

# **Volunteer Policy and Procedure Manual**



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## **I. Volunteer Program**

### **1. Mission Statement and Purpose**

*Animal Care & Control of New York City (AC&C), formerly known as the Center for Animal Care & Control, was incorporated in 1995 as a not for profit organization under the laws of New York. AC&C is the only animal care organization in NYC that does not turn away stray or abandoned animals. Under a contract with the NYC Department of Health and Mental Hygiene, AC&C provides and maintains the city's municipal animal shelter system and rescues and cares for homeless, neglected, abused and abandoned animals in all five boroughs of NYC. This accounts for **over 30,000 animals** every year.*

*AC&C is committed to providing the most humane care possible to the tens of thousands of animals we rescue each year. Our goal is to work together with the citizens of New York City, including area shelters and humane organizations, to reduce the number of homeless animals through increased adoption and spay/neuter programs and by heightening awareness about the responsibility that comes with having a companion animal.*

*AC&C has numerous programs and provides numerous services. These include but are not limited to sheltering animals; picking animals up that are at-large, sick or dangerous; returning lost animals to their owners whenever possible; providing adoption of homeless animals to responsible persons; and, when necessary, providing a humane euthanasia.*

### **MISSION STATEMENT**

*To Promote and Protect the Health, Safety and Welfare of Pets and People in New York City.*

### **VISION STATEMENT**

*We envision the day when residents, their property and neighborhoods, will be safe from the dangers and nuisances of irresponsible pet guardianship, and every pet born will be assured of a good home and care all its natural life and will not suffer due to abuse, neglect or ignorance.*

### **VALUE STATEMENT**

*We value the integrity of each employee, volunteer and partner contributing to the professional delivery of excellent customer service and the humane treatment of animals, in an atmosphere of open, honest communication, predicated on our trust in and respect for each other.*

### **2. Purpose of the Volunteer Policies**

Volunteer policies are provided to offer guidance and direction to volunteers and staff engaged in the AC&C Volunteer Program. The policies are intended to clarify the roles and responsibilities of volunteers to insure that AC&C benefits from the cooperative contributions of both essential groups. The policies are for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Volunteers are not employees of AC&C. AC&C reserves the exclusive right to change any volunteer program policies at any time. Volunteers will be notified as to any changes and all volunteers and staff will be responsible for adherence to the updated policy.

AC&C may consider exceptions or requests for changes to these policies. Change or exception requests must be addressed to the AC&C Volunteer Manager in writing. Final approval must be issued by the Executive Director.

### **3. Scope of Policies and Procedures**

Unless specifically stated, the volunteer program policies and procedures apply to all AC&C volunteers, at all sites of operation. These policies apply to all programs and departments undertaken by or on behalf of AC&C, wherever these are located.

### **4. Roles of the Volunteer Department, Volunteer Manager and Volunteer Liaison Staff**

AC&C considers volunteers and staff as partners in implementing the mission of the organization. Once a volunteer has received training for specific duties, this volunteer is considered an integral part of their chosen department of service. The volunteer's duties in that department play a valuable role in contributing to the successful operation of AC&C.

#### **a. Volunteer Department**

The function of the Volunteer Department is to provide effective volunteer management within AC&C. This includes, but is not limited to, recruiting, orienting, training, scheduling, coaching, counseling and retaining volunteers.

#### **b. Volunteer Manager**

The Volunteer Manager shall have the primary responsibility for recruiting appropriate volunteers, assisting staff in identifying productive volunteer roles, planning effective volunteer utilization, tracking and recording volunteer hours as well as evaluating the effectiveness of the volunteer program. Additionally, the Volunteer Manager is responsible for maintaining and/or updating the volunteer program and the AC&C Volunteer Policies and Procedures Manual accordingly.

#### **c. Volunteer Liaison**

The Volunteer Liaison will oversee the scheduling, training, placement, recognition and administration of AC&C's volunteer program in our Care Centers. The Volunteer Liaison's responsibilities will be monitored by the Volunteer Manager. Once a volunteer is adequately trained, his or her supervision may be delegated to other staff members who will take on the supervisory responsibilities. The Volunteer Manager retains the right to determine when a volunteer has been adequately trained.

### **5. Definition of "Volunteer" and Categories of Volunteer Involvement**

A "volunteer" is anyone who, without compensation or expectation of compensation, performs a task under the direction of and on behalf of AC&C. A volunteer must be officially accepted and oriented by AC&C prior to the performance of any directed task. Volunteers are not employees of AC&C.

Volunteers are divided at the sole discretion of AC&C into the following categories:

a. Episodic

These volunteers provide professional service, special event support, or service for one time project(s). They are not regularly scheduled volunteers for specific AC&C programs. Episodic Volunteers may be exempt from certain policies, which will be noted in the appropriate sections of this manual.

- Requirements:
  - i. Hours of volunteer service will vary and depend on the project.
  - ii. Sign a Single Event Volunteer Agreement.
  - iii. If a volunteer will be transporting items/supplies on behalf of AC&C, a copy of a valid driver's license, proof of vehicle insurance, and a copy of a DMV driving record must be provided and on file.
- Training
  - i. Volunteer orientation.
  - ii. Training will be provided either on the day of service, or in advance depending on the complexity of duties.
- Limitations
  - i. Not allowed to handle animals.
- Exemptions
  - i. Volunteer application fee is not required.
- Become a regularly scheduled AC&C Volunteer
  - i. If an Episodic Volunteer would like to be more active in the AC&C Volunteer Program, he or she will need to fulfill the requirements listed below to become a Partner Volunteer.

b. Partner

Partner Volunteers work a regular weekly or monthly schedule. If a volunteer becomes inactive, he or she may be required to attend specific training classes for review.

- Requirements:
  - i. Attend a Volunteer Orientation
  - ii. Complete a volunteer application
  - iii. Interview with the Volunteer Department
  - iv. Provide the required application fee
- Training
  - i. Attend all mandatory training classes and volunteer meetings that pertain to the volunteer's selected area of service.
  - ii. Shadow an AC&C staff member and/or volunteer leader within the area of selected service.
  - iii. For office volunteers, a staff member will provide training and an overview of office equipment and applications.

- iv. Training will be provided either on the day of service, or in advance depending on the complexity of duties.
- Limitations
  - i. Animal handling depends on the volunteer's area of service. Prior to handling animals, all applicable training classes must be completed.

#### c. Internships

Interns are selected to help on a specific project or program for a specified amount of time. They are recruited from an outside group or school.

- Requirements:
  - i. Attend a Volunteer Orientation.
  - ii. Complete a volunteer application.
  - iii. Interview with the Volunteer Department
- Training
  - i. Attend all mandatory training classes and volunteer meetings that pertain to the intern's selected area of service.
  - ii. Shadow an AC&C staff member and/or volunteer leader within the area of selected service.
  - iii. For administrative and office volunteers, a staff member will provide training and an overview of office equipment, applications and oversight.
  - iv. Training will be provided either on the day of service, or in advance depending on the complexity of duties.
- Limitations
  - i. Animal handling depends on the volunteer's area of service. Prior to handling animals, all applicable training classes must be completed.

#### d. Team Leaders & Trainers

Volunteer Team Leaders & Trainers are experienced volunteers who provide training, guidance and support to fellow volunteers in each volunteer assignment. Team Leaders & Trainers will act as ambassadors of our volunteer program and our organization. They will provide support to their Volunteer Team and new volunteer trainees and ensure consistency in care and safety protocols. The ultimate goal is to optimize the care of all the animals by coordinating the efforts of the Volunteer Team members and proper training for new team members.

- Requirements:
  - i. Must demonstrate competency and excellence within their given area of service.
- Training
  - i. Attend all mandatory training classes and volunteer meetings that pertain to the volunteer's selected area of service.
- Limitations
  - i. Animal handling depends on the volunteer's area of service. Prior to handling animals, all applicable training classes must be completed.

#### e. Docents

These volunteers are leads for special AC&C projects and duties. They must have demonstrated excellence within a given area of service and understand AC&C's operational procedures and philosophies. Once a volunteer is officially accepted into the docent program with a letter of acceptance, he/she will begin training.

- Requirements:
  - i. Obtained an extensive understanding of AC&C's operational procedures and philosophies.
  - ii. Received a personal recommendation(s) from AC&C supervising staff for a special program assignment.
  - iii. Submitted a docent application and completed an interview with the Volunteer Manager and the Department of Service Supervisor.
  - iv. Portrayed a strong interest in and commitment to a particular special project or duties.
- Training
  - i. Attend all mandatory training classes and volunteer meetings that pertain to the volunteer's selected area of service.
  - ii. Receive training from an AC&C staff member who will provide an overview of the expectations for the special project/duties.
- Limitations
  - i. Animal handling depends on the volunteer's area of service. Prior to handling animals, all applicable training classes must be completed.

### **6. Service at the Discretion of AC&C**

AC&C accepts the services of volunteers with the understanding by AC&C and the volunteer(s) that such services are at the sole discretion of AC&C. Volunteers may be coached, counseled and/or terminated at AC&C's sole discretion. AC&C may at any time, for whatever reason, decide to release a volunteer from their relationship with AC&C.

### **7. Employees as Volunteers**

AC&C accepts the services of staff as volunteers, provided that the volunteer activity is outside the scope of that particular employee's normal staff duties. The volunteer activity must be performed outside of the employee's usual working hours; it must be approved by the employee's direct supervisor, and it must meet applicable legal guidelines. Work performed within the scope of the normal staff duties must be compensated at regular wage rates. AC&C employees must go through the required orientation, interview, acceptance, paperwork and training process before beginning their volunteer work.

### **8. Volunteer Proposed Projects and Events**

All projects and events that may utilize AC&C volunteers, including volunteer committees, must follow the same AC&C policies and procedures that apply to all other AC&C volunteer activities. Proposals for new volunteer projects and events must be submitted in writing to the Volunteer Manager and the Director of Development & Communications for review and approval. All proposals must be submitted a minimum of eight (8) weeks in advance of the proposed project/event date. Projects may include but are not limited to adoption events,

fundraisers, education opportunities, etc. Approval for the specific project and/or event will be provided in writing. The following information needs to be included with all proposals:

- a. Project and/or event description.
- b. Specific project/event purpose and how success will be measured.
- c. Description of volunteers' responsibilities for the specific project/event.
- d. Training, supervision and lines of authority.
- e. Project budget.
- f. Detailed timeline of activities, including staff and volunteer time required.

### **9. Scope of Volunteer Involvement**

Volunteers may be utilized for all programs and activities deemed appropriate by AC&C provided they have received proper training and possess the required levels of skill and decision making ability.

## **II. Volunteer Management Procedures**

### **1. Record Maintenance**

Each volunteer at AC&C will have an individual record on file that shall include dates of service, positions held, duties performed, any counseling given or disciplinary actions taken, and any positive recognition received. Volunteers and supervising staff will submit all appropriate records and requested information to the Volunteer Manager on a regular basis, including monthly reports of volunteer activity, and any status changes. Original applications for active volunteers will be on file in the Volunteer Manager's office.

### **2. Non Harassment and Anti-Violence policy**

AC&C is committed to providing a work environment free of unlawful harassment. It is the policy of AC&C that hostility, threats, intimidation, assaults and/or violence will not be tolerated. AC&C policy also prohibits sexual harassment, and harassment based on race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, gender, sexual orientation, age, or any other basis protected by Federal, State or local law. AC&C's anti-harassment and anti-violence policy applies to *all* persons involved in the operation of AC&C and prohibits unlawful harassment by any employee or volunteer of AC&C, including supervisors and co-workers as well as by any person doing business with or for AC&C.

In order to insure a safe, productive work environment at all AC&C facilities, it is necessary that this policy be strictly enforced. If you are aware of any type of harassment, hostility, threat, intimidation, assault or violence to or by an employee or volunteer of AC&C, please contact a supervisor immediately. Because AC&C desires to stop harassment or violent behavior before it occurs, it is important to know some of the early warning signals.

The following are a few possible indications of potential violence in the workplace. Please notify a supervisor if you are concerned that workplace violence may occur. AC&C needs each employee and volunteer's assistance in reporting violations of this policy, and in maintaining a safe and productive workplace.

- a. Intimidating others, or instilling fear in co-workers or supervisors.
- b. Verbal threats of harm, e.g. predicting that bad things are going to happen to a co-worker or supervisor.
- c. Threatening actions such as menacing gestures or flashing concealed weapons.
- d. Obsessive behavior in the form of holding a grudge against a co-worker or supervisor, or in some cases, a fascination with an unrequited romantic interest.

Harassment includes, but is not limited to, the following behavior:

- a. Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments.
- b. Visual conduct such as derogatory and/or sexually oriented posters, calendars, photography, cartoons, drawings or gestures.

