



**Inland Valley
Humane Society
& S.P.C.A.**
A home away from home.

Volunteer Policies & Procedures

November 2017

Welcome to the Inland Valley Humane Society & SPCA!

Thank you so much for choosing to volunteer with us and our furry friends.

Volunteers support every aspect of our organization. Volunteers engage with the community, assist staff, and provide compassion and care to all shelter animals.

We have so many wonderful opportunities available to you, and we are excited to have you as part of our team.

Please take a moment to familiarize yourself with our volunteer policies and procedures, and then get ready to have one of the most fun and fulfilling volunteer experiences here at the Inland Valley Humane Society & SPCA (IVHS)!

Sincerely,

IVHS Volunteer Department

Steps to Become a Volunteer

RSVP online for Volunteer Orientation.

Complete an application.

Sign and submit required waivers and forms.

Attend Volunteer Orientation.

Complete any required training sessions.

If you have any questions about the process, call **Rob 909-623-9777 ext 608**

All volunteers must:

- Understand and accept the IVHS philosophies.
- Communicate kindly, courteously and professionally.
- Read, comprehend and follow detailed policies, procedures and protocols.
- Have no felony or record of cruelty, abuse or neglect of animals and/or children.
- Be 18 years of age or older to volunteer with animals. Other fun opportunities are available to volunteers 14 – 17 and younger with a parent or guardian. Please call 909-623-9777 ext. 608 or visit <https://www.ivhsspca.org/what-we-do/community-outreach/> for more information.
- Commit to a minimum of 4 hours monthly if working on site or a minimum of 4 hours of service quarterly if off site. If no hours have been entered during a 4-month period, the file will be made inactive.

All Inland Valley Humane Society volunteers have:

- The right to feel safe
- The right to information about their volunteer role(s), project(s) or opportunities
- The right to ask questions of the appropriate party
- The right to feel valued
- The right to negotiate their volunteer role
- The right to leave

All volunteers have:

- The responsibility to communicate their needs
- The responsibility to follow through with their obligations
- The responsibility to honor the organization's investment in them
- The responsibility to take care of themselves

Volunteer Do's

Please do:

- Clean up after yourself wherever you are working.

- Observe disinfection procedures.
- Report any signs of illness in an animal or any missing animals to Volunteer Services or Health Staff.
- Inform visitors of IVHS basic policies.
- Never argue with a member of the public.
- Be polite and courteous to members of the public.
- Use appropriate customer service skills.
- Demonstrate appropriate animal handling skills.
- Speak appropriately about the animals.
- Refer members of the public to the customer service desks for general inquiries.
- Become a more informed volunteer.
- Bring any questions or concerns about animal outcomes to Volunteer Services staff.
- Ask staff if you are ever uncertain.
- Contact your program leader directly for shift changes or cancellations.
- Follow all instructions given by IVHS staff.

Volunteer Don'ts

Please do not:

- Involve yourself with an owner's request for services, including euthanasia, turn-in of an animal, adoption socials or other business being handled by staff unless requested.
- Ask for special consideration in adopting an animal for yourself.
- Remove any animals from the premises without explicit permission from staff.
- Let members of the public handle shelter animals or go into kennels unless you are instructed to do so by IVHS staff.
- Bring in toys or treats without checking with Behavior or Health staff.
- Bring your own pets to campus unless for pre-approved visits. You must have an appointment or training scheduled.
- Bring children or other adults with you while on duty.

Volunteers who consistently disregard rules and regulations may be asked to leave their program.

Hours

Unless otherwise instructed by program leaders or as part of a special event, volunteers may work on campus only during the following hours:

- Monday – Saturday 10AM – 5:00 PM

Parking

- Free street parking

We encourage you to take public transit to IVHS if you can!

For more information on transit locations and schedules, visit metro.net

Volunteer Dress Code

- Sturdy, closed-toe, slip-resistant shoes. No flip flops.
- Volunteer shirt. No tank tops.
- Long pants. No shorts or short skirts or dresses.
- No hanging jewelry.
- ID badge to be worn at all times.

