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**THANK YOU** for volunteering with South Pacific County Humane Society (SPCHS)! Our volunteers are essential to the success of the shelter and care of the pets within.

If at any time as a volunteer you have any questions or concerns, **please contact Sara Tokarz, shelter manager, at 360-642-1180.**

Our Volunteer Handbook explains our mission, values and a brief history of the shelter as well as going over our standards and protocols. **Please review this guide before you submit your application.**

Thank you again for volunteering at our shelter.  
We are looking forward to having you join our team!

# Volunteer Handbook



**South Pacific County Humane Society**

# SPCHS Volunteer Handbook

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# Section 1

## Handbook Introduction

### 1:1 Welcome to South Pacific County Humane Society!

It's our pleasure to welcome you to South Pacific County Humane Society (SPCHS). We're an energetic and creative bunch, dedicated to high standards of excellence and quality. We value each one of our employees and volunteers, and we hope that you find your work here rewarding and satisfying. We think we are a special place—made all the more so by the hard work and dedication of our employees and volunteers.

Our volunteer program could not exist without you, so if you ever have any concerns, problems, or suggestions, please let us know. Thank you for your time and understanding.

### 1:2 History of the Shelter

The South Pacific County Humane Society began as a grass roots effort to help the animals of the Long Beach Peninsula. Dawn Gregory formed a group called the *Pet Protectors*, a small non-profit organization. Another small group began under the name of the *Humane Society*. The *Pet Protectors* and the *Humane Society* each worked to trap and alter feral cats, providing a loose network of foster homes, providing temporary refuge for stray pets and connecting them with forever homes. Meanwhile, Ed Ketel and Catherine Lindblad's Oceanside Animal Clinic in Seaview, Washington, was pinch hitting with medical care and *very* temporary shelter as they could without jeopardizing resources for their patients.

There was not a no-kill shelter in the region and so, when a pet had nowhere to go, the only options were humane euthanasia or to beg a pet be taken in by a surrounding shelter, buying it a little time, a last chance.

The two groups joined forces under the name *Humane Society* resulting in today's *South Pacific County Humane Society* (SPCHS) and plans for a facility were dreamed into reality. The building plans included space for a veterinarian, including examination and medication areas although these have never been used in this way. Floors heated by water pipe, concrete block construction, air circulation system, quarantine and common areas were all a part of the plans. The City of Long Beach granted SPCHS an extended lease for the land on which the Shelter sits, with a yearly rent of \$1, which has been paid for fifty years.

A ground breaking ceremony took place on October 4, 1996 and construction began just three days later. Funding for the Shelter facility came primarily from a \$50,000 grant, a \$10,000 bequest, a fundraising mailer raising between \$5,000 and \$6,000, and a classic car raffle. In addition, a number of businesses and individuals donated time, talent and materials. Major contributors included Steve Langer, Steve Newell, Milt Wadler, Maria Patten, Krissy Lindsey, Billie Sacks and Doris Holcomb. Mr. Phil Olsen of the Longview Humane Society was a vital consultant in the construction phase of the shelter. Don Anderson of Peninsula Plumbing, Gary Miller of Universal Services, Ford Electric, Tony Mourikas, Jeff Dorr and Miller Paints were among some of the many merchant donors. So many names were not recorded; we would like to acknowledge those unnamed volunteers, business and contributors who are not listed here. Your gift of time, goods and/or services has allowed us to reach out to the community and better serve our animals in need and we, along with generations to come, thank you.

Some of the cash donations received along the way created the organization's general operating fund. While the Shelter was being built, the group continued to use donations of cash

and goods to provide food and medical care to pets in need, keeping as many as possible in forever and foster homes.

Since the beginning, pets in our care have received medical attention and socialization. All animals adopted from our Shelter are spayed or neutered; it is in our mission to alleviate the dog and cat overpopulation problem.

When the Shelter opened its doors in 1997, it was unofficially as a no-kill Shelter; however, the Board and volunteers quickly ensured that NO-KILL was a part of our mission and vision for all time. No animal in our care is euthanized unless its health dictates this as the most humane course of action or it is un-adoptable due to aggression we are unable to either retrain or move to a facility with more capability than our own.

A decade later, in 2006, the shelter was reorganized. A group of Board members and Shelter volunteers spent more than a year with the bylaws, clearing up sections that led to dual interpretations and preparing the organization for the next decade and more. Board, Staff and Volunteer manuals were developed and policies and procedures were developed to both ensure our legal compliance with government organizations and to better position the organization to apply for, and receive, grant and other funding. A balanced budget was created and has been adhered to, thanks to the amazing generosity of the community we serve.

The frugality and responsibility of the Boards and volunteers that came before them left this Board with a small surplus amount of funds that could be invested to ensure the longevity of the Shelter and seed the dream that it might someday be self-supporting.

In August of 2009, SPCHS entered into an agreement with Pacific County and the City of Long Beach to lease a small piece of land north of the shelter facility, through July 31, 2019. Using grant funding, the area was developed into a Meet & Greet area for dogs.