- c. Physical conduct such as assault, unwanted touching, blocking normal movement, or interfering with work because of sex, race or any other protected basis.
- d. Threats and demands to submit to sexual requests as a condition of continued program participation, or to avoid some other loss, and offers of benefits in return for sexual favors.
- e. Retaliation for having reported or threatened to report harassment, or for initiating or assisting in any action or proceeding regarding unlawful harassment or discrimination.

All threats of violence or harassment will be taken seriously. If any volunteer believes that he or she has been unlawfully harassed, that person should submit a complaint to his/her supervisor as soon as possible after the incident. If the volunteer is not comfortable discussing the situation with their immediate supervisor, they may submit their complaint to the Executive Director or the Human Resources Department. The complaint should include details of the incident or incidents, names of the individuals involved, and names of any witnesses. Supervisors will refer all harassment complaints to the Human Resources Department immediately. AC&C will investigate all harassment allegations.

Upon completion of the investigation, a determination will be made, and the concerned parties will be notified of the outcome. If AC&C determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved, including action to prevent any further harassment. This may include counseling for the alleged perpetrator, discipline, and/or discharge of the perpetrator, additional security measures, police involvement, or other appropriate action under the circumstances and as provided by law.

### **3. Conflicts of Interest**

AC&C volunteer applicants who have conflicts of interest with the mission of AC&C or any activity or, program of AC&C, or develop a conflict of interest during their time of volunteer service, and promote or use that conflict to the detriment of any of AC&C's operations, shall not be accepted to serve as a volunteer or will be terminated. Volunteers who undermine the mission of AC&C, and/or violate or work to the detriment of AC&C's policies and procedures, operations or programs will be terminated.

### **4. Representation of AC&C**

Prior to taking any action, or making any statement that might affect or create an obligation for AC&C or disseminating information obtained from AC&C that is not otherwise available to the public, volunteers must obtain written clearance from the appropriate supervisory personnel. All media interactions and all fundraising activities must be approved in advance by the Director of Development & Communications. Any adoptions promotions, tours of any AC&C facility, adoption partner transfers, or temporary foster placements must be approved by the Director of Development and Communications. Such actions and statements may include, but are not limited to:

- a. Posting information as described above that is obtained from AC&C, or personal information concerning or identifying AC&C employees or volunteers, or false

- information about AC&C on any internet site such as Facebook, My Space, Craigslist, etc.
- b. Volunteers are prohibited from taking photos or videos of any kind (including via cell phone) of AC&C animals unless you are a trained Volunteer Pet Photographer or you have the express written permission from the Director of Communications.
  - c. Public statements or statements to the press while appearing to represent AC&C.
  - d. Attempting to create a coalition on behalf of AC&C with other organizations without prior permission from AC&C.
  - e. Lobby individuals, groups, organizations, or government bodies or representatives (i.e.: rescues, veterinarians, behaviorists, trainers, etc.) on behalf of AC&C.
  - f. Making agreements involving any contractual or financial obligations on behalf of AC&C.
  - g. Using the AC&C logo, name or image of any animal in AC&C's care on any promotional or informational materials.
  - h. Using the AC&C name to organize meetings, gatherings or social events without prior notification of the appropriate AC&C management.
  - i. Fundraising using AC&C's name or animals.
  - j. Publication or use of any confidential information as described in Section 6 below without written consent from the Director of Development and Communications or the Executive Director.

Volunteers are authorized only to act as representatives of AC&C as specifically indicated within their written volunteer job description, or specifically approved by the appropriate department supervisor on an individual basis. Volunteers are prohibited from distributing their personal information, or opinions in regards to AC&C volunteers, staff, animals, and/or disseminating internal communications, documents and policies to the public. Volunteers are expected to use good judgment when speaking to the public and/or AC&C clients. On occasion you may be asked questions regarding AC&C policies, philosophies, or services that you do not feel comfortable with or qualified to answer. In these cases, please refer the inquiry to the appropriate supervisor or manager.

## **5. Confidentiality**

Volunteers are responsible for maintaining confidentiality of all proprietary or privileged information to which they are exposed while serving as volunteers, whether this information involves a single staff member, volunteer, client, animal, other person or overall AC&C business. Failure to maintain confidentiality may result in termination or other corrective action. All volunteers will be required to sign a Confidentiality Agreement as a condition to volunteer.

