

## Rules of Conduct for Metter Animal Shelter Volunteers

The Metter Animal Shelter values our volunteers, the services they provide and their passion and commitment to the animals we serve. We believe that volunteers are motivated to do what is best and are accountable for their actions. The following rules of conduct help us all work together in an efficient and effective manner. All volunteers are “at-will”, meaning that their volunteer status can be severed at any time, for any non-discriminatory reason, without cause by either the volunteer or the shelter. Violation of the following rules of conduct can result in immediate dismissal.

1. New volunteers are required to attend an orientation session and abide by the practices designed to keep volunteers, staff and the animals safe.
2. Sign in and sign out each time you volunteer. Recording your hours and activities helps document community involvement, which in turn, can assist with receiving grants and funding.
3. Volunteers are expected to be positive and supportive of the Metter Animal Shelter’s mission and reputation within the community. Volunteers have the power to educate and inspire others about the work we do and the wonderful animals we work for.
4. Any disrespectful representation or intentional misrepresentation of the Metter Animal Shelter can be cause for immediate dismissal from the volunteer program. For a more detailed description of our communications policy, please refer to Appendix A.
5. Personal pets are not allowed on premises and may not be left in your car while you volunteer.
6. Abide by the dress code. Volunteers must wear closed-toed shoes and long pants while working in the kennels and with animals. We recommend that you change your clothes after you have volunteered and before you handle your own pets.
7. The following are not allowed on premise:
  - a. Smoking
  - b. Consumption of alcoholic beverages
  - c. Possession of a dangerous weapon (Chief Shore says this is OK. Check with city attorney.)
  - d. Use, sale, possession, distribution, or being under the influence of a controlled substance
  - e. Gambling
  - f. Theft or inappropriate removal or possession of property
  - g. Verbally harassing other volunteers, staff or members of the public
  - h. Openly challenging the authority of a senior volunteer or any staff member
  - i. Fighting or threatening violence

## **Appendix A**

### **Metter Animal Shelter Communications Policy**

Having a positive, clear, consistent presence in online and traditional media is vital for the mission of the Metter Animal Shelter. To uphold the trust and support of our community, it is critical that we tell our story responsibly.

To that end, volunteers are expected to comply with the following communications policies:

#### **Social Media and Internet Posts**

Volunteers represent the Metter Animal Shelter to the community. Metter Animal Shelter expects volunteers to respect the mission and values of the organization, respect the shelter's employees and supervisors, and trust that everyone is making decisions for the animals in good faith.

If posts to Facebook, Twitter, YouTube, etc. become negative, derogatory, or accusatory, the efforts and successes of the shelter are undermined, particularly as posts are shared and travel through cyberspace.

Remember that anyone, including your colleagues and members of the community, may read what you publish online. Using your personal, online communications to vent frustrations, bash or embarrass the shelter, our staff, our clients, our donors or other volunteers isn't smart or professional. Disrespectful or threatening comments toward employees, volunteers, donors, clients or other constituents of the shelter will not be tolerated and will result in dismissal from the volunteer program.

#### **Traditional Media**

Contact with traditional media shall be coordinated by the Chief of Police. Volunteers are not permitted to speak with or contact print, television, or radio media as representatives of the Metter Animal Shelter unless authorized by the Chief of Police (or his/her designee) to do so. Failure to comply with this policy may result in dismissal from the volunteer program.

#### **Reporting Problems, Issues or Concerns**

If you have any problems, issues or concerns with the shelter such as, but not limited to, safety, wrongdoing, mishandling, etc., you are encouraged to report them directly to the proper authority as outlined below. ***You may do so without fear of retaliation or dismissal from the volunteer program.***

- Report problems, issues or concerns involving another volunteer to the Volunteer Coordinator.
- Report problems, issues or concerns involving a staff member or other city employee to the Chief of Police (or his/her designee).

All matters involving the performance of a volunteer or staff member are confidential and should not be disclosed or discussed in public or media forums. Failure to comply with this policy may result in dismissal from the volunteer program.