In March of 2011, SPCHS entered into an agreement with Pacific County to lease the modular building to the west of the shelter facility, at 318 N 2<sup>nd</sup> Street, Long Beach, WA 98631, through February 28, 2021 which has been extended to December 31, 2030. The property had a solely administrative function until 2016 when permission was granted to develop a fenced area into a small dog exercise area.

And now...

We have one full-time Shelter Manager and half a dozen part timers working early morning and evening shifts to make sure the cats and dogs are fed, have clean kennels and receive proper medical care. Everything else is done by a big team of super volunteers.

Our volunteers walk dogs, cuddle cats, do lots of laundry and dishes, answer the phone, process adoptions, solicit grants, promote adoptable animals, help at fundraising events, and much more. Our Board and Advisory Council volunteers oversee operations and finance and plan for the Shelter's future.

Our supply costs would be higher if not for the generosity of the South Pacific County community. We receive donations of cat and dog food, toys, beds, blankets, bath towels, paper towels, garbage bags, toilet paper and other items we would need to buy.

SPCHS continues to care for animals because of community support. Cash donations are our top source of income. Grants, adoptions and fundraising events supplement the support we receive from hundreds of wonderful donors.

Operating an animal shelter is not cheap. It costs about \$19,000 every month to operate the Shelter. Our biggest monthly expense is payroll, averaging about \$9,000 per month. For spays, neuters, medical care and medicines, we spend an average of \$4,000 each month. Almost \$3,000 a month goes to supplies, which includes cat and dog food, vaccines, microchips, cat litter and disinfectants for cleaning.

Our volunteers do something on the order of a dozen loads of laundry per day, walk and provide enrichment for the cats and dogs, greet the public, answer questions, process adoptions, conduct home visits, produce fundraisers and events, foster special-needs animals, intervene in cases of cruelty and neglect, increase awareness of pet issues in our community, build fences, write grants, create and send mailings, write for the newspaper, take photos of animals, post adoptable pets on a national website, keep our own website active, and so much more.

Each of us is gratified to participate in this effort. We're so happy you're joining us!

### **1:3 The Purpose of This Handbook**

We believe that workers are happier and more valuable if they know what they can expect from SPCHS and what is expected from them. We introduced you to our agency's history, values, culture, and goals. We expect you to incorporate that information into your day-to-day performance, striving to meet our agency's values in everything you do.

The remainder of this handbook will familiarize you with the privileges, benefits, and responsibilities of being a volunteer with SPCHS. Please understand that this handbook can only highlight and summarize our policies and practices. For detailed information, we suggest you speak to your supervisor or any Board member.

In this agency, as in the rest of the world, circumstances are constantly changing. As a result, we may have to revise, rescind, or supplement these policies from time to time. Nothing in this handbook is a contract or a promise. The policies can change at any time, for any reason, without warning.

We are always looking for ways to improve communications with our volunteers. If you have suggestions for ways to improve this handbook in particular or volunteer relations in general, please feel free to bring them to your supervisor or any Board member.

### **1:4 Shelter Information**

Agency Name: South Pacific County Humane Society shall be referred to as SPCHS

Facility Location: 330 2nd St NE, Long Beach, WA 98631

Mailing address: PO Box 101, Long Beach, WA 98631

Telephone: 360.642.1180

Website: [www.beachpets.com](http://www.beachpets.com)

Shelter Email: [spchs330@gmail.com](mailto:spchs330@gmail.com)

Board Email: contact information about our Board Members is on our website: [beachpets.com](http://beachpets.com)

Advisory Council + Shelter Manager Email: contact information about our Board Members is on our website: [beachpets.com](http://beachpets.com)

**Mission:** To promote compassionate care, spay / neuter, and placement of cats and dogs through service and education.

**Vision:** To envision the community of South Pacific County where every cat and dog has a loving home, free of abuse and neglect.

**Values:** SPCHS staff and volunteers are committed to the following shared values to our cats and dogs and community. As the SPCHS we hold these values as a priority:

- Compassion - Demonstrate thoughtfulness and sensitivity.
- Partnership – Develop and maintain a cooperative relationship among people sharing responsibility and commitment to achieve our mission.
- Innovativeness – Be forward-looking, open to new ideas to improve.
- Stewardship - Manage our resources to sustain and grow.
- Integrity – Be truthful, honest, and fair.
- Volunteerism – Come together as a community to embody a spirit of giving.

We use these values in our commitment to better the lives of the cats and dogs we serve.

**Euthanization:** SPCHS will euthanize ONLY in the following cases:

- If the animal is terminally ill.
- If the animal is too vicious for adoption.
- If the animal's quality of life has deteriorated beyond an acceptable level.

No less than three (3) persons, consisting of a veterinarian, the Shelter Manager, and a Board member of SPCHS shall make the determination. There must be unanimous agreement among those three (3) persons as to the fate of the animal in question. If the three (3) persons cannot come to a unanimous decision, the Board member will request a Special Board Meeting of the full Board for a binding decision.

