



# Midland Division Volunteer Handbook

**Guidelines for Volunteering at The Salvation Army**

*Approved by Midland Divisional Finance Board on June 10, 2025*

## Table of Contents

<b>Welcome to The Salvation Army .....</b>	<b>1</b>
The Salvation Army – History and Today .....	2
Mission and Goals of the Volunteer Program.....	2
This Handbook and You.....	3
<b>Starting the Volunteer Relationship.....</b>	<b>4</b>
Role of Volunteers.....	4
Volunteer Status .....	4
Volunteer Applications.....	5
Background Checks .....	5
Training and Compliance: Safe From Harm .....	5
Tracking Volunteer Hours .....	5
<b>Volunteer Recognition and Appreciation .....</b>	<b>6</b>
<b>Volunteer Role Descriptions and Posts.....</b>	<b>6</b>
Role Descriptions.....	6
Volunteer Shifts .....	6
<b>Discrimination and Harassment .....</b>	<b>7</b>
Non-Harassment Policy .....	7
Complaint and Investigation Procedures for Discrimination or Sexual Harassment .....	8
<b>Volunteer Conduct and Service Rules .....</b>	<b>9</b>
Dress Code.....	9
Code of Conduct.....	9
Smoking .....	10
<b>Reasonable Accommodation .....</b>	<b>10</b>
Disability Accommodation.....	10
<b>Confidentiality and Conflict of Interest .....</b>	<b>10</b>
Confidentiality   Non-Disclosure .....	10
<b>Safety and Security .....</b>	<b>11</b>
Workplace Violence.....	11
Safety First .....	11

<b>Discontinuing Volunteer Service .....</b>	<b>12</b>
<b>Consent to Publication by The Salvation Army .....</b>	<b>13</b>
<b>Receipt and Acknowledgement.....</b>	<b>13</b>
<b>Appendices</b>	
Appendix A: Equal Employment Opportunity Policy .....	14
Appendix B: Statement on Workplace Violence .....	14

# Welcome to The Salvation Army

In the name of Jesus who said:

*Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me. (Matt. 25:40)*

The Salvation Army is a worldwide religious and charitable movement motivated by love for God and concern for the needs of humanity. Through its various avenues of service, it seeks to serve the needs of all those who come within its sphere of influence. It is expected that all volunteers of The Salvation Army will endeavor to relate to those whom The Salvation Army serves in the spirit of Christian love, consistent with our Mission Statement:

*The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.*

We welcome you as a member of our volunteer team!



## History

William Booth began The Salvation Army in 1865 to help the suffering souls throughout London who were not willing to attend or were not even welcomed into a traditional church.

Thieves, prostitutes, gamblers, and drunkards were among his first converts to Christianity, and as his ministry grew, the gospel of Jesus Christ was spread far and wide to the poor, the vulnerable, and the destitute.

---

## Today

Though General Booth died in 1912, he laid a firm foundation for the lifesaving work that The Salvation Army continues to perform today in over 130 countries.

At the Midland division, there are 17 Corps locations and Extensions Service provided in 95 counties across Missouri and Southern Illinois.

---

## Mission and Goals of the Volunteer Program

The mission of our program is to align your personal values and skillsets with the needs in our community.

As a volunteer, you are essential to all components of the work of The Salvation Army.

The **goals** of the volunteer program are as follows:

- ❑ To recruit and train a diverse group of volunteers to support The Salvation Army mission
- ❑ To determine the needs for volunteer placement in conjunction with staff needs
- ❑ To design assignments that maximize the volunteers' talents and abilities
- ❑ To create and promote a community-wide understanding of The Salvation Army mission
- ❑ To connect the volunteer's values and beliefs in service to our mission
- ❑ To engage volunteers with program-related topics

## This Handbook and You

This Handbook outlines both what you can expect from The Salvation Army and what will be expected of you. This Handbook replaces all earlier volunteer handbooks, policies, procedures, rules, regulations, commitments, and practices of The Salvation Army, whether written, oral, or established by practice.

