Volunteer Handbook

SFSPCA

Dear Volunteer,

Thank you for the generous gift of your time and energy in becoming a volunteer for the San Francisco SPCA. Volunteering with the Society offers you a unique opportunity to work with animals or community members in need, alongside others who share a love for and desire to protect animals.

Whether you are assisting in our Animal Assisted Therapy, Community Cats, Community Medicine, Foster, Shelter, or Shelter Medicine programs, you are serving an essential role in helping to achieve the mission of the San Francisco SPCA. Our staff members truly appreciate and are amazed by the level of effort and dedication that volunteers give. The partnership between volunteers and staff members is immeasurable. Volunteers are at the heart of our organization and we cannot do our daily work or achieve our long term goals without you.

This volunteer handbook was designed to give our new volunteers information on our general organizational policies and procedures. It is an informational starting place that is to be used in combination with volunteer materials, trainings, and instructions given to you by the staff in the department for which you volunteer. This manual contains information about volunteering and the standards necessary to help assure consistent services to our clients and positive experiences for the volunteers.

Welcome to the SF SPCA. We look forward to getting to know you. We encourage you to take advantage of the many opportunities to become involved throughout the organization. Again, thank you, and here is to a long and successful volunteer relationship.

Most sincerely,

Jennifer Scarlett
President

Rosie Mangan, CVA
Director of Volunteer Engagement

TABLE OF CONTENTS

Introduction	**3**
Mission, Vision, and Values	**4**
Becoming a Volunteer	**5**
Responsibilities and Expectations	**6**
Unlawful Harassment and Sexual Harassment	**9**
Drug-Free Environment	**10**
Standards of Conduct	**12**
Resolving Problems	**13**
Safety	**15**
Illness and Injury	**16**
Security	**17**
Humane Euthanasia	**18**
Volunteer Management Practices	**18**
Important Phone Numbers and Contacts	**24**

INTRODUCTION

This Volunteer Handbook was designed to summarize many of the policies, procedures, and practices associated with volunteering at the SF SPCA and to acquaint you with the guidelines related to our volunteer program. The policies in this handbook cover all SF SPCA volunteers whether volunteering on campus or out in the greater community. Individual volunteer programs within the organization, such as Animal Assisted Therapy, Shelter-medicine, Foster, Community Medicine, and Community Cats will provide additional clarification on policies, procedures, and practices specific to those departments. The Volunteer Engagement Department staff along with the department managers and coordinators are responsible for administering all policies outlined in these pages and can provide any further information or details you require.

We want this Volunteer Handbook to be helpful and concise. We purposefully are not duplicating information about the SF SPCA that can be found on our website, www.sfspca.org. We encourage all volunteers to regularly visit our website to learn about our history, programs, services, position statements, and up-to-date information about current events.

This handbook supersedes all earlier volunteer handbooks, previously issued volunteer policies and memoranda, and any inconsistent verbal or written descriptions of the Society's volunteer policies.

It is not possible to anticipate every situation that may arise or to provide information that answers every possible question. Policies, guidelines, practices, and benefits described in this handbook change from time to time and the Society reserves the right to modify, supplement, rescind, or revise any provision in this handbook. These guidelines should not be considered an all-inclusive list.

Volunteering with the SF SPCA is a voluntary relationship and can be ended by the volunteer or the Society at any time for any or no reason.

SAN FRANCISCO SPCA

The SF SPCA is a community-supported, independent, nonprofit 501(c)(3) organization that receives no federal, state, or local funding or contributions from national organizations. We are not a "chapter" of

any national organization such as the ASPCA. We rely solely on generous donations and fees for services to support our programs offered at the Mission and Pacific Heights Campuses. The SF SPCA is governed by a Board of Directors comprised of volunteers from the community dedicated to animal welfare. The SF SPCA's financial information is detailed on our website.

MISSION AND VISION

Our Mission:

SAVE and protect animals

PROVIDE care and treatment

ADVOCATE for their welfare, and

ENHANCE the human-animal bond

Our Vision:

Through Vision our 2030, the San Francisco SPCA pledges to expand its reach to five million cats and dogs within the next decade in order to improve quality of life for all companion animals, not just those in shelters. The new vision builds on the organization's groundbreaking work to end animal abandonment in San Francisco. Our next step is to make humane care accessible for all. There are three components to Vision 2030:

- Access to Veterinary Care: Removing financial and other societal barriers to help more animals. Money should never prevent someone from getting humane veterinary care for their companion animal. We want to make that a reality.
- Shelter Leadership: Partnering with shelters and rescues throughout California to implement practical evidