

Volunteer Policies & Procedures

Volunteers are expected to observe the Policies and Procedures, Code of Ethics while in the Shelter and at fundraising events. Volunteers must:

- Take their commitment seriously.
- Agree to conduct themselves in a professional manner with the animals, co-volunteers and the public.
- Maintain a professional and positive attitude. Bad mouthing the organization or volunteers will not be tolerated. This includes comments on social media.
- Keep all client data confidential. No names of clients are to be discussed outside our organization.
- Be friendly, warm, and courteous to the public, and put them at ease.
- Be neat and accurate, with clear attention to details.
- Ask for assistance with any questions to which you are not sure of the absolute correct answer.

All volunteers (both Junior and Adults) are expected to adhere to the directives of this document (Policies and Procedures), which is handed out during their training session.

1. Complete an online or written application
2. Submit for review by Membership Committee
3. Complete new member orientation
4. Participate in role-specific, on the job training
5. Complete 30-day probationary period - shift lead, direct report or Volunteer Coordinator must complete an assessment.
6. After a 30 day probationary period and assessment - become a full member of PAS. If an adult, Members shall have voting rights and can receive email correspondence.

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 and is not eligible for reinstatement.

Junior Volunteers - CATS ONLY

Junior Volunteers must be between 15 and 18 years old and complete an application. Application for membership will be submitted for approval at the beginning of the month after a 30-day probationary period of service. Junior Volunteers must be at least 15 years old and less than 18 years old. Juniors are allowed contact with non-aggressive cats with a waiver signed by parent or guardian. No contact with aggressive cats is allowed. If you have 3 unexcused absences, you may be dismissed from the Junior Volunteer program. Adult volunteers cannot bring their minor children (between 15 and 18) without their application and approval to the Junior Volunteer Program. Minors under the age of 15 are not permitted to be volunteers or to accompany volunteers during their shift.

Adult Volunteers

Volunteers must be at least 18 years old and complete an application. After 90 days volunteers in good standing, and not on a leave of absence, are eligible to run for the Board of Trustees.

Proper Attire

As a representative of PAS, volunteers are requested to look and act in a professional manner and dress modestly. Volunteers are asked to convey a professional public image. Overall appearance should be clean and neat. Shoes must have covered toes. Take care to ensure jewelry will not get in the way of any of your duties. Earrings, and all other jewelry, should be chosen with safety and

professionalism in mind. Proper attire should be observed while at the shelter or representing the shelter at off site events.

Personal Property

Parma Animal Shelter is not responsible for loss, theft, or damage of personal items. Volunteers are advised not to bring excessive amounts of cash or valuables with them.

Attendance

Volunteer schedules for dogs and cats shall be posted at all times. Typical volunteer commitment for each shift is approximately 2 hours per week. Volunteers may sign up for “extra” shifts as long as they have good attendance in their scheduled shift. Volunteer commitment for events and committees will be at the discretion and recommendation of that committee's chairperson.

- Be reliable. If you cannot keep your scheduled time, please notify your Shift Leader, a member of your team, the Volunteer Coordinator, and post on Better Impact/Volunteer Facebook group if you are a member.
- Each volunteer has made a commitment. You have agreed to a certain job, certain hours, and a certain amount of time.
- Volunteers are required to sign in upon arrival through Better Impact (or manually if offline), each time you come to volunteer. Upon completion of service, sign out. Conscientious effort to this important detail will enable us to maintain accurate records. Volunteers who are consistently unwilling to sign in and out may be terminated from the program.

Leave of Absence

Any volunteer who wishes to take a leave of absence must notify the Volunteer Coordinator, and your shift leader/direct report. You can do this in person, by email or by phone. If the leave-of-absence is unapproved by membership or shift leader/direct report and extends longer than 30 days, the Member forfeits their membership. The Member must notify the Volunteer Coordinator stating their wish to return to volunteer. Anyone on a leave of absence (approved or unapproved) longer than 90 days cannot be considered for election to the Board of Trustees. In the case of extenuating circumstances, exceptions may be made to the leave of absence policy.

Resignations

Any volunteer who wishes to resign must notify the Volunteer Coordinator, and your shift leader/direct report. You can do this in person, by email or by phone. We may ask for you to fill out an exit survey. This provides valuable feedback to improve our program. Volunteers will no longer be considered a Member if their resignation is effective immediately, their resignation date has passed or they become an employee of PAS. If a resignation has been rescinded before their resignation date, they will still be a Member. A person wishing to become a volunteer again with the Shelter, would follow the normal procedure of an application and 30 day probation period. When resigning from PAS you must return all property and documentation relating to the activities of PAS.

Discipline

PAS encourages growth and improvement rather than focusing on punishment and negative feedback. Volunteers who commit minor violations of policy and procedure 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 or

customers; disclosure of confidential information, etc.) could result in the immediate termination of service per our incident and disciplinary procedures.

Social Media

Posting, sharing and/or “liking” of social media posts which could potentially defame, damage or reasonably damage PAS’ reputation. Social media use should follow guidelines outlined in Social Media Procedures.

Suggestions

Make suggestions! We welcome your ideas as a means of improving our operations. Suggestions can be made to any member of the Board of Trustees or placed in the shelter feedback box in the front desk area. Suggestions should be made respectfully, with the understanding that not all of them will be used.