Confidential information includes but is not limited to: animal and client information from our computer system, whether gained through the course of volunteer service or from other internal sources, shelter photographs, all records, files, forms, applications, mail lists, passwords, security codes, correspondence, messages or any other entities belonging to AC&C and/or bearing AC&C's logo and/or name. Such information is the sole property of AC&C and may not be disseminated, used, published or sold without the written consent of the Executive Director.

## **6. Work Site**

An appropriate work site shall be established prior to the enrollment of any volunteer. This work site shall contain necessary facilities, equipment and space to enable the volunteer to perform his or her duties effectively.

## **7. Work Assignments**

Volunteers are assigned to various duties according to the needs of AC&C. Training will be provided for each volunteer position. If a volunteer is interested in helping in a particular area they should notify the Volunteer Department. Volunteers must complete the training associated with each volunteer position to which they have been assigned.

## **8. Dress Code**

AC&C is a professional organization that deals with the public on a daily basis. Volunteers are required to present a clean, neat and attractive appearance. While on duty, all volunteers will wear volunteer t-shirts and identification badges. Dress codes vary by work area and must be followed for your safety and for the safety of the animals.

- Volunteer t-shirt and ID must be worn when you are actively volunteering unless otherwise instructed.
- Long pants or jeans are to be worn while working at the shelter and Off-Site events. This means no shorts, skirts, leggings or sweat pants.
- Only low healed, closed toe shoes may be worn with non-slippery soles.
- Attire must be neat, clean, and without any offensive language or graphics. Clothing should not be form fitting, dirty or overly revealing.
- When working directly with the animals, no purses or any type of shoulder bag should be worn, only hands-free bags, such as backpacks or fanny packs.
- Jewelry must be kept to a minimum. Dangling earrings or necklaces may not be worn.
- Hats may be worn while outside, but not while working in the kennel areas.
- Volunteers may be sent home for failure to follow dress code policy.

T-shirts and volunteer IDs will be given in a packet after the volunteer passes their In-Shelter training. The packets will be delivered to the Care Center in which the volunteer will be volunteering. The cost of the t-shirt is included in the volunteer application fee.

If you would like to purchase extra t-shirts please contact the Volunteer Department at [volunteerinfo@nycacc.org](mailto:volunteerinfo@nycacc.org).

There are a few ways to receive the items you need:

- You can order and pay for your items from our password protected Volunteer website.
- You can make an appointment to come into our Headquarters to make payment and pick up your items.
- You can send a check or money order made out to Animal Care and Control of NYC to 11 Park Place, Ste. 805, NY, NY 10007, Attention: Volunteer Manager. Once we receive your check we will send the items to the Care Center in which you volunteer.

In the event of termination, voluntary or involuntary, all ID badges must be returned to AC&C.

## **9. Drug and Alcohol Policy**

AC&C has a zero tolerance policy for drug and alcohol use on company property. AC&C has a significant interest in promoting a safe and productive atmosphere for all volunteers and employees. The use of or being under the influence of illegal drugs on AC&C premises, or while conducting AC&C business is inconsistent with AC&C's policy and is prohibited. Consumption of alcoholic beverages while on AC&C's premises is likewise prohibited unless authorized by the Executive Director solely at a corporate function. However, under no circumstances will intoxication be tolerated while on AC&C's premises or while conducting AC&C business. Behavior contrary to this policy may result in immediate termination from the volunteer program.

## **10. Cell Phones and Other Electronic Devices**

The use of cell phones and other electronic devices is strictly forbidden when handling any of our animals. This is for the safety of the animal and the person handling the animal. You may use these devices only when you are not handling an animal.

## **11. Smoking**

AC&C complies with State and local laws concerning smoking and is a smoke free workplace. Smoking is prohibited in front of the buildings, within 50 feet from AC&C property or near the vehicles. Additionally, if you smoke while in uniform, you must cover up AC&C's logo or remove the uniform.

## **12. Absenteeism/Tardiness**

Our staff and animals are counting on your help. Volunteers must make every effort to show up and be on time for their scheduled volunteer hours. We recognize that there may be times when your absence/tardiness cannot be avoided. In such cases, it is your responsibility to email or telephone the Volunteer Department or your appointed supervisor prior to any absence/tardiness or as soon as possible directly after. Failure to call or email, or to show up for your scheduled hours three times within a six (6) month period may result in termination from the Volunteer Program.

