



Senior Dog Sanctuary of Maryland Policy

The Volunteer Program at the Senior Dog Sanctuary of Maryland, Inc. (SDS) is an integral part of the programs, services, and community involvement. SDS provides its volunteers with an orientation, training, supervision, staff support, workspace and the materials deemed reasonably necessary to enable its volunteers to perform their voluntarily donated services.

Volunteer Principles

SDS requires all volunteers to:

- Support the philosophy and mission of SDS;
- Follow all policies and procedures of SDS and conduct themselves accordingly;
- Read and understand volunteer handouts and standard operating procedures;
- Recognize the risks of working around animals and use preventive actions when appropriate;
- Follow all commitments and expectations of SDS volunteers;
- Be positive role models in the animal care community;
- Communicate clearly and promptly any problems or concerns on any issue pertaining to volunteering at SDS to the Manager on Duty;
- Respect all animals, employees, customers, and fellow volunteers;
- Complete all required orientation and training specific to volunteer activities at SDS

Volunteer Expectations and Codes of Conduct

Treatment of Animals and Each Other

Volunteers are expected to treat all animals and people at or associated with SDS with respect, compassion and in a professional manner.

Confidentiality

All volunteers are expected and required to maintain confidentiality of all proprietary, confidential or privileged information to which they are exposed while serving as volunteers. This includes, but is not limited to, information that may involve adoptions, owners of animals, surrendered animals, redemptions, euthanasia, contact information for employees, volunteers, and the public, and the overall business of SDS. In addition to SDS

business, volunteers may be exposed to Animal Control records, cases, pet owners, and/or investigations. This information may not be discussed/shared with anyone except the appropriate SDS personnel as necessary.

Conduct

Volunteers at SDS are representatives of the organization to the general public, and must adhere to the SDS standards of attire, language, positive humane image and behavior expected of anyone associated with SDS. Disparaging remarks or disrespect of SDS, partner organizations, the animals, fellow volunteers, staff, and customers is neither acceptable nor tolerated. Such behavior should be reported immediately to the Manager on Duty.

Fundraising for SDS

Volunteer involvement with raising funds or growing our program and services is greatly encouraged by SDS. However, the Director of Development must give prior written approval for any direct or indirect solicitation on behalf of SDS.

Volunteer Attire

Volunteers must be in appropriate attire for SDS' activities both onsite and at events when interacting with dogs. While volunteering in the Sanctuary or at Sanctuary off-site events, volunteers must wear flat, non-skid, closed-toed shoes, and long pants. No obscene or controversial logos, slogans, etc. are permitted on a volunteer's clothing or person while volunteering at SDS.

Media Procedures

All media contacts on behalf of SDS will be handled by the Director of Development. Media refers to any print, broadcast, electronic or televised format. If a SDS volunteer is contacted by a media representative regarding SDS or their volunteer work with SDS, the volunteer must respectfully decline comment at that time and refer them to the Director of Development for approval. The Director of Development may, in her sole discretion, permit volunteers to speak with the media on a case-by-case basis. Volunteers may not reach out to the media on behalf of SDS. SDS welcomes positive potential contacts, resources, or storylines you may have.

Harassment

SDS forbids harassment in any manner of its volunteers, staff, or other individuals that a volunteer may come into contact with as part of their assigned task or event. Harassment is deemed to have occurred when the conduct interferes with the volunteer's performance at the assigned task or event or creates a hostile environment for the volunteer. Any volunteer who may experience such harassment should promptly notify the Manager on Duty or the Director of Operations, so appropriate action can be taken.

Drugs and Alcohol

Abuse of drugs, the use of illegal drugs or alcohol is not tolerated in the SDS workplace environment at any time and should be reported to the Manager on Duty, or another manager in their absence, immediately for appropriate action.

