

# **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 Central Maryland Chapter and for providing feedback to the volunteer regarding their work.

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

## **Performance Feedback**

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

As a result of performance feedback, volunteer development activities may be pursued.

## **Training for Volunteers**

Volunteers and employees should have equal access to training for equivalent positions. All volunteers must go through Red Cross orientation. Volunteer development is a collaborative effort between the Central Maryland Chapter, supervisors and volunteers to align individual goals with the overall direction of the Central Maryland 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 Department of Human Resources and Volunteers**

A supervisor is responsible for maintaining regular communications with the Department of Human Resources and Volunteers regarding the status of the volunteer(s) they are supervising, and are responsible for the timely provision of all necessary paperwork to the Department of Human Resources and Volunteers. The Department of Human Resources and Volunteers should be informed immediately of any substantial change in the work or status of a volunteer and should be consulted in advance before any corrective action is taken.

Each volunteer should be provided with contact information for contacting the Department of Human Resources and Volunteers regarding queries or concerns.

## **Leaving Your Volunteer Assignment and Exit Interview**

A volunteer may decide to end his or her service with the Red Cross at any time and for any reason. Notice of the volunteer's decision to separate should be communicated as soon as possible to the volunteer's supervisor.

On or before the volunteer's last day of work, the Department of Human Resources and Volunteers or the volunteer's supervisor will schedule an exit interview, at which time all Central Maryland Chapter property must be returned. This includes American Red Cross-authorized credit cards (including but not limited to: Visa, rental car, car service, telephone) and American Red Cross properties (including, but not limited to: equipment, supplies, policy manuals, organization manuals, business documents, papers, files, proprietary information, computers and accessories, portable telephones, procurement cards, access cards, identification badges and keys).

### **Awards and Recognition**

The American Red Cross is committed to recognizing its volunteers and employees. Red Cross volunteers are eligible for a number of awards both locally and nationally. Service pins are awarded on the volunteer's five-year anniversary and in five-year increments thereafter. Volunteers are also recognized during National Volunteer Week and at the annual volunteer recognition event as well as at other departmental recognition events throughout the year.

### **Tax Information**

Certain expenses incurred while volunteering are tax deductible, provided volunteers keep an accurate record. Visit [http://forms.marylandtaxes.com/current\\_forms/502V.pdf](http://forms.marylandtaxes.com/current_forms/502V.pdf) to download a Maryland 502V form and review applicable information.

### **Attendance**

The Central Maryland Chapter expects all volunteers to assume diligent responsibility for their attendance and promptness. Volunteers who are unable to come to work or who will be late should notify their supervisors at least one hour prior to their scheduled start time.

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

### **Work Schedules**

The Central Maryland Chapter establishes the time and duration of working hours as required by workload, customer service need, the efficient management of personnel resources, and any applicable laws. Daily and weekly work schedules may be changed from time to time at the discretion of the Central Maryland Chapter as needed. The schedule of work hours and the meal period for volunteers is determined by the supervisor and changes in work schedules are announced as far in advance as practicable. The standard operating hours are Monday – Friday, 8:30 am – 5:00 pm.

### **Holidays**

The Central Maryland Chapter observes eight holidays each year. Holidays that fall on Sunday will be observed the following Monday. Holidays that fall on Saturday will be observed on the preceding Friday. The holidays observed are:

<b><u>Holiday</u></b>	<b><u>Date Observed</u></b>
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New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Friday after Thanksgiving	Fourth Friday in November
Christmas Eve	December 24
Christmas Day	December 25

**Snow Days**

When scheduled to volunteer, follow Baltimore City government's decision to close or grant liberal leave. This information will be broadcast on local media. In the event there is snow on an official government holiday when no media announcement would be made, volunteers should call 410-358-2900 ext. SNOW (7669) or 410-624-2000 ext. SNOW (7669) to learn of the Chapter's intent to remain open or to close. If the chapter is open and a volunteer cannot make their assignment they are to contact their supervisor.