If you know you are going to be absent for an extended period of time please contact the Volunteer Department in advance so other arrangements can be made to cover your volunteer hours and we can mark your file appropriately.

## **13. Language**

Volunteers will not use inappropriate or insolent language to any other volunteer or employee of AC&C or to any person having business with AC&C, including members of the public.

## **14. Activity Records**

Individual volunteers are responsible for signing in and out daily and for recording their volunteer duties and hours. Volunteers will use the Volunteer Information Center (VICNET) and VicTouch systems to sign up for their shifts and punch in and out during their service. Volunteers helping at Off-Site locations and Events will record their hours on VICNET following their service. Department supervisors are responsible for training volunteers in proper recording protocols. All volunteers, including one day volunteers working on special projects

and/or events, must have releases signed in advance and their activity records submitted at the end of the month.

### **15. Friends and Relatives**

Volunteers are not allowed to bring friends, family members or pets with them during their scheduled volunteer shifts. Only people who are over the age of 18 and have been trained as a volunteer in our program are allowed to be in the facilities. Volunteers may accompany their friends and family members to the Adoption rooms outside of their scheduled volunteer hours.

### **16. Volunteer Termination**

If a volunteer is terminated, he or she is required to return any AC&C property in their possession within 48 hours of the notice of termination, including but not limited to; animals in their care, supplies and volunteer ID.

### **III. Volunteer Recruitment and Placement**

#### **1. Volunteer Position Description and Training Materials**

Volunteers will be given a clear, complete and current description of the duties and responsibilities of the position they are expected to fill.

Prior to any volunteer assignments or recruitment efforts, a position description and training materials will be developed for each volunteer position. This position description will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Position descriptions shall be reviewed and updated at least every two years or whenever the work involved in the position changes substantially. All position descriptions shall include the purpose and duties of the position, a listing of position qualification, a designated supervisor and work site, and guidelines for position performance.

#### **2. Recruitment**

Volunteers shall be recruited by AC&C with the intent of broadening and expanding the volunteer involvement of the community. The qualifications for volunteer recruitment include position availability, meeting the minimum age requirement, and suitability to perform a task on behalf of AC&C. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering that will later be matched to a specific function. No final acceptance of a volunteer for ongoing volunteer work shall take place without a specific written position description and necessary training plan for that volunteer. All prospective volunteers must complete the appropriate paperwork prior to the interview and placement.

#### **3. Recruitment of Minors**

AC&C does not accept volunteers under the age of 18.

#### **4. Court Ordered Community Service Volunteers**

AC&C is not able to accept volunteers needing to fulfill court appointed or community service requirements.

#### **5. Additional Screening**

In cases where volunteers will be working with children or transporting AC&C animals, additional screening procedures may be required prior to volunteer assignment. This requirement for screening will be clearly stated in the volunteer position description. It may include reference checks, fingerprinting, and proof of automobile insurance, a driver's license copy and a DMV report. Volunteers who do not agree to any required background check, and/or providing the required documents, will be refused the assignment.

#### **6. Placement**

Prior to placing any volunteer in a position, consideration will be given to the volunteer's interests, capabilities and position requirements. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met. Volunteers must meet the minimum qualifications of the position to be considered for a placement.

## **7. Acceptance and Appointment**

Volunteer service with AC&C shall begin with a notice of acceptance and appointment to a volunteer position. No volunteer shall carry out the tasks of any position until he or she has been screened, accepted, and trained for that position. Copies of applications and/or releases shall be filed with the Volunteer Manager before the beginning of volunteer activities.

Former AC&C employees will not be permitted to act as volunteers unless they have attended orientation, completed an application, been interviewed and accepted into the volunteer program. All such applicants shall be subject to the final approval of the Executive Director.

## **8. Reassignment**

Volunteers may request reassignment to a different position. This request must be approved by the Volunteer Manager. The volunteer must read and sign the new position description and attend the required training before beginning the new assignment. In addition, any screening procedures appropriate for that specific position must be completed even if the volunteer is currently volunteering for AC&C in another capacity.

## **9. Professional Services**

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certification or license must be included in the volunteer's file. AC&C considers such services an in-kind donation and will provide the applicable documentation to any volunteer who renders professional services on a volunteer basis.