Health and Medical Coverage

All volunteers, regardless of age, should be in general good health. Each volunteer should notify the Manager on Duty if there are any changes in health status or physical limitations that would require accommodation to carry out scheduled volunteer duties. Workers' compensation does not cover any injuries sustained by volunteers. Therefore, all volunteers are required to have their own current health insurance coverage that will cover the cost of any injury sustained while volunteering at SDS or on SDS' behalf. SDS will not be liable for any coverage. If changes in health insurance coverage occur, volunteers must notify the Manager on Duty immediately.

Emergency Contact

Volunteers must provide a current completed Emergency Contact Form to SDS and are required to keep the information updated.

Business Documents

Any documents produced or received by volunteers during the course of his or her participation are the proprietary property of SDS and therefore are not to be copied or transmitted to any other parties by any method, including but not limited to e-mail transmission or physical removal without the prior written consent of the Manager on Duty or the Director of Development.

Email and Internet Access

Any e-mail or Internet access provided by SDS to volunteers is solely for business purposes. SDS reserves the right to access and review any and all volunteer e-mail and Internet activity stemming from sources it provides. There is no expectation of privacy for the individual in regards to any email or Internet activity that is derived from sources provided by SDS. In addition, SDS in its discretion may disclose the contents of Internet activity when it determines that there is an appropriate reason to do so. All records of Internet activity are also subject to backup or another form of electronic storage or reproduction.

Volunteers are not permitted to access the email or Internet activity of any employee or other volunteer without prior written approval of that employee or volunteer. If at any time volunteers receive any email that is perceived to be inappropriate, for any reason, and receive it in conjunction with association to SDS, the email and other details about the communication must be forwarded immediately to the Manager on Duty or Director of Development.

Volunteer Meetings

All volunteers are required to attend a volunteer orientation at the start of their time at SDS in order to have an understanding of the organization's mission, values, programs and services. Volunteers are also required to attend training sessions for their selected specific areas of volunteer activities. Throughout the year, volunteer meetings are held to facilitate the exchange of ideas, review program procedures, and/or for further education.

Suggestions and Solutions

Volunteers may notice ways to improve the quality or efficiency of volunteer service and/or Sanctuary operations. The volunteers are asked to share these ideas with the Manager on Duty or Director of Development. After considering suggestions and solutions, the Manager on Duty or Director of Development will determine, with the Management, if suggestions will be implemented and, if so, what action will be taken.

Recruitment of Other Volunteers

Volunteers are asked to share their positive experiences and opportunities with others in an effort to recruit additional volunteers.

Volunteers under 18 Years of Age

Volunteers that are 18 years of age or older may volunteer at the Sanctuary independently. Minors under the age of 18, must be accompanied by a parent or legal guardian with them at all times. Minors and the parent/legal guardian must conduct all volunteer activities together including volunteer orientation, training, and all volunteer tasks. The parent/legal guardian is responsible for the minor while at the Sanctuary. The Manager on Duty or Executive Director on Duty shall have sole discretion as to determining which SDS volunteer activities are appropriate for the minor and parent/legal guardian to undertake.

Community Service

SDS has several opportunities for those seeking community service hours. The Manager on Duty must be notified prior to beginning service hours in order for them to be properly tracked and approved. All service hour requirements must be in writing and agreed upon by the community member and the Manager on Duty prior to beginning.

Personal Information

Due to our concern for the safety of our volunteers, SDS will not release a volunteer's phone number, address, age, or other personal information to anyone outside of our organization or to any other volunteer without that volunteer's prior written permission to do so.

Conflict Resolution

SDS has an open door policy for bringing volunteer concerns to the attention of management. Although we believe that positive, clear communication to and among all volunteers will help prevent most concerns from arising, when questions or concerns arise volunteers are asked to discuss the issues immediately with the Manager on Duty.

Corrective Action Process

Violations of this Volunteer Policy shall be cause for termination. SDS reserves the right to suspend or terminate a volunteer's relationship with the organization at any time, with or without cause. The Manager on Duty may provide verbal counseling and/or a written warning prior to termination but are not required to do so.