

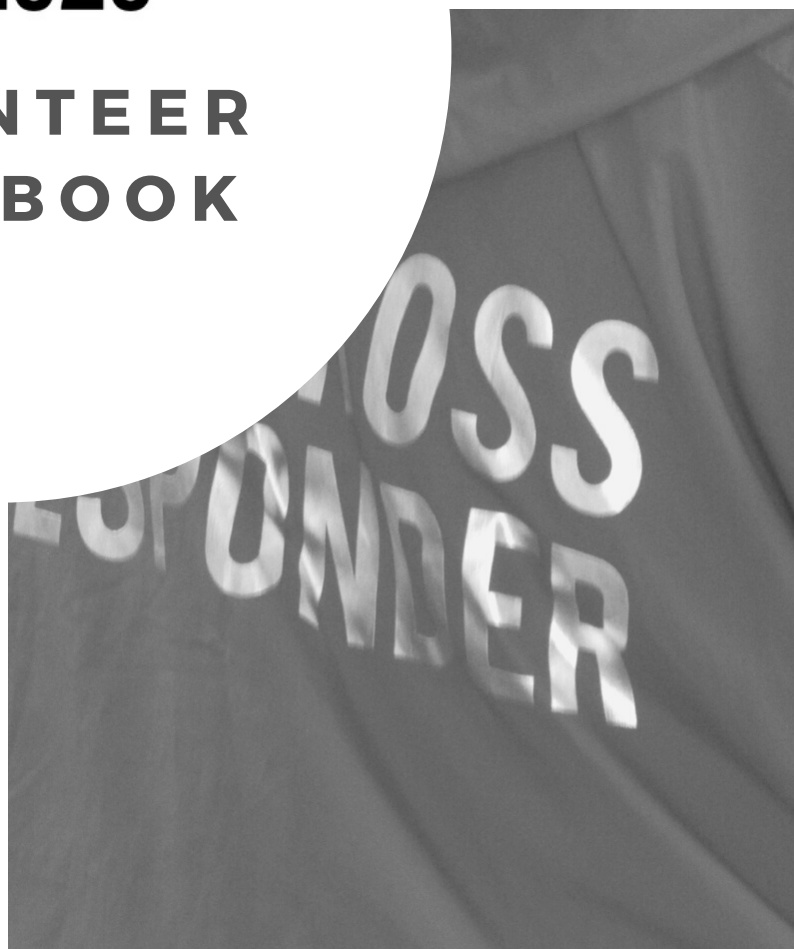


BermudaRedCross
Registered Charity #113



1950-2020

VOLUNTEER HANDBOOK



**"ALONE WE CAN DO SO LITTLE;
TOGETHER WE CAN DO MUCH."**

We are delighted to welcome you as a volunteer for the Bermuda Red Cross

As a Red Cross volunteer you are becoming part of the biggest humanitarian network in the world, the International Red Cross and Red Crescent Movement. Wherever there is disaster or conflict, you'll usually find the Red Cross right at the heart of things, helping people.

The Importance of volunteers to the Bermuda Red Cross cannot be overestimated. The valuable services that we deliver are only made possible through the efforts of volunteers who, like you, willingly give up their time to make a real difference to other people's lives. **So Thank you .**

This hand book has been prepared to provide information for everyone volunteering for the Bermuda Red Cross.





The Beginning of the Red Cross

The Red Cross started in 1863, inspired by a Swiss, Henry Dunant. He was appalled at the suffering of thousands of men left to die due to the lack of care after the Battle of Solferino in 1859. He proposed the creations of national relief societies, made up of volunteers, trained in peacetime to provide help to relieve suffering in times of war.

A Committee, which later became the International Committee of the Red Cross, was subsequently set up in Geneva. The founding charter of the Red Cross was drawn up in 1863 and a red cross on a white background (and inversion of the Swiss Flag) was adopted as the Movement's emblem shortly after.

Who are we?

Bermuda Red Cross is a branch of the British Red Cross - a volunteer led - humanitarian organisation.

We enable vulnerable people at home and overseas to prepare for and respond to emergencies in their own communities. When the crisis is over, we help people and move on with our lives.

Our Mission - Responding locally and globally to those in need; helping the vulnerable and enabling the community to be prepared and to respond.



What we do - Our Services

- **Community Outreach** - We aim to collaborate with like-minded organizations and people by attending health fairs, 'Til Help Arrives and providing volunteers for specific tag days.
- **Disaster Management** - Our approach to Disaster Management is empowering communities to take charge of their own recovery. Preparedness, response and recovery is vital to any disaster management plan. Disaster risk reduction starts with communities to identify the most significant hazards in their environment and to understand the patterns of vulnerability to them. Communities can then devise ways to manage the hazards and reduce vulnerability.
- **Equipment Rentals** - We provide essential health care items to over 800 renters annually. We maintain a complete inventory of, wheelchairs, crutches, canes, walkers, cribs, car seats, high chairs and many more items. Some rental items may be recovered through your insurance. Operating hours Monday - Friday 10 am - 4 pm Closed for lunch from 12:30 pm – 1:30 pm



What we do - Our Services

- **Education and Training** - We train people to come to the aid of others in emergencies. Our CPR/AED/First Aid Courses teach participants the skills they need to administer CPR to all age groups and how to use an AED machine when someone suffers from a Sudden Cardiac Arrest.
- **Thrift Shop** - We provide affordable clothing and accessories for men, women and children. We are open Tuesday, Friday & Saturday 9 am – 3 pm. We accept credit cards and cash – NO CHEQUES. Throughout the year we work with agencies to provide free clothing to those in need. We accept donations during opening hours (Tuesday, Friday & Saturday 9:00 am - 3:00 pm)
- **Golden Hour** - We provide an opportunity for seniors to gather for fellowship, education and entertainment by providing funding to enable bi-weekly activities. Some of these events include talks, lectures, bingo, musical concerts, and hat & talent shows. The Club meets at the Peace Lutheran Church Hall on the 1st and 3rd Wednesdays of each month, except July and August.
- **Transport Services** - This important service provides free transportation for the elderly and indigent members of our community to and from medical appointments. Dedicated volunteers make 500 + trips each year Island-wide. This service operates Monday - Friday from 9 am - 5 pm.



The history of Bermuda Red Cross

Bermuda Red Cross was formed on August 1, 1950 as a branch of the British Red Cross. Originally a nursing reserve it grew over the years to provide health and social services to the community.

Supported through general donations, services fees, sponsorship and staff by dedicated personnel. Bermuda Red Cross operates seven services areas to create a supportive caring network for Bermuda and a means for the community to provide assistance around the world.



Nursing reserve of 1950: Front row seated, left to right: Mrs. Betty Pitman, Mrs. Edna Gamble, and Mrs. Peggy Lines. Back row, left to right: Mrs. Mac Frith, Mrs. Joy Mitchell, Mrs. Ethel Zuill, deceased and Mrs. Thelma Gibbons, deceased.

Policies and Procedures

As a volunteer you need to be aware of and comply with our policies. This handbook will summarize some of the main points but there will be others that affect you. For the full policies please refer to the Volunteer HR Manual available from your manager.

Confidentiality

During the course of their duties, volunteers may be given information of a sensitive nature; for example, details about an individual's financial situation. It is important that volunteers understand and accept their responsibility not to pass on this type of personal information.

Conflict of interest

Whilst it may not always be possible to keep personal connections and interests entirely separate from one's professional life, transparency and the avoidance of any perceived or actual conflict of interest is essential in ensuring the public's trust and confidence in the Red Cross.

Volunteers are expected to maintain the highest standards of integrity and honesty in all matters concerning the Red Cross and to conduct themselves in accordance with the Fundamental Principles.

Policies and Procedures

Complaints, Issues and Concerns

It is intended that volunteering with the BeRC will be a happy and fulfilling experience. This makes it important that any differences of view or expectations are settled as quickly as possible. We are committed to ensuring that any issues are dealt with fairly, consistently, openly and efficiently. Every effort will be made to deal with issues informally, however, occasionally the problem is deemed more complex and this policy is designed to make sure that the problem is investigated systematically and fairly.

Diversity

Diversity in volunteering ensures that the Red Cross represents the communities it serves. A diverse volunteer base also means the Red Cross will benefit from new ideas and approaches generated by people from different backgrounds, ages, genders and cultures.

Harassment and Bullying

We are committed to providing a work environment that is free from inappropriate/offensive behaviour, intimidation, threats, discrimination, bullying or harassment. Bullying or harassment will not be tolerated under any circumstances and we will do all that is reasonably possible to prevent bullying or harassment occurring.

Policies and Procedures

Red Cross Training Courses

Bermuda Red Cross encourages its key volunteers to improve their skills and to engage in development activities through attendance at workshops, conferences or seminars.

Emphasis will be placed on training sessions directly dealing with the development, management, promotion and implementation of programs as they apply to Bermuda Red Cross services.

Getting Started - Your Induction Period

Induction is a learning process, aimed at helping you settle into your role.

The whole process may take months to complete as you get to know your colleagues and understand the Red Cross.

As a part of your induction you should also take the opportunity to attend Ideas in Action.



The Fundamental Principles

All the work carried out by the Red Cross is based on seven Fundamental Principles. The fundamental principles unite all Red Cross and Red Crescent organisations and guide their respective activities.

Humanity

(We serve people, but not systems)

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, 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

(We care for the victim and for the aggressor alike)

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Voluntary Service

(We work around the clock, but never for personal gain)

We are a voluntary relief movement, not prompted in any manner by desire or gain.

The Fundamental Principles

Independence

(We bow to need, but not to kings)

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.

Unity

(We have many talents, but a single idea)

There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality

(We respect nations, but our work knows no bounds)

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 world-wide.

Neutrality

(We take initiatives, but never sides)

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.

What you can expect from us

- To be valued and respected as a volunteer, whoever you are and whatever your background.
- A clearly outlined explanation regarding your activities.
- A Red Cross induction.
- An identified manager responsible for providing guidance, supervision and support, who will keep in regular contact.
- To have personal information you give us treated with care and discretion. Such information will be shared within the organisation only on a 'need to know' basis.
- Recognition of the relevant skills and experience you bring to the organisation.
- Our support in developing the skills relevant to your activity.
- Agreed out-of-pocket expenses paid.
- To have problems or complaints dealt with sensitivity.
- The right to decline or change your mind regarding a voluntary activity without feeling guilty.
- The opportunity to change or take on additional roles.
- A safe environment to work in.



What we expect from you

- To welcome and maintain good relations with everyone you come into contact with as a volunteer.
- To reflect the Movement's Fundamental Principles in your day-to-day volunteering.
- To support and act in accordance with our policies, practices, procedures and management decisions.
- A willingness to learn about the BeRC and the role you play within it.
- To let us know if you are unable to meet a commitment, with as much notice as possible so that alternative arrangements can be made.
- To safeguard the image and reputation of the BeRC. As ambassadors for the organisation, volunteers should act appropriately when involved in voluntary activity.
- To respect the trust put in you as a volunteer and use any information you are given with discretion.
- To let your manager know if you have a complaint or problem.
- To let us know if your circumstances change – such as your contact information or health condition.
- Volunteers should not bring the Red Cross into disrepute.



VOLUNTEER
WITH US



IFRC The Structure of the Movement

The Movement is made up of three parts: the National Societies, the International Federation of Red Cross and Red Crescent Societies and the International Committee of the Red Cross (ICRC).