**Adoption and Relinquishment:** Animals will be received, held and released in accordance with all local, state and federal laws.

Animals will be received in accordance with the SPCHS Animal Intake Policy. For the following, intake is generally limited to residents of South Pacific County:

- Strays brought to SPCHS by members of our community and law enforcement. SPCHS scans for a microchip and does social media postings to reunite the pet and owner. Animals not returned to their owners after five days become the property of SPCHS and are made available for adoption.
- Surrenders are animals whose owner can no longer take care of their pet due to death or for physical or financial reasons. A fee may be charged for surrenders.

When the shelter is not at full capacity, animals may be transferred in from rescue organizations and other shelters.

Adopters are required to complete an application and will be screened for suitability with every attempt to ensure a safe and enduring family match. Animals will not be adopted out to minors or to renters without landlord consent. SPCHS reserves the right to deny any adoption. A fee will be charged for adoptions.

**Membership Qualifications:** Membership may be granted to any individual, family, or business that supports the mission and vision of SPCHS, and who pays the dues as set by the Board. Members shall have no voting rights.

**Honorary Membership:** The Board of Directors may, through a majority vote, award an individual or an entity with an honorary membership. Honorary members shall have no voting rights.

## Section 2

### **Volunteer Recruitment and Orientation**

#### **2:1 Definition of “Volunteer”**

A “volunteer” is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the SPCHS. A “volunteer” must be officially accepted and enrolled by the SPCHS prior to performance of the task. Volunteers shall not be considered “employees” of the SPCHS.

#### **2:2 Recruitment**

We know that we are only as good as our people, so we seek out talented and dedicated individuals to fill vacant positions.

#### **2:3 Equal Opportunity**

In order to provide equal volunteer opportunities to all individuals, volunteer service decisions at the SPCHS will be based on merit, qualifications and abilities. The SPCHS does not discriminate in volunteer activities or practices on the basis of race, color, religion, gender, national origin, age, disability, sexual orientation or any other characteristic protected by law.

The SPCHS will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship. This policy governs all aspects of volunteer service, including selection, activity assignment, discipline, termination, and access to benefits and training.

#### **2:4 Minors**

For safety and liability reasons, children ages 10-17 require direct Parent/Guardian supervision during all volunteer activities at all times. Children ages 10 -17 need to have their Parent/Guardian attend their child’s training orientation and have their signature of consent and release witnessed by Shelter staff. 18 year old children may then volunteer without the supervision of their Parent/Guardian.

#### **2:5 Orientation and Training**

SPCHS wants each of their volunteers to be familiar with agency policies and procedures, expectations and physical surroundings. It is important that volunteers have an opportunity to establish good communication with their supervisor as well as ask any questions they may have.

Once your volunteer application is received, you will be contacted by our Volunteer Coordinator who will discuss your volunteer activity interests. The Volunteer Coordinator will have the appropriate trainer contact you and schedule your training. The volunteer trainer will provide you with an overview of the organization and facility. Training will include specifics to your volunteer activity, protocols, schedule and other pertinent information.

Please feel free to ask any questions you might have during the training session.

#### **2:6 Volunteer Data Changes**

It is the responsibility of each volunteer to promptly notify the SPCHS of any changes in personal data. Personal mailing addresses, telephone numbers and individuals to be contacted in the event of an emergency should be accurate and current at all times. If any personal data has changed, notify your supervisor.

## **2:7 Volunteer Benefits**

- 50% discount on the cost of adoptions (after 4 months as a volunteer and 10 volunteer hours per month)
- Spend the day enriching the lives of dogs and cats
- Activities that help pets find their new home
- Community involvement
- Gain valuable experience
- Meet new people
- Recognition
- References after 4 months service

## Section 3

### Hours

#### 3:1 Hours of Work

Our Shelter's regular hours of business are from 11:00 AM to 3:00 PM, Tuesday through Saturday. Volunteers work both in and out of the shelter facility. If you work at the shelter, your supervisor will let you know your work schedule, including what time you will be expected to start and finish each shift. **Volunteers are required to sign in and out each time they volunteer.**

#### 3:2 Exit

Should you no longer be able to volunteer, notify your supervisor verbally or in writing of your plans. It is important that we have a clear understanding of your reason(s) for leaving; therefore, your supervisor will arrange for an exit interview.

## Section 4

# Expense Policies

### 4:1 Expense Reimbursements

#### Procedures for out of pocket expenses

If a volunteer would like to contribute to upgrades, general maintenance, or complete a special project they think would be of benefit to the shelter, the volunteer must present this proposal to the Shelter Manager for approval before proceeding.

Materials and supplies should be requested from the Shelter Manager. However, from time to time, volunteers might incur expenses on behalf of SPCHS. We will reimburse you for the actual work-related expenses you incur, as long as those expenses are reasonable. You must follow these procedures to get reimbursed:

- Obtain authorization from the Shelter Manager ***before*** incurring an expense.
- Spend the Shelter's money wisely by making an effort to save money and use approved vendors, if possible.
- Purchase of materials and supplies must include the following information for reimbursement:
  - Store receipt
  - Date of purchase
  - Place of purchase
  - Items by cost
- Submit your receipts, along with an expense report, to your supervisor for approval within 30 days of incurring an expense.

