



## **Incident Report Process**

1. When a volunteer has been reported for a potential violation (via Incident Review Form) the discipline process will be initiated by the Incident Review Board.
2. Preliminary gathering of the facts and, secondly, an invite to the volunteer to attend a meeting with the Accident/Incident Review Board to lay the allegation. Volunteer will be notified of the allegation without delay.
3. Strict confidentiality will be maintained.

The volunteer committed an infraction such as:

- Failure to abide by guidelines in Volunteer Code of Conduct, Policy and Procedure manual, Parma Animal Shelter Bylaws or the Incident Review Board Process
- Mistreatment of animals
- Discourteous or inappropriate conduct with staff, volunteers, or members of the public
- Failure to follow staff instructions
- Willful violation of any PAS code of conduct/policy and procedure, or failure to observe safety rules
- Removing an animal from the shelter without permission
- Multiple complaints from staff, volunteers, or members of the public
- Being intoxicated or under the influence of controlled substances or drugs while volunteering
- The use of inappropriate language
- Gross misconduct including theft of property or misuse of funds, equipment, donations or materials
- Breach of confidentiality
- Falsification of records
- Illegal, violent, or unsafe acts
- Harassment policy
- Failure to report animal or non animal accidents/incidents as soon as they occur
- Other (please describe) \_\_\_\_\_

The Parma Animal Shelter encourages growth and improvement rather than focusing on punishment and negative feedback. The Accident/Incident Review Board and shift leaders should afford all reasonable assistance to the volunteer to help them improve conduct and/or performance. Volunteers who commit minor violations will be verbally counseled, in an effort to achieve acceptable compliance. Continued violations could result in additional counseling or dismissal. Serious violations (animal abuse; abusive, threatening, harassing behavior to staff, volunteers, or members of the public; disclosure of confidential information, etc.) could result in the immediate termination of service. The Parma Animal Shelter reserves the right to dismiss a volunteer with or without cause by  $\frac{2}{3}$  vote of the Board of Trustees at any time.

### **Verbal Warning**

A meeting with the Incident Review Board will occur within 2 weeks of the Incident report and review by the Incident Review Board. The meeting may be attended by the PAS President or designee to witness if necessary.

The volunteer will be advised of the incident and invited to respond and explain their actions.

Following the meeting, a confirmation letter will be given to the volunteer. This letter confirms that the volunteer has been given a verbal warning. The letter will contain the potential infraction which led to the warning and remain on file.

If the volunteer fails to improve, and/or if there is a repeat of the activity that caused the verbal warning, the Incident Review Board can then issue a written warning or further disciplinary action.

### **Written Warning**

A written warning may be issued after a serious offense or a previous verbal warning, provided there is no improvement in conduct or performance. The volunteer will be invited to a meeting, informed of the incident, and given the opportunity to respond. This warning will clearly indicate the nature of the incident, provide corrections/corrective



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actions needed such as retraining, and advise of the possible sanctions (including dismissal) if no improvement is observed.

The volunteer will be advised of the incident and invited to respond and explain their actions.

Following the meeting, a confirmation letter will be given to the volunteer. This letter confirms that the volunteer has been given a written warning. The letter will contain the potential infraction which led to the warning and remain on file.

If the volunteer fails to improve, and/or if there is a repeat of the activity that caused the written warning, the Incident Review Board can then issue a suspension further disciplinary action.

### **Suspension**

A suspension may be issued after a serious offense or a previous written warning, provided there is no improvement in conduct or performance. Infractions which warrant a volunteers potential suspension will be reviewed by the Incident Review Board and then given to the full Board of Trustees for a vote of resolution. Length of suspension will be determined by the full Board of Trustees based on the nature of the incident. Prior to reinstatement, corrective actions may include additional supervision, reassignment, refresher/remedial training or other actions as determined by the full Board of Trustees.

The volunteer will be advised of the suspension and invited to respond and explain their actions.

Following the meeting, a certified confirmation letter will be given to the volunteer. This letter confirms that the volunteer has been given a suspension. The letter will contain the potential infraction which led to the suspension and remain on file. The filing volunteer will also be notified of the suspension.

If the volunteer fails to improve, and/or if there is a repeat of the activity that caused the suspension it may lead to dismissal or further disciplinary action.

### **Dismissal**

Possible grounds for dismissal may include, but are not limited to: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of shelter equipment or materials, abuse or mistreatment of animals, volunteers or the public, failure to abide by the established volunteer guidelines, and failure to satisfactorily perform assigned duties. The Parma Animal Shelter reserves the right to dismiss a volunteer with or without cause by  $\frac{2}{3}$  vote of the Board of Trustees at any time.

The volunteer will be advised of the dismissal and will be allowed an appeal to respond.

Following the meeting, a certified confirmation letter will be given to the volunteer. This letter confirms that the volunteer has been dismissed. The letter will contain the potential infraction which led to the dismissal and remain on file. The filing volunteer will also be notified of the dismissal.

After dismissal, volunteers are not eligible for reinstatement. If they choose to return to the shelter as a visitor, former volunteers will be treated as members of the public and must follow all the rules and regulations of a visitor including, but not limited to, signing in, being escorted to the animals and no entry into non-public areas.

### **Appeal**

Named or filing volunteers are allowed to make one formal appeal to the Board of Trustees. Appeals must be made within two weeks after receiving their disciplinary action confirmation letter.