENT

## For All Volunteers

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

## Reasons for Agreement

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

### 1. Definitions.

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

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

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

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

Intellectual Property shall include any intellectual property created by me:

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

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

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

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

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

5. Survival of Obligations and Enforcement. The obligations that I have under this Agreement shall survive the termination of Volunteer Service, regardless of the reasons or method of termination. I agree that Red Cross shall be entitled to recover from me all attorneys' fees incurred in enforcing Red Cross' rights under this Agreement.

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

VOLUNTEER

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Volunteer ID Number

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Department or Division

\_\_\_\_\_  
Title