Your supervisor is responsible for submitting your expense report to the Board Treasurer for approval. If your report is approved, you will receive your reimbursement within 30 days of the date submitted to your supervisor.

Remember that you are spending the Shelter's money when you pay for business-related expenses. We expect you to purchase quality products and save money, wherever possible. Your supervisor can assist you in deciding whether an expense is appropriate and if you should use an approved vendor.

Occasionally, checks will be issued before items are purchased. In this case, the volunteer making the purchase is responsible to get the documentation from the vendor and forward it to the Board Treasurer, as soon as possible.

#### Mileage Reimbursement

Mileage Reimbursement must have prior approval from your supervisor. Volunteers who use their own vehicle for Shelter business will be reimbursed at the IRS rate for miles driven in service of the charitable organization.

Volunteers are not entitled to separate reimbursement for gas, maintenance, insurance, or other vehicle-related expenses—the reimbursement rate above is intended to encompass all of these expenses.

Before using a personal vehicle for work-related purposes, volunteers must demonstrate that they have a valid driver's license and adequate insurance coverage. Volunteers are responsible

to provide a photocopy of their valid driver's license and adequate insurance coverage in their personnel file. Photocopy of documents may be made at SPCHS expense.

SPCHS does not reimburse volunteers for their commute to and from the workplace.

To claim mileage reimbursement, you must follow these procedures:

- Keep a written record of your business-related travel, including total mileage of each business trip, the date of travel, the location to which you traveled, and the purpose of your trip on the Shelter's Mileage form.
- Submit your record to your supervisor for approval on the last day of the month.
- Your supervisor is responsible for submitting your record to the Board Treasurer.

## Section 5

### **Use of SPCHS Property**

#### **5:1 Property**

We have invested a great deal of money in the property and equipment that you use to perform your job. It is a senseless and avoidable drain on the bottom line when people abuse property, misuse it, or wear it out prematurely by using it for personal business.

We ask volunteers to take care of property and to report any problems to your supervisor. If a piece of equipment or property is unsafe for use, please report it immediately.

Please use property only in the manner intended and as instructed.

We do not allow personal use of property unless specifically authorized in this Handbook or the Shelter Manager.

Failure to use property appropriately, and failure to report problems or unsafe conditions, may result in disciplinary action, up to and including termination.

#### **5:2 Telephone System**

The Shelter's telephone system is for business use only. If you must make or receive a personal call, please keep your conversation brief. Extensive personal use of phones is grounds for discipline.

#### **5:3 Return of SPCHS Property**

When your volunteering ends, we expect you to return property—and to return it clean and in good repair. This includes this Volunteer Handbook, all manuals and guides, documents, phones, computers, equipment, keys, and tools.

We reserve the right to take any lawful action to recover or protect our property.

#### **5:4 Copyright/Ownership Issues**

Material produced by volunteers for the SPCHS including but not limited to graphics materials, web page designs, narratives, research, compilations and instructional texts becomes the property of the SPCHS upon submission. Forms, flyers, publications and the like generated by volunteers must be approved, by supervisory staff or a Board member, prior to distribution.

## Section 6

# Performance

### 6:1 Your Job Performance

We believe our connection to the community and the animals is of the utmost importance to our success as a no-kill Shelter. Therefore, every volunteer at SPCHS must make customer service a top priority. Excellent performance includes excellent customer service.

Each and every volunteer at the SPCHS contributes to the success or failure of our Shelter. If one volunteer allows his or her performance to slip, then all of us suffer. We expect everyone to perform to the highest level possible.

Poor job performance can lead to corrective work with your supervisor and can end in termination of our relationship.

### 6:2 Performance Reviews

Because our volunteers' performance is vital to our success and we want our volunteers' tenure to be as fulfilling and rewarding as possible, we conduct periodic reviews of individual volunteer performance. We hope that, through these reviews, our volunteers will learn what we expect of them, and we will learn what they expect of us.

Good communication, formal and informal, verbal and written is essential to achieving a sound working relationship. Volunteers are strongly encouraged to discuss job performance and goals informally at any time.

## Section 7

### Workplace Behavior

#### 7:1 Please Act Professionally

People who work together have an impact on each other's performance, productivity, and personal satisfaction in their work. In addition, how our volunteers act toward employees and other volunteers, customers and vendors will influence whether those relationships are successful for our Shelter.

Because your conduct affects many more people than just yourself, we expect you to act in a professional manner whenever you are on Shelter property, conducting Shelter business, or representing the Shelter at business or social functions.

Although it is impossible to give an exhaustive list of everything that professional conduct means, it does, at a minimum, include the following:

- Following all of the rules in this Handbook that apply to you
- Refraining from rude, offensive, or outrageous behavior
- Refraining from ridicule and hostile jokes
- Treating volunteers, coworkers, customers, and vendors with patience, respect, and consideration
- Being courteous and helpful to others, and
- Communicating openly with volunteers, supervisors, managers, and coworkers.

