

Volunteer Handbook

The Blood Alliance

Savannah Community Blood Bank

Lowcountry Community Blood Center

Blood Center of the St. Johns

2007

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Purpose

This book will share a little of our history, philosophy, practices, policies, as well as some of the benefits you may receive as a valued volunteer.

We hope this handbook will allow you to feel comfortable with us. We depend on you – your success is our success. Please do not hesitate to ask questions. We believe you will find The Blood Alliance a great place to be and enjoy your volunteer time spent with us.

Please read this Handbook carefully and refer to it whenever questions arise.

About The Blood Alliance

Mission Statement

The Blood Alliance is a nonprofit organization dedicated to providing the people within our communities and other communities in need with quality blood services. As a unique resource, in partnership with volunteer donors, The Blood Alliance is committed to maintaining an adequate supply of blood components, a competent and professional staff, and high performance standards through current knowledge and approved technology.

Background

The Blood Alliance, formerly the Jacksonville Blood Bank, opened its doors in 1942. It is a non-profit organization, which provides blood, blood components and related services to medical facilities in Jacksonville, Jacksonville Beach and St. Augustine, FL, St. Mary's and Savannah, GA and Beaufort, SC. We are an independent blood center and a member of the American Association of Blood Banks, American's Blood Centers, and the Florida Association of Blood Banks. TBA is governed by a President/CEO, a Chief Operating Officer, a Medical Director and a volunteer Board of Directors. It has the total responsibility of recruiting volunteer donors, drawing blood, processing and preparing it for administration and transporting it to the hospitals.

Commitment

It is the commitment of The Blood Alliance to provide a reliable blood supply to patients in our community.

What You Can Expect From The Blood Alliance

The Blood Alliance (TBA) volunteers have the right to:

1. Receive a description of their assignment.
2. Be given appropriate assignments according to skill, interests, availability and training.
3. Be given appropriate expressions of appreciation and recognition.
4. Receive orientation, training and supervision for the tasks they accept.
5. Expect that their time will not be wasted by lack of planning, coordination or cooperation within the agency.
6. Expect that volunteer records will be kept documenting volunteer experience, assignments held, training, evaluation and commendation.
7. Be treated with the courtesy given to someone who unselfishly contributes to TBA's goals through their volunteer work.
8. Have all these things done in the spirit of friendliness and cooperation so that TBA will continue to be known as "a great place to volunteer."

What The Blood Alliance Expects from You

1. Know your duties and how to do them properly, correctly and pleasantly.
2. Cooperate with staff and your fellow volunteers and maintain a good team attitude.
3. Grasp opportunities for personal development that are offered to you.
4. **Sign in** each time you arrive for your assignment and **sign out** at the end of each assignment.
5. Inform your Volunteer Coordinator as soon as possible of any planned absence or lateness.
6. Dress appropriately and wear your volunteer ID badge at all times.
7. Keep all communications concerning donors and patients confidential.
8. Report for all assignments on time.

Remember, **YOU** help to create the pleasant volunteering conditions that TBA intends for you. We need your help in making each volunteer day enjoyable, productive and rewarding.

Volunteering Policies & Procedures

Your first step should be to carefully read this Handbook. It is designed to answer many of your questions about the policies and procedures of TBA, what you can expect from TBA and what we can expect from you.

Attendance

The Blood Alliance has 7 locations throughout Jacksonville & St. Augustine, FL, 2 in St. Mary's and Savannah, Georgia and 1 in Beaufort, SC. All have different hours. **Please make every effort to maintain the schedule that you have committed to.** If you find you cannot come in on a day you are scheduled, please notify the Center Team Leader or the Volunteer Coordinator as soon as possible.

Dependability

The services that volunteers provide are critical to this organization. Please be prompt and consistent. If you have been scheduled but cannot meet that obligation, please let the Volunteer Coordinator know as far in advance as possible. If you fail to meet your schedule, the projects that were assigned to you may not get done that day. Give as much time as possible to enable us to schedule someone else to cover your assignment.

Attendance

Sign-in time sheets are necessary for our program. They enable us to keep an accurate record of your contribution to TBA. Volunteers are required to sign in and out each time they report for duty.

Benefits

Benefits to volunteers include the following:

- Development of marketable skills for future career opportunities
- Training and other learning opportunities
- Documentation of training and experience
- Recognition for volunteers at Annual Recognition Luncheon
- Participate at Community Blood Drives and at the Pepsi Experience prior to all Jaguars home games.

Confidential Information

We have an obligation to our donors and patients to maintain their confidentiality and respect their privacy.

As you work with the staff, information of a confidential nature may be shared with you. You must not share this information with anyone who does not have a professional right to know. Such information is not to be shared with your family, friends or acquaintances.

No one is permitted to remove or make copies of any TBA records, reports or documents without prior approval.

Release of confidential information to unauthorized persons may result in your dismissal as a volunteer and could involve you in legal proceedings.

Dress Code

Take your lead from the staff and dress appropriately for the task you are doing. Casual clothing is acceptable, but we ask that your attire be neat and conservative. Pierced jewelry, other than earrings, is not acceptable.

Volunteers shall be neat and clean in their person and attire when on assignment.

Personal appearances should be a matter of concern for each volunteer. If your attire is deemed inappropriate, you may be asked to leave your volunteer assignment until you are properly attired.

Equal Volunteering Opportunity

The Blood Alliance provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief or disability that does not prohibit performance of essential task assignments. All matters relating to volunteering are based upon ability to perform the assigned tasks, as well as dependability and reliability.