This handbook is designed to familiarize you with The Salvation Army's major policies and to answer common questions posed by volunteers. It cannot anticipate every situation or answer every question about your relationship with The Salvation Army. It is a summary of The Salvation Army's volunteer policies. If you have any questions about The Salvation Army's policies and practices that this Handbook does not answer, you should ask your supervisor or the Volunteer Services Manager.

There will be times when circumstances require changes to the policies, practices, and benefits described in the handbook. The Salvation Army has the right to amend, modify, rescind, delete, supplement, or add to the provisions of this Handbook as it deems appropriate from time to time in its sole and absolute discretion.

# Starting the Volunteer Relationship

## Role of Volunteers

A Salvation Army volunteer is a person who gives freely of their time and talent for the benefit of the institution and those we serve. Volunteers are an integral part of the organization; however, they do not receive monetary compensation or standard employee benefits. Volunteers have a direct impact on the public's perception of The Salvation Army, its mission, and providing valuable services to the community.

Members of the volunteer program consist of people of all ages and backgrounds who have available time and a commitment to the mission of The Salvation Army. Volunteers must comply with requirements set forth by The Salvation Army related to training and compliance for the safety of all involved.

## Volunteer Status

### Individual – Ongoing Volunteer

Volunteers who intend to do ongoing volunteer work, more than three (3) shifts with The Salvation Army in a calendar year, will complete an application in Better Impact, have a background check conducted and complete Safe From Harm training if they will be working in a client-facing role.

This will include individuals who are doing community service for a court order, school requirements, or internship.

### Individual – One-time Volunteer/Episodic

Volunteers who will do no more than 3 shifts as a volunteer in a given calendar year will complete an application in Better Impact and a background check.

### Group Volunteers

A volunteer group at the Salvation Army is a dedicated team of individuals working together to make a positive impact on the community. They may be part of a corporation, school, or other group. To ensure smooth communication and effective coordination, one individual from the group is designated as the primary contact person. This person will complete a group application in Better Impact.

This contact person serves as the liaison between the volunteer group and the Volunteer Services Manager, helping to organize schedules, distribute tasks, and address any questions or concerns that may arise. They are responsible for keeping the group informed about upcoming events, volunteer opportunities, and important updates, ensuring that the group remains united and focused on its mission. Volunteers in the group must provide their names and email addresses upon arrival for their volunteer shift.

## **Minor Volunteers**

A minor, age 16 -17, may volunteer with parent permission but without being accompanied by a parent.

Children under the age of 16 must be accompanied by a parent or, if part of a group, by an adult who has undergone a background check.

## **Volunteer Applications**

The Salvation Army relies upon the accuracy of information contained in the volunteer applications, as well as the accuracy of other data presented and gathered during the volunteer onboarding process. Any misrepresentation, falsification, or material omission may result in The Salvation Army's exclusion of the applicant from further consideration for the volunteer program.

## **Background Checks**

As part of our commitment to maintaining a safe and productive work environment, The Salvation Army conducts background checks on all prospective individual volunteers.

All information collected and obtained through the background check process will be treated with the utmost confidentiality and will be handled in compliance with applicable data protection laws. Access to this information will be restricted and used for employment purposes only.

Refusal to authorize a background check by The Salvation Army may be the basis for denial of the volunteer application or other adverse action.

## **Training and Compliance: Safe From Harm**

Safe from Harm is a comprehensive safety program for children and vulnerable adults, designed to assist Salvation Army units in their efforts to educate leaders and workers about the prevention of abuse or accidental injury. The program also enables leaders and workers to develop procedures and practices that reduce risks, protect adults from mistaken or groundless accusations, reduce liability for Salvation Army units, build parental confidence in Army programs, and prepare Army representatives to respond should an incident or accident occur. The Salvation Army requires that Safe from Harm be properly implemented, managed, and monitored in all corps and institutions. Volunteers will be required to complete Safe from Harm training before their first shift as a volunteer.

Volunteers will be required to complete Safe From Harm training every three (3) years to ensure ongoing compliance.

## **Tracking Volunteer Hours**

All volunteer hours are tracked through the volunteer database, Better Impact. It is the responsibility of each volunteer to enter their own hours in a timely manner. Should the volunteer have any problems or questions regarding their hours and/or the database program, they should contact the Volunteer Services Manager. Logging hours can be done using the MyImpact app on your smartphone or tablet. Additional training will be provided for volunteers in orientation.