#### 7:2 Punctuality and Attendance

You are important to the effective operation of this business. When you are not here at expected times or on expected days, someone else must do your job or delay doing his or her own job while waiting for you to arrive.

As a result, we expect you to keep regular attendance and to be on time and ready to work at the beginning of each scheduled workday. Of course, things will sometimes happen that will prevent you from showing up to work on time. If you are going to be more than ten (10) minutes late, please call the Shelter and leave a message if no one is available. Please give this notice as far in advance as possible.

#### 7:3 Appearance and Dress

We ask all volunteers to use common sense when they dress for work. Please dress appropriately for your position and job duties, and please make sure you are neat and clean at all times, no open toed shoes, no profane language on clothes and no language that could be viewed as discriminatory.

If you have any questions about the proper attire for your position, please contact your supervisor. We will try to reasonably accommodate a volunteer's special dress or grooming needs that are the result of religion, ethnicity, race, or disability.

#### 7:4 Representation of the SPCHS

Volunteers are asked to not contact organizations or individuals on behalf of the SPCHS or to respond to inquiries regarding the SPCHS unless the Board of Directors gives them express directions to do so.

Prior to any action or statement, which might affect or obligate the SPCHS, volunteers should seek prior consultation and approval from the Board of Directors. Actions requiring prior approval may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the SPCHS as specifically indicated within their job descriptions.

### **7:5 Breaks at the Workplace**

Because it is disruptive to people on the phone and can be confusing to customers entering the shelter, we do not allow volunteers to lounge in the lobby. Work breaks are to be taken on the back patio, kitchen office or at the Annex. Conferences and other necessary meetings are to be taken in these locations or in a back area, away from phones and customers.

Volunteers are not allowed to be on the shelter property except when working. Socializing in the lobby is not working. Exceptions to this rule include in-shelter parties and other special events.

### **7:6 Pranks, Practical Jokes, Horseplay and Fighting**

Although we want our volunteers to enjoy their jobs and have fun working together, we cannot allow volunteers to play practical jokes or pranks on each other. At best, these actions disrupt the workplace and dampen the morale of some; at worst, they lead to complaints of discrimination, harassment, or assault.

### **7:7 Threatening, Abusive, or Vulgar Language**

We expect our volunteers to treat everyone they meet through their jobs with courtesy and respect. Threatening, abusive, and vulgar language has no place in our workplace. It destroys morale and relationships, and it impedes the effective and efficient operation of our business.

### **7:8 Insubordination**

Insubordination occurs when volunteers unreasonably refuse to obey the orders or follow the instructions of their supervisor or the Shelter Manager. It also occurs when volunteers, through their actions or words, show disrespect toward any other volunteer or staff member.

### **7:9 Progressive Discipline**

Any volunteer conduct that, in the opinion of the Board or Shelter Manager, interferes with or adversely affects our business is sufficient grounds for disciplinary action. Disciplinary action can range from oral warning to immediate discharge. Our general policy is to take disciplinary steps in the following order:

- Oral warning(s)
- Written reprimand(s)
- Suspension(s) and
- Termination

However, we reserve the right to alter the order described above, to skip steps, to eliminate disciplinary steps, or to create new and/or disciplinary actions depending on the situation.

Your volunteering is at the mutual consent of yourself and SPCHS. This policy does not change that fact. We reserve the right to terminate your volunteering at any time, for any lawful reason. You also have the right to end your volunteering at any time.

## Section 8

### Safety and Security

#### 8:1 Safety Policy

We take personnel safety very seriously. Each volunteer is expected to obey safety rules and to exercise caution in all service activities. Volunteers must immediately report any unsafe condition to the appropriate supervisor.

In order to provide a safe workplace for everyone, every volunteer must follow our safety rules:

- Volunteers must follow their supervisors' or Shelter Manager's safety instructions.
- Physical acts that may endanger people or pets, or cause accidents, are prohibited.
- Volunteers in certain positions may be required to wear protective equipment. Your supervisor will let you know if your position requires protective gear.
- Volunteers in certain positions may be prohibited from wearing dangling jewelry or apparel, or may be required to pull back or cover their hair, for safety purposes. Your supervisor will tell you if you fall into one of these categories.
- All equipment and machinery must be used properly. Do not use equipment for other than its intended purpose. If you do not know how to use a piece of equipment, please ask for training from a supervisor or Shelter Manager.
- Volunteers must immediately report any workplace condition that they believe to be unsafe to their supervisor.
- Volunteers must immediately report any workplace accident or injury to their supervisor. Volunteers are required to fill out a shelter incident report immediately if possible or at their earliest convenience.
- Management, employees, and volunteers will observe all OSHA/WISHA Standards.

#### 8:2 General Safety Rules

- Safe work habits help control personal injury to you and others. Safety is everyone's responsibility
- Learn the correct and safe methods of performing your activities. If you are not sure, ask your supervisor.
- If you are injured, no matter how slight the injury might be, you must report it immediately to your supervisor.
- Do not attempt tasks for which you are not authorized or trained to do.
- Always wash hands thoroughly after any volunteer tasks are completed.
- Report any unsafe conditions to your supervisor immediately.
- It is recommended that you be up to date on your tetanus shot.
- If you have any questions or concerns about any of these policies, do not hesitate to contact your supervisor or any Board member.

#### 8:3 Building Security

Select volunteers will be given a key to the building. Volunteers will sign a form and be required to return keys when they end their volunteering with SPCHS. Keys will not be loaned and will be secured in a safe place.

#### 8:4 Accidents

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify the appropriate supervisor or any Board member.

Such reports are necessary to comply with laws and initiate insurance and worker's compensation benefits procedures.

### **8:5 Smoking Policy**

Consistent with the SPCHS's responsibilities and our commitment to a healthy and safe work environment, smoking is prohibited at all times in all areas of the organization's buildings. Smoking is also prohibited within 25 feet of any entrance to the building to assure that our customers, visitors, staff and volunteers can enter the building without suffering the harmful effects of second-hand smoke. Smoking is prohibited when our animals are present in all areas. This includes walking the dogs off-premise of the shelter facility. Violation of this policy may result in discipline, up to and including discharge.

### **8:6 Violence Is Prohibited**

We will not tolerate violence in the workplace. Violence includes physical altercations, coercion, pushing or shoving, horseplay, intimidation, stalking, and threats of violence. Any comments about violence will be taken seriously and may result in your termination.

#### No Weapons:

No weapons are allowed in our workplace. Weapons include firearms, knives, brass knuckles, martial arts equipment, clubs or bats, and explosives.

#### What to Do in Case of Violence:

If you observe an incident or threat of violence that is immediate and serious, advise your supervisor. If you are unable to reach them, IMMEDIATELY DIAL 9-1-1 and report the incident to the police.

If the incident or threat does not appear to require immediate police intervention, please contact your supervisor and report it as soon as possible. All complaints will be investigated and appropriate action will be taken. You will not face retaliation for making a complaint.

### **8:7 Drug-Free Workplace**

SPCHS will provide a drug-free workplace in compliance with the Federal "Drug-Free Workplace Act" of 1988 and other applicable state and local laws. The purpose of this policy is to reinforce the long-standing commitment of SPCHS to provide a safe, comfortable, and productive work environment for its volunteers.

We recognize that volunteers who abuse drugs or alcohol at work, or who appear at work under the influence of drugs or alcohol, harm both themselves and the work environment.

As a result, we prohibit volunteers from doing the following:

- Appearing at work or conducting Shelter business while using or under the influence of alcohol or drugs (whether or not the volunteer is actually on work premises at the time)
- Possessing, buying, selling, or distributing alcohol or drugs on the worksite or while conducting Shelter business (whether or not the volunteer is actually on work premises at the time)

Drug use includes more than just outlawed drugs such as marijuana, cocaine, or heroin. It also includes the misuse of otherwise legal prescription and over-the-counter drugs.

We do not prohibit volunteers from consuming alcohol at social or business functions, which we sponsor, where alcohol is served. Even at these functions, however, volunteers may not consume alcohol to the point of intoxication or to the point where they endanger their own safety or the safety of others.

## **8:8 Safety Improvements**

Some of the best safety improvement ideas come from volunteers and employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor or with any Board member. Reports and concerns about workplace safety issues may be made anonymously if the volunteer wishes. All reports can be made without fear of reprisal.

## **8:9 What to Do in an Emergency**

In case of an emergency, such as a fire, earthquake, or accident, your first priority should be your own safety. In the event of an emergency causing serious injuries, IMMEDIATELY DIAL 9-1-1 to alert police and rescue workers of the situation.

If you hear a fire alarm or in case of an emergency that requires evacuation, please proceed quickly and calmly to the fire exits. Don't return to the workplace to retrieve personal belongings or work-related items.

SPCHS keeps emergency supplies on hand. Your supervisor will inform you where first aid kits, flashlights, fire extinguishers and additional emergency equipment are located.

## Section 9

### Privacy

#### 9:1 Search Policy

Volunteers do not have a right to privacy in their workspaces, any other agency property, or any personal property they bring to the workplace. SPCHS reserves the right to search the Shelter premises at any time, without warning, to ensure compliance with our policies on safety, workplace violence, harassment, theft, drug and alcohol use, and possession of prohibited items. Management may authorize a search of the Shelter, including but not limited to lockers, desks, file cabinets, storage areas, and workspaces. If you use a lock on any item (a file cabinet, for example), you must give a copy of the key or combination to your supervisor. Management may also authorize a search of personal property brought onto Shelter's premises, including but not limited to toolboxes, briefcases, backpacks, purses, and bags.