Harassment

The Blood Alliance intends to provide a volunteer environment that is pleasant, healthful, comfortable and free from intimidation, hostility or other offenses, which may interfere with a volunteer's performance. Harassment of any sort – verbal, physical or visual – will not be tolerated.

Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact or violence.

TBA will not tolerate any sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such contact creates an intimidating environment, prevents an individual from effectively performing an assignment, or when such conduct is made a condition of volunteering.

Personal Phone Calls

Please keep your personal phone calls to a minimum. They must not interfere with your volunteering or blood bank operations. You are permitted to make local calls on designated telephones for essential personal business. Long distance or toll calls are not permitted.

Restricted Areas

In the interest of safety and security, certain areas of TBA facilities may be restricted to authorized personnel only. Such areas will be clearly marked.

Security

Security guards are provided for employee and volunteer safety. If you volunteer in the evening, the security guard or a TBA employee will be happy to walk you to your automobile and see that you are safely locked in.

Parking

You are encouraged to use the employee parking areas designated for our staff. TBA volunteers receive free parking in the employee parking lot across the street from the main building. Please keep in mind the parking area directly **in front of the building is for donors and visitors only**. You may obtain a parking badge from the front desk upon arrival. This badge will provide access to the parking lot. Once your car is parked, return the badge to the front desk. Badge access is not required to exit the lot. Please remember to lock your car. (Central Jacksonville Donor Center Only)

If you should damage another car while parking or leaving, report the incident immediately to Security. TBA does not assume any liability for any loss or damage you may sustain while on our property.

Smoking

The Blood Alliance is a non-smoking facility. A dedicated smoking area is designated at each facility. Volunteers shall not use any tobacco products while in direct public contact or in situations where fellow volunteers or TBA staff may find it offensive.

Standards of Conduct

As a volunteer, you have a responsibility to TBA and to your fellow volunteers to abide by the rules and guidelines for conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and required. When each volunteer is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.

Substance Abuse

As a volunteer, you are expected to report for volunteer duties at TBA with no mood-altering substances in your body. While you may make your own lifestyle choices, TBA cannot accept the risk in our organization which substance abuse may create. At no time is alcohol or illegal drugs allowed on any TBA property, leased facility or during volunteer service at special events and/or blood drives.

Theft

Theft is a serious concern at TBA. We consider theft to be the taking of any TBA property for personal use or the unauthorized use of TBA's services or facilities. For example, taking supplies from the copy room or a staff member's office, or using the copy machine for personal use. Theft by a volunteer is grounds for immediate release.

Unacceptable/Inappropriate Activities

Volunteers are expected to conduct themselves in a mature and responsible manner at all times. To avoid any confusion, some of the more obvious unacceptable or inappropriate activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of TBA. If you have any questions concerning any volunteer or safety rules or any of the unacceptable activities listed, please see your Volunteer Coordinator for an explanation.

If a volunteer violates any of the rules established by TBA, that person may be subject to immediate release. The following lists some but not all of the more obvious unacceptable activities:

- Willful violation of any TBA rule; any deliberate action that is extreme in nature and is obviously detrimental to TBA.
- Willful violation of security or safety rules or failure to observe safety rules or practices; failure to wear required safety dress or equipment; tampering with TBA equipment or safety equipment.
- Negligence or any careless action, which endangers the life or safety of another person.
- Possession or consumption of alcoholic beverages just prior to or while performing volunteer assignments.
- Possession or use of all illegal drugs while performing volunteer assignments.
- Excessive tardiness or absenteeism.
- Possession of dangerous or illegal firearms, weapons or explosives while on TBA property, leased facility or while serving in a volunteer capacity at any special event and/or blood drive.
- Engaging in criminal conduct or acts of violence while on TBA property or while serving in a volunteer capacity.

- Insubordination or refusing to obey instructions properly issued by Volunteer Coordinator.
- Theft of TBA property or property of staff members or other volunteers. Unauthorized use of TBA equipment. Using TBA equipment for profit.
- Dishonesty or falsification of your volunteer application.
- Breach of confidentiality of donor or patient information.
- Immoral conduct or indecency on TBA property, leased facilities and/or as a volunteer at special events and blood drives.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another volunteer on the job.

Release from Volunteer Assignments

The Blood Alliance has the right to release a volunteer without cause but will always consider the reason or circumstances leading to release. In general, failure to adhere to policies of TBA is cause for immediate release. TBA has the right to ask a volunteer to leave the facility immediately.

Grounds for immediate release may include, but are not limited to:

- Unsatisfactory work performance
- Excessive tardiness or lateness
- Gross misconduct or insubordination.
- Reporting for a volunteer assignment under the influence of alcohol or drugs.
- Theft of property or misuse of equipment or materials.
- Falsifying statements on the volunteer application or during interview process.
- Illegal, violent or unsafe acts.
- Abuse or mistreatment of donors or other volunteers.
- Releasing confidential information.
- Unwillingness to support and further the mission of TBA.

Receipt & Acknowledgement of The Blood Alliance Volunteer Handbook

This Volunteer Handbook is an important document intended to help you become acquainted with The Blood Alliance. It will serve as a guide, and it will illustrate our Mission for our community.

Please read the following statements and sign below to indicate your receipt and acknowledgement of The Blood Alliance Volunteer Handbook.

I understand that the policies, rules and benefits described in this Handbook are subject to change at the sole discretion of The Blood Alliance.

I further understand that my volunteer status is terminable at will, either by me or The Blood Alliance.

I understand that my signature below indicates that I have received and reviewed this copy of The Blood Alliance Volunteer Handbook.

I understand that all personal information I have provided shall be kept confidential.

Volunteer Signature

Date

Volunteer Coordinator Signature

Date