## **10. Photography**

Volunteers are prohibited from taking photos or videos of any kind (including via cell phone) of AC&C animals unless you are a trained Volunteer Pet Photographer or you have the express written permission from the Director of Communications. All photographs, videos and other forms of media taken by volunteers are deemed works for hire and considered to be owned property of AC&C. These photos may not be used for personal or commercial gain or personal use without the express written permission of the Director of Communications of AC&C. As a work for hire, AC&C shall retain all proprietary rights in the product(s) including all copyright and trademark rights. The volunteer expressly agrees by signing this document that any photographic works taken of AC&C animals or on AC&C property shall be considered a work made for hire.

## **11. Accident or injury**

Any injury to yourself or to an animal including but not limited to animal bites, falls, slips, should be reported immediately to a Supervisor on site. In all of these instances, an Incident Report will need to be completed immediately and submitted to the appropriate Supervisor. If you are injured at an event, contact the Event Supervisor or the Volunteer Liaison or Volunteer Manager immediately. It is essential that all incidences of animal bites be reported immediately to the supervisor on duty. If an animal bite is not reported, it may be grounds for termination. Volunteers are not covered by AC&C's insurance policies for injuries they incur as a result of their volunteer activities.

## **IV. Volunteer Training and Development**

### **1. Orientation and Guidelines**

All volunteers must attend a general orientation covering the mission, nature and purpose of AC&C. Volunteer orientations are usually presented before the interview process. The volunteer applicant must complete a volunteer application and sign a release form.

### **2. Training**

Volunteers will receive specific position training sessions to provide them with the information and skills necessary to perform their volunteer assignments. The training timing and methods should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

### **3. Volunteer Involvement in Orientation and Training**

Experienced volunteers may be asked to assist with the design and delivery of volunteer orientations and training sessions upon approval from appropriate AC&C staff.

## **V. Volunteer Supervision and Evaluation**

### **1. Volunteer/Staff Relationships**

Volunteers and staff are considered to be partners in implementing the mission and programs of AC&C, each having a valuable and complementary role. It is essential for a successful partnership that each individual understands and respects the needs and abilities of the other. Any act or communication by staff or volunteers that damages the partnership between staff and volunteers may result in termination.

### **2. Lines of Communication**

Volunteers need to have a complete understanding of their work assignments to ensure success. Volunteers will have access to all appropriate distribution schedules. To keep the lines of communication open, volunteers and staff are expected to read the AC&C volunteer newsletters, the Volunteer Department's e-mails and AC&C postings. Any communication that uses the AC&C name or suggests that the sender is acting on behalf of AC&C must be approved in advance by AC&C management.

Lines of communication should operate in both directions and should exist both formally and informally. Volunteers are encouraged to discuss any concerns related to their volunteer position with their Department Supervisor. They may secondarily express their concerns to the Volunteer Manager. .

### **3. Written Basis for Evaluation**

A written record will be kept of any formal evaluation sessions in the volunteer's individual file in the office of the Volunteer Manager.

### **4. Concerns, Complaints and Suggestions**

Volunteers are encouraged to discuss any concerns related to their volunteer assignment with their Department Supervisor. Secondarily, they may take their concerns, complaints or suggestions to the Volunteer Liaison or Manager. Written documentation (e-mail is acceptable) of any serious concerns or safety matter should be forwarded to the Department Supervisor and Volunteer Manager.

### **5. Termination and Resignation**

Volunteers are under no contractual obligation to continue their service at AC&C. It is requested that volunteers who intend to leave provide advance notice of departure and reason to the Volunteer Department. . In the event that a volunteer leaves his or her position at AC&C, whether voluntarily or involuntarily, or is reassigned to a new position, it shall be the responsibility of the Volunteer Manager to communicate the information to the appropriate staff members.

Supervisors of volunteers will make every attempt to establish ongoing communication and feedback to volunteers, to encourage learning, participation and compliance with Volunteer Policies & Procedures, AC&C's policies, operational procedures and guidelines. Supervisors may conduct periodic performance evaluations, where both staff and volunteers will have the chance to discuss any issues that may arise. These evaluations, along with any reports filed by

supervisors of volunteers will form the basis of effecting a probationary period, during which time volunteers will be given support and training to overcome challenges. His or her performance will be re-evaluated at the end of the probationary period, and if his or her work and behavior is continually unsatisfactory, AC&C will re-assign the volunteer to a different area of service or terminate his or her service, subject to final approval from the Volunteer Manager.