#### 9:2 Telephone Monitoring

The SPCHS reserves the right to monitor calls made from or received on Shelter telephones. Therefore, no volunteer should expect that conversations made on Shelter telephones would be private. Telephones are for business use. If you must make a personal call during your work hours, you are expected to keep the conversation brief.

#### 9:3 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a staff member, volunteer, client or other person or involves overall SPCHS business.

## Section 10

### **Computers, Email, and the Internet, including Social Media**

#### **10:1 Email and Internet Use**

SPCHS provides computer equipment, including an Internet connection and access to an electronic communications system, to enable them to perform their jobs successfully. This policy governs your use of the company's email system.

##### Use of the Email System:

The email system is intended for official business. Although you may use the email system for personal messages, you may not do so during working hours. If you send personal messages through the email system, you must exercise discretion as to the number and type of messages you send.

##### Email Rules:

All of our policies and rules of conduct apply to volunteer use of the email system. This means, for example, that you may not use the computer, WIFI system to send harassing or discriminatory messages, including messages with explicit sexual content or pornographic images; to send threatening messages; or to solicit others to purchase items for non-agency purposes.

We expect you to exercise discretion in using electronic communications equipment. When you send email using the communications equipment, you are representing SPCHS. Make sure that your messages are professional and appropriate in tone and content. Email may seem like a private conversation, but emails can be printed, saved, and forwarded to unintended recipients.

##### Personal Use of the Internet:

Our network and Internet access are for official business only.

##### Prohibited Uses of the Internet:

Volunteers may not, at any time, access the Internet using agency equipment or links for any of the following purposes:

- To visit websites that feature pornography, gambling, or violent images, or that are otherwise inappropriate in the workplace
- To operate an outside business, to solicit money for personal purposes, or to otherwise act for personal financial gain. This includes running online auctions
- To download software, articles, or other printed materials in violation of copyright laws
- To download any non work-related software program.
- To read, open, or download any file from the Internet without first screening that file for viruses using the company's virus detection software

##### Internet Use is Not Private:

We reserve the right to monitor volunteer use of the computer, WIFI at any time to ensure compliance with this policy. You should not expect that your use of the Internet, including but not limited to the sites you visit, the amount of time you spend online, and the communications you have, would be private.

#### **10:2 Software Use**

It is our agency's policy to use licensed software only in accordance with the terms of its license agreement. Violating a license agreement is not only unethical; it is also illegal and can subject us to criminal prosecution and substantial monetary penalties.

To help us adhere to this policy, volunteers may not do any of the following without written permission from SPCHS Board:

- Make a copy of any software program, for any reason.
- Install our software program on a home computer.
- Install a personal software program (that is, software owned by the employee) on any company computer.
- Download any software program from the Internet to a shelter computer.

The Board may audit agency-owned computers at any time to ensure compliance with this policy.

### **10:3 Social Media Guidelines**

Online communication tools such as blogs and social media networks (e.g., Facebook, Twitter and Instagram) are becoming the go-to channels for people who are interested in keeping up with SPCHS. For that reason, and because your behavior as an employee/volunteer reflects on SPCHS, please use good judgment whenever you contribute to SPCHS' social media pages. We encourage employees/volunteers to join online conversations and spread the word about SPCHS and the animals, but you should never speak as an official representative of SPCHS.

Employees/volunteers who engage in blogging or posting should be mindful that their comments, even if done off premises and while off-duty, could have an adverse impact on SPCHS. In addition, some readers may view you as a de facto spokesperson for SPCHS.

SPCHS depends on strong community support and good will. Our reputation is a valuable and important asset. Please consider whether you are potentially damaging our reputation before you post on any site, especially if/when you identify yourselves as an employee/volunteer of SPCHS. If you are uncertain consult the shelter manager before posting on-line.

Employees/volunteers are encouraged to share posts from the SPCHS Facebook page to their individual Facebook pages or social media sites. Employees who have taken pictures or videos of animals at the shelter can post them on their individual Facebook page. However, our preference is for you to provide the picture or video to the appropriate social media employee/volunteer at SPCHS to post on the SPCHS Facebook page and then you can share the post to your individual Facebook page or other social media.

When you are engaging with others via social media, please keep in mind the following:

1. Your blogging/posting is subject to the policies in our Employee/Volunteer Handbook.
2. Do not create or share internet media communication that negatively impacts the SPCHS brand or reputation.
3. Do not discredit, disparage, challenge or defame the mission, services, public policy positions, operational or animal status decisions of SPCHS. Do not reveal any confidential or proprietary information about SPCHS.

4. Do not criticize individual staff or volunteer performance (by name, title or role.) Do not disclose the name or any personal identifying information of any staff or volunteer without his/her permission.
5. Be considerate. Please do not use profanity, derogatory language or personal attacks.
6. Be professional. Do not allow legitimate online explanation of a position or debate to devolve into personal attacks, fights or flame wars that would reflect poorly on you or SPCHS. If you have any doubts about the appropriateness of your involvement in an online discussion, please disengage or do not get involved in the first place. Pass along the link to the shelter manager.
7. Do not discuss the behavior, history or medical records of animals in our care and custody that are subjects in criminal proceedings.
8. Do not discuss the behavior, medical condition, behavioral status, adoption or euthanasia status of animals in our care which could negatively impact the adoptability of that animal or of other animals in our care.
9. Do not post information that adversely reinforces negative breed-specific stereotypes.
10. Do not use social media for internal workplace communications, including but not limited to any disagreements or differences in the workplace.