The ICRC co-ordinates where there's a conflict, while the International Federation is the lead agency in natural disasters such as floods and earthquakes.

There are 189 National Societies and they are all equal partners in the Federation. Each National Society has programmes in its own country, typically in community development, disaster preparedness, emergency response, first aid training & activities, health and volunteer activities.

The Red Cross' fundamental principle of unity means that a country can only have one National Society, therefore, as a British overseas territory the Bermuda Red Cross is a branch of the British Red Cross, not a National Society.

The Red Cross Emblem

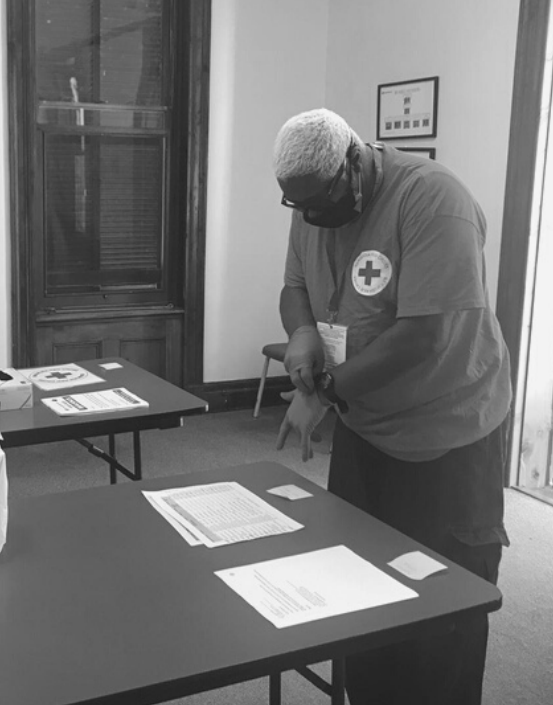
The Red Cross emblem is a key part of our humanitarian activity in peacetime or in times of conflict. It has two purposes:

- To protect the victims of armed conflict and those who assist them
- To indicate that a person or an object is linked to the International Red Cross and Red Crescent Movement

The Red Cross emblem is an inversion of the Swiss flag. It is a symbol of neutral and impartial humanitarian assistance and has no religious significance. It is also protected by international and national law.

In many countries the Red Crescent emblem is used instead of the Red Cross emblem and in 2005 the Movement adopted an additional protective emblem, the Red Crystal.





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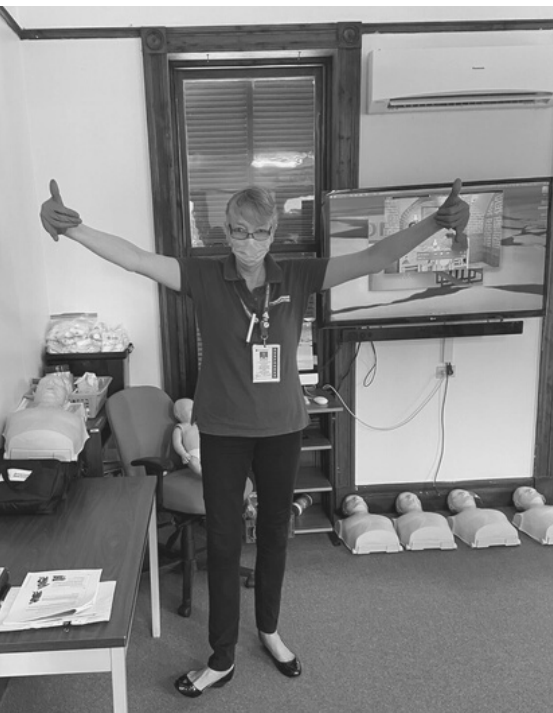
USEFUL INTERNATIONAL ADDRESSES

British Red Cross Website

www.redcross.org.uk

**International Committee of the
Red Cross Website**

www.icrc.org



**International Federation of Red Cross
and**

Red Crescent Societies Website

www.ifrc.org