By tracking your contribution of time, volunteers help The Salvation Army demonstrate to its partners and the community the impact of your efforts.

Should additional written certification of hours be requested via a formal letter for purposes of community service or otherwise, please contact the Volunteer Services Manager.

## Volunteer Recognition and Appreciation

The Salvation Army likes to express its heartfelt appreciation to its volunteers in the following ways:

- ❑ ***Annual Recognition and Appreciation Event***  
This annual special appreciation event generally occurs in the spring. Approximately six weeks before the event, a personal invitation via email will notify the volunteers of the date of this special occasion.
- ❑ ***Incentives by Hours Served***  
Volunteers may participate in the incentive program that corresponds to the number of hours served on an annual basis from the anniversary of their start date with The Salvation Army. Hours must be logged into Better Impact to be counted as part of the incentive benefits. Incentives include a selection of Salvation Army branded apparel and accessories, and other tokens of appreciation.
- ❑ ***Longevity Pins***  
Volunteers who have served in The Salvation Army for 5, 10, 15, 20, and 25 years will receive recognition pins corresponding to the number of years that they have served.

## Volunteer Role Descriptions and Postings

### Role Descriptions

The Salvation Army has written descriptions for most volunteer positions. The volunteer description will list the essential functions of your role, plus the physical, experience, and educational requirements for the role.

If you do not believe that the description accurately reflects your day-to-day duties, please bring this to the attention of your supervisor and/or the Volunteer Services Manager.

The Salvation Army encourages its volunteers to bring ideas for volunteer roles to the Corps staff and the Volunteer Manager. If you see a need, please share it!

### Volunteer Shifts

Available volunteer shifts will be listed on Better Impact. In limited, special circumstances, you may receive individual outreach via email or phone regarding a unique volunteer opportunity that is not listed on the website or not broadly applicable/available.

Volunteers can sign up for these shifts using Better Impact online, or by accessing the MyImpact app on their smartphone or tablet.

## Discrimination and Harassment

The Salvation Army is committed to providing equal opportunity for all volunteers and ensuring a fair and respectful environment for everyone. We do not discriminate against volunteers based on race, color, religion, gender, sexual orientation, national origin, age, disability, veteran status, or any other protected characteristics. For more information, please see Appendix A: Equal Employment Opportunity Policy.

### Non-Harassment Policy

Harassment in employment, including harassment based on sex, race, color, religion, national origin, age, disability, gender identity, and any other factors protected by applicable law, is strictly prohibited by The Salvation Army. Employees who violate this policy are subject to counseling and correcting action, up to and including termination.

Forms of prohibited harassment include, but are not limited to:

- Visual conduct, including displaying derogatory objects or pictures, cartoons, or posters; or
- Verbal conduct, including making or using derogatory comments, epithets, slurs, and jokes.

Sexual harassment includes unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. Sexual harassment also includes gender harassment and harassment based on pregnancy, childbirth, or related medical conditions, and includes sexual harassment of an employee of the same gender as the harasser. This includes, but is not limited to, the following types of offensive behavior:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct, including leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons or posters
- Verbal conduct, including making or using derogatory comments, epithets, slurs, and jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations
- Physical conduct, including touching, assault, impeding or blocking movements
- Using nicknames or terms of endearment with a racial or sexual connotation

- Sexual harassment means any:
  - (i) unwelcome sexual advances or unwelcome conduct of a sexual nature.
  - (ii) requests for sexual favors or conduct of a sexual nature when
    - (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
    - (2) submission to or rejection of such conduct by an individual is used as the basis for any employment decision affecting the individual; or
    - (3) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment; or
  - (iii) sexual misconduct, which means any behavior of a sexual nature also involving coercion, abuse of authority, or misuse of an individual's employment position.

### **Complaint and Investigation Procedures for Discrimination or Sexual Harassment**

Whether the action occurred on or off the premises of The Salvation Army, if you believe that you have been discriminated against or you have been sexually harassed by a co-worker, supervisor, agent, vendor, client, or volunteer; have witnessed possible discrimination or sexual harassment; or if you believe that The Salvation Army or another employee has violated any applicable law in the conduct of The Salvation Army's business, you must immediately report the incident(s) to the Human Resources Department of your applicable Command.

The description of the incident(s) can be given verbally at first but then submitted in writing.

The matter will be appropriately investigated, with confidentiality maintained to the extent possible. After reviewing the evidence, a determination will be made whether there is a reasonable belief that discrimination, sexual harassment and/or a violation of law has occurred. All employees must cooperate fully in the investigation process. Those involved in the investigation will be advised of the decision, if appropriate.

#### **Appeals**

If any party is dissatisfied with a decision, they may send a written appeal within fourteen (14) calendar days to their Human Resources Director.

The Salvation Army will act to deter any future discrimination, harassment and/or violation of law. The Salvation Army considers any discrimination, harassment, and/or violation of law to be a serious offense that can result in corrective action for the offender, up to and including discharge. In addition, disciplinary action will be taken against any employee who tries to discourage or prevent another employee from bringing discrimination, harassment, and/or a violation of law to management's attention.

The Salvation Army prohibits coercion, intimidation, or retaliation against employees who have reported an incident of discrimination, harassment and/or a violation of law or participated in an investigation or proceeding concerning such an incident.

# Volunteer Conduct and Service Rules

## Dress Code

Volunteers are expected to dress appropriately for their work location and position as their team leader advises. If a work site has specific requirements, those will be shared by the work site supervisor. Clothing should always be free of holes, tears, or rips. Clothing should not be transparent, tight, or form-fitting. Clothing featuring messages or language contrary to the mission of The Salvation Army should not be worn.

**Violations:** Managers and supervisors will inform volunteers promptly should they violate the dress code. Volunteers must immediately correct the issue, including leaving the worksite to change clothing.

## Code of Conduct

This code of conduct guides volunteers on how to govern their conduct and relations, ensuring that everyone is treated fairly and works safely and effectively. These rules apply to all employees and volunteers.

Examples of impermissible conduct that may lead to corrective action are identified below to promote understanding of what is considered unacceptable conduct and to encourage consistent action by The Salvation Army in the event of violations. However, it is impossible to provide an exhaustive list of conduct that may result in corrective action. The following list, therefore, contains some examples of conduct that may lead to corrective action up to and including termination:

- Theft, stealing, unauthorized removal or handling of property belonging to The Salvation Army, another employee, a customer, or a visitor, regardless of the value of the item
- Use, possession, or sale of unlawful drugs or alcohol while on the premises of The Salvation Army, while in a vehicle owned by The Salvation Army, or while on duty, or reporting to work under the influence of alcohol or any unlawful drugs
- Failure to observe safety regulations
- Failure to report any unsafe conditions, damage to equipment or machinery, or job-related traffic accidents or violations to your supervisor
- Extreme, unprofessional, or inappropriate dress or personal appearance while working
- Destruction or damage to the property of The Salvation Army, another employee, a client, a member or a visitor
- Unlawful harassment, including sexual harassment, of other employees
- Conduct in violation of the workplace violence policy
- Disrespect or discourtesy to supervisors, customers, clients, or co-workers
- Failure to immediately report a job-related injury, no matter how minor, to your supervisor

The above is not a complete list of examples. These behaviors and other poor conduct may lead to corrective action, up to and including termination.

### Smoking

As part of The Salvation Army's efforts to provide a safe and healthy workplace, smoking, including e-cigarettes, is prohibited in Salvation Army premises and vehicles, except in designated outdoor smoking areas (if available) while on break.

## Reasonable Accommodation

### Disability Accommodation

The Salvation Army will make reasonable accommodations for the known physical or mental disabilities of an otherwise qualified volunteer unless undue hardship would result. Any volunteer who needs accommodation to perform the job's essential functions should contact the Volunteer Manager. The volunteer should advise The Salvation Army what accommodation(s) they believe are needed to perform the job.

## Confidentiality and Conflict of Interest

### Confidentiality | Non-Disclosure

Some volunteers of The Salvation Army may have access to information of a very sensitive and confidential nature in connection with their volunteer duties. Such must be treated and maintained as confidential, and any failure to do so may result in being asked to discontinue volunteer service.