If you're an employee/volunteer creating or contributing to blogs and social media on behalf of SPCHS, we expect you to be trained in, to understand, and to follow *SPCHS Social Media Guidelines* prior to using social media on behalf of the agency.

## Section 11

### **Board Promise and Contact Information**

The SPCHS Board is committed to providing a safe and productive work environment, free of threats to the health, safety, and well being of our workers. These threats include, but are not limited to, harassment, discrimination, violations of safety and security rules, and violence.

Any volunteer who witnesses or is subject to inappropriate conduct in the workplace may complain to their supervisor or any Board member. Inappropriate conduct includes any conduct prohibited by our policies about harassment, discrimination, discipline, workplace violence, safety and security, and drug and alcohol use. In addition, we encourage volunteers to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our written policies.

We encourage you to come forward with complaints immediately, so we can take whatever action is needed to handle the problem. All complaints will be handled as confidentially as possible. When the investigation is complete, the company will take corrective action, if appropriate.

We will not engage in or allow retaliation against any volunteer who makes a good faith complaint or participates in an investigation. If you believe that you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, report the conduct immediately to an SPCHS Board member.

We want to maintain a positive and pleasant environment for all of our volunteers. To help us meet this goal, the SPCHS Board has an open-door policy, by which workers are encouraged to report work-related concerns.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your supervisor as soon as possible. If for any reason you don't feel comfortable bringing the matter to your supervisor, feel free to raise the issue with any Board member.

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## Consent And Release On Behalf Of Minor – For SPCHS Volunteers Ages 10-17 –

I (name) \_\_\_\_\_

am the parent and/or legal guardian of (name) \_\_\_\_\_.

As of today, (date) \_\_\_\_\_ my child is \_\_\_\_\_ years old.

I understand that children ages 10-17 require direct Parent/Guardian supervision during all volunteer activities at South Pacific County Humane Society (SPCHS) and I am required to volunteer side-by-side my child.

I understand that children ages 10-17 need to have their Parent/Guardian attend their child's training and that my signature must be witness by Shelter staff.

Forms that are not witnessed by Shelter staff will not be accepted.

I give my consent for my child to volunteer at SPCHS and I understand that my, and my child's, participation is strictly on a volunteer basis, and therefore no insurance against bodily harm is provided.

I release from liability the South Pacific County Humane Society, a private, non-profit organization, from any and all injuries or damages incurred by my child or myself during participation in any SPCHS activity of program.

My child, as a volunteer ambassador of the South Pacific County Humane Society, understands that, while holding this position, s/he shall uphold the high standards of the organization and present it well in the community.

\_\_\_\_\_  
Signature of Parent/Legal Guardian Date

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Cell: \_\_\_\_\_ Work: \_\_\_\_\_

Where You Live: \_\_\_\_\_  
Street City State Zip

Mailing Address: \_\_\_\_\_  
Street City State Zip

## SPCHS Volunteer Information

Information in this form is required by our insurance company and will provide emergency contacts.

<b>Name and Address</b>	
Name:	Home Telephone:
Mailing Address:	Message And/Or Cell Phone:
City, State & Zip Code:	Email:
<b>Emergency Contact</b>	
Name:	Relationship:
Daytime Phone Number:	Evening Phone Number:
Address (Street, City, State & Zip Code):	
<b>Please Sign and Date</b>	
Signature:	Date:

The Information below is required for volunteers using their vehicles for SPCHS business.

<b>SPCHS Volunteer Additional Information</b>	
Birthdate:	Driver's License State, Number:
<b>Automobile Insurance Information</b>	
Insurance Company:	Insurance Limits: Bodily Injury/Property Damage
Agent:	\$ _____ / \$ _____
Phone:	
Policy Number:	Expiration Date:

Not all volunteers need, or are issued, keys. If you are, we'll need this information:

<b>Building Keys</b> NOTE TO SUPERVISOR: Duplicate this page or write on reverse if more than one key is issued.	
Key #	
Assigned On:	Returned On:
SPCHS Volunteer Signature:	SPCHS Supervisor Signature

# **SPCHS Volunteer Handbook**

## **Acknowledgment Form**

By signing this form, I acknowledge that I have received a copy of the SPCHS Volunteer Handbook. I understand that it contains important information about SPCHS's policies, that I am expected to read the Handbook and familiarize myself with its contents, and that the policies in the Handbook apply to me. I understand that nothing in the Handbook constitutes a contract or promise and that we may change the policies in the Handbook at any time.

I understand that I have the right to end the relationship at any time and for any reason, with or without notice, with or without cause, and that the agency has the same right.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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Name (Print)