No use of cell phones while on duty and working a volunteer shift. Please finish your work and step away to use your phone.

Make sure you remember to sign in/out

Signing in/out is required for safety, insurance and to avoid deactivation.

Volunteer Benefits

- Volunteer Mix & Mingles and Recognition Event

Please Don't...

- Smoke in any area of the facility or in areas accessible to the public.
- Possess or be under the influence of illegal drugs or alcohol, or the possession of weapons or firearms on Inland Valley Humane Society property.

- Commit any act of violence or harassment against another volunteer, staff, donor, or member of the public including online harassment, fighting, horseplay, wrestling, dangerous practical joking or throwing of objects.
- Steal, damage, or destroy any Inland Valley Humane Society property, or the property of any employee, volunteer or customer.
- Remove or borrow Humane Society property without prior authorization.
- Use equipment, time, material or facilities without authorization.
- Use abusive language at any time on premises.
- Commit of or involvement in any act of unlawful harassment of another individual.
- Ignore volunteer policies and procedures.
- Share confidential information.
- Speak with the media on the behalf of IVHS without permission.
- Speak with transfer partners about an animal without staff approval.

The above conduct from an Inland Valley Humane Society volunteer is prohibited and may result in termination from volunteer duties.

Confidentiality.

- Volunteers have the right to object to their information being shared.
- In the pursuit of its objectives, the Inland Valley Humane Society & SPCA (IVHS) finds it useful to use the services of volunteers, contract employees, and others outside the regular Inland Valley Humane Society & SPCA staff. Not infrequently, these individuals will be permitted to see and use books, records, computer data and programs, and other information deemed by IVHS to be its property and therefore, proprietary. This information includes without limiting the generality of the foregoing, donor and membership information, volunteer identification information, animals on hold information, planning documentation, computer programs, operational financial background information and current financial material. IVHS volunteers are not allowed to share with anyone, any confidential information they may encounter while volunteering for/at the IVHS.
- IVHS & SPCA reserves the right to terminate a volunteer or change volunteer duties at any time.

Volunteer/Staff Relationships

Volunteers and staff are partners in implementing the mission and programs of IVHS, each having a valuable and complementary role. Each individual must understand and respect the duties and responsibilities of the other. Any act or communication between staff or volunteers that damages this

partnership will result in a Performance Improvement Plan meeting with the Volunteer Services Coordinator and/or possible termination.

Who to Contact if You Have a Problem

- For information on your specific program duties or schedules, contact your staff program leader.
- For information on general volunteer matters including hours, badges, training, etc., contact the Volunteer Services Associate at ext. 608.
- For complaints about other volunteers or staff members, contact the Volunteer Services Coordinator at ext. 608.
- Complaints about the Volunteer Services department go to Fund Development Director at ext. 686

Policy on Medical Attention Sought by Volunteers who are Injured or become Ill while on Duty:

- Should you become injured or ill while volunteering at IVHS, please report immediately to one of the following staff members:
- Volunteer Services Coordinator, ext. 608•

Human Resources at ext 603

First Aid Procedures for Volunteers who are injured while on Duty

Please report any injury incurred while volunteering at IVHS. Please report which animal was responsible for your injury (if applicable).

Basic First Aid to be administered by Volunteer Services Coordinator. If injury is severe enough, Volunteer Services Coordinator will transport you to Urgent Care for treatment that includes tetanus shot (if bitten/scratched). It should be made clear to Urgent Care that you are a volunteer and not eligible for Worker's Compensation. Any treatment should be covered by your personal insurance policy, and any additional treatment should be handled by your personal physician. Volunteer should bring and present insurance card if possible.

Volunteer Services Coordinator will stay with you until treatment is completed and will return you to your means of transportation.

If Volunteer Services Coordinator is unavailable, please contact nearest staff member, Front Office or Field Services. 911, including an ambulance, will be called immediately for severe injuries.

The Inland Valley Humane Society & SPCA is a donor-supported, nonprofit organization that provides animal care and services for homeless and owned. The organization is dedicated to promoting humane treatment and compassionate care for all animals.