“Confidential Information” includes, but is not limited to, data relating to The Salvation Army’s marketing and servicing programs, procedures and techniques; the structure, pricing or other details of special contracts or packages that have been negotiated; information regarding clients (including, but not limited to, protected health information and drug and alcohol treatment information); information regarding donors; the identity, authority, and responsibilities of key financial contacts; the composition and organization of accounts; sensitive details concerning the structure, conditions, and extent of existing and potential services; service arrangements; proprietary software, data, or analysis tools.

# Safety and Security

The Salvation Army has a vital interest in maintaining safe, healthy, and efficient working conditions for its employees, volunteers, clients, and visitors. Accordingly, it is the right, obligation, and intent of The Salvation Army to protect its employees, volunteers, clients and visitors, and safeguard its property, equipment, and operations by establishing and maintaining the following policies.

## Workplace Violence

The Salvation Army is committed to providing a safe environment for officers, employees, volunteers, clients, customers, and visitors. The Salvation Army refuses to tolerate workplace violence and will do all it can to prevent it. If you display any violence in the workplace or threaten violence in the workplace, you will be immediately removed from the premises and may be subject to discipline up to immediate termination. No talk of violence or jokes about violence will be tolerated.

The Salvation Army defines violence to include physically harming another, shoving, pushing, harassment, intimidation, coercion, brandishing weapons, and threats or talk of violence. The Salvation Army requires prompt and accurate reporting of violent incidents, whether physical injury occurred. The term 'weapon' as described herein shall refer to any instrument from which death may be easily and readily produced, which specifically includes but is not limited to, firearms of any kind, bows and arrows and taser-like devices.

Except to the extent permitted by applicable state or other law, volunteers shall not:

- Possess any weapon on their person, either open or concealed, while inside a building owned or occupied by The Salvation Army, on the grounds of a building or on land owned or occupied by The Salvation Army, or in a vehicle owned, leased, or rented by The Salvation Army; or
- Carry on their person any weapon, open or concealed, at any time during employment or service for The Salvation Army.

If you are threatened or are the victim of a violent act in the workplace, or if you observe behavior that is violent or potentially violent, immediately report it to your supervisor or any other member of management and the Human Resources Department. If necessary and appropriate, the employee should also contact law enforcement by dialing 911. Security and safety in the workplace is everyone's responsibility, and full cooperation by everyone is necessary to provide a safe work environment.

## Safety First

We pride ourselves on safety. The Salvation Army goal is to have no work-related injuries or illnesses. However, the reduction of accidents in our operations is only possible through a team effort involving both employees and The Salvation Army. Only through such a cooperative effort can a safety program in the best interest of all be established and preserved. See Appendix B: Statement on Workplace Violence.

# Discontinuing Volunteer Service

The Salvation Army sincerely hopes and expects that all volunteers will have a positive and productive experience during their service with The Salvation Army. An open exchange of communication between volunteers and the Volunteer Services Office is essential to ensure all parties are following The Salvation Army policies and best practices.

The Salvation Army asks that you give as much notice as possible in advance of the resignation end date. Your status will be marked “Inactive” in Better Impact and the volunteer will no longer be able to access the portal. If a volunteer chooses to return, they must fill out a new Volunteer Application.

The Salvation Army may schedule a feedback session with volunteers who leave The Salvation Army, regardless of the reason. This discussion allows a volunteer to communicate their views on their work with The Salvation Army.

# Consent to Publication

I hereby irrevocably grant to The Salvation Army, its successors and assigns, its agents and those by whom it is commissioned, the absolute, unrestricted and unlimited license, right, permission, and consent to use and reuse, disseminate, copyright, print, reproduce, publish and republish, for any and all trade purposes or commercial or other advertising or public purposes, and in any and all advertising, publicity, display, publication or media, internet sites including social media sites, and any other multimedia or electronic medium existing now or in the future, my name, signature and likeness, and any portraits, pictures, photographic prints or other representations of me, or in which I may appear, or any reproductions or sketches thereof or parts thereof, photographic or otherwise, with such additions, deletions, alterations or changes therein as you in your discretion may make, either separately or together with my name or a fictitious name, or the name of another person, with or without any statements or testimonials made by me, or authorized by me which you may, in your discretion, prepare for use in connection therewith. I warrant that I have not limited or restricted the use of my name or photograph to the use of any organization or person.

I hereby grant unrestricted use of audio tracks, videos, or text, including in an electronic medium existing now or in the future, by The Salvation Army for such purposes as The Salvation Army may deem appropriate.

I hereby release and discharge The Salvation Army, its successors, assigns and agents from all claims and demands arising out of or in connection with the use of any of the foregoing, including any claims for defamation, invasion of privacy or violation of any statutory right.

# Receipt and Acknowledgement

By accepting the policies of The Salvation Army Volunteer Program, I acknowledge that I have received a copy of the **Midland Division Volunteer Handbook**.

This Handbook sets forth the terms and conditions of my service as a volunteer as well as the duties, responsibilities, and obligations of volunteering with The Salvation Army. I understand and agree that it is my responsibility to read and familiarize myself with all provisions of the Handbook. I further understand and agree that I am subject to the provisions of the Handbook. I understand that if I have any questions about any portion of this Handbook, I may direct those questions to the Volunteer Services Manager.

I understand The Salvation Army has the right to amend, modify, rescind, delete, supplement or add to the provisions of this Handbook, as it deems appropriate in its sole and absolute discretion.



# Appendices

## Appendix A: Equal Employment Opportunity Policy

The Salvation Army is committed to complying with all applicable laws providing equal employment opportunities, which include volunteer placement. This commitment applies to all people involved in the operations of The Salvation Army and prohibits unlawful discrimination by any employee or supervisor.

### 2. Equal Opportunity Employer Statement

The Salvation Army is an Equal Opportunity Employer and committed to providing a respectful environment for all applicants, employees, and volunteers that is free from unlawful discrimination or harassment based on age, race, color, religion, sex, national origin, marital status, disability, citizenship, sexual orientation, gender identity, gender expression, genetic information or any other characteristic protected by law. Such equal opportunity for employment will apply to recruitment, hiring, training, promotion, salaries, other compensation, transfers, layoffs, and termination.

### 3. Salvation Army is a Religious Organization

While The Salvation Army does not always consider religion in making employment decisions, as a religious organization and a branch of the Christian church, The Salvation Army reserves the right to impose qualifications based on religion if such qualifications are related to a bona fide religious purpose or are otherwise permitted by applicable law. By accepting employment with The Salvation Army, an individual recognizes that The Salvation Army is a church, agrees to do nothing to undermine its religious mission, and acknowledges that his or her conduct must not conflict with or undermine the religious activities of The Salvation Army, or its religious and moral principles.

## Appendix B: Statement on Workplace Violence

The Salvation Army is committed to providing a safe environment for officers, employees, volunteers, clients, customers, and visitors. The Salvation Army refuses to tolerate workplace violence and will do all it can to prevent it. If you display any violence in the workplace or threaten violence in the workplace, you will be immediately removed from the premises and may be subject to discipline up to immediate termination. No talk of violence or jokes about violence will be tolerated.

The Salvation Army defines violence to include physically harming another, shoving, pushing, harassment, intimidation, coercion, brandishing weapons, and threats or talk of violence. The Salvation Army requires prompt and accurate reporting of violent incidents, whether physical injury occurred. The term 'weapon' as described herein shall refer to any instrument from which death may be easily and readily produced, which specifically includes but is not limited to, firearms of any kind, bows and arrows and taser- like devices.

Except to the extent permitted by applicable state or other law, volunteers shall not:

- Possess any weapon on their person, either open or concealed, while inside a building owned or occupied by The Salvation Army, on the grounds of a building or on land owned or occupied by The Salvation Army, or in a vehicle owned, leased, or rented by The Salvation Army; or
- Carry on their person any weapon, open or concealed, at any time during employment or service for The Salvation Army.

If you are threatened or are the victim of a violent act in the workplace, or if you observe behavior that is violent or potentially violent, immediately report it to your supervisor or any other member of management and the Human Resources Department. If necessary and appropriate, the employee should also contact law enforcement by dialing 911. Security and safety in the workplace is everyone's responsibility, and full cooperation by everyone is necessary to provide a safe work environment.