Reasons of involuntary termination include, but are not limited to:

- a. Cruelty to animals.
- b. Insubordination or outright refusal to follow directions of a supervisor.
- c. Failure to be respectful of staff, customers or other volunteers.
- d. Failure to follow AC&C's policies and procedures.
- e. Harassment of any kind.
- f. Reporting for duty under the influence of drugs or alcohol.
- g. Utilizing AC&C property for any illegal or unauthorized purposes.
- h. No call/no show three times within a six (6) month period or failure to attend mandatory volunteer meetings without reason. Volunteers are encouraged to find a replacement to cover their shift, but this is not required.

Your volunteer position with Animal Care & Control of NYC is at-will and either party can terminate the relationship at any time with or without cause and with or without notice.

## **6. Exit Interviews**

Exit interviews or questionnaires, when possible, will be conducted by AC&C. The interview is intended to determine why the volunteer is leaving the position, gather suggestions for improving the position and the possibility of involving the volunteer in a different capacity at AC&C.

## **VI. Volunteer Support and Recognition**

### **1. Reimbursement of Expenses**

Volunteers may be eligible for reimbursement of reasonable predetermined personal expenses incurred while conducting business for AC&C. The Volunteer Manager must give the volunteer prior written approval for any expenditure.

### **2. Access to AC&C Property and Materials**

As appropriate, volunteers shall have access to AC&C property and materials necessary to fulfill their duties (as determined by their Department Supervisor) and shall receive training in the operation of any equipment used in their positions. Property and materials shall be utilized only when directly required for AC&C purposes. This policy includes access to AC&C vehicles. Volunteers shall have access to AC&C vehicles only as passengers with prior authorization from the Volunteer Manager or the Director of Communications & Development. Any individual who is not an approved AC&C volunteer including children of AC&C volunteers are not authorized to ride in AC&C vehicles.

### **3. Opportunities for Growth**

Volunteers are encouraged to further develop their skills while serving at AC&C. They are to be encouraged (through assignment to new volunteer positions and appropriate training) to assume additional responsibilities. For outside employers, schools or organizations seeking reference on a volunteer, the Volunteer Manager will only release information about the dates, hours of volunteer service, and a description of the volunteer position.

## **VI. Volunteer Benefits**

### **1. Adoption Fee Credit**

Volunteers are eligible to receive up to \$50.00 credit towards the adoption fee only of an AC&C animal. To be eligible volunteers must have volunteered at AC&C for a minimum of one (1) month and must follow the AC&C adoption process to receive this benefit.

### **2. Volunteers are encouraged to participate in volunteer activities, meetings and events.**

### **3. TimeBanksNYC**

Volunteers are encouraged to sign up for TimeBanksNYC. This is a free resource that allows individuals to earn service credits for volunteer work. If you become a member of TimeBanksNYC, each hour you spend volunteering with AC&C will earn you a “time credit”. This “time credit” can then be redeemed for a service from someone in the TimeBanksNYC network.

### **4. Animals**

Best of all, volunteers get to work closely with many wonderful animals and the people dedicated to enriching their lives.



## RECEIPT AND ACKNOWLEDGMENT

This is to acknowledge that I have received a copy of AC&C's Volunteer Policy and Procedure Manual. This Manual sets forth the terms and conditions of my volunteer service as well as the rights, duties, responsibilities and obligations of my volunteering with AC&C. I understand and agree that it is my responsibility to read and familiarize myself with any AC&C policies and procedures referred to therein. I further understand and agree that I am bound by the provisions of the Manual.

AC&C reserves the rights to amend, modify, rescind, delete, supplement or add to the provisions of this Manual as it deems appropriate from time to time in its sole and absolute discretion.

I understand that nothing in this Manual creates or is intended to create a promise or representation of my volunteer service. My signature below certifies I understand that the duration of volunteering and the circumstances under which my volunteer service may be changed or terminated. I understand that my status as a volunteer may be terminated by AC&C at will, without notice or cause. This Agreement supersedes all prior agreements, understandings and representations concerning my volunteering with AC&C.

\_\_\_\_\_  
**Signature of Volunteer**

\_\_\_\_\_  
**Print name**

\_\_\_\_\_  
**Date**

Rec'd by \_\_\_\_\_ Date \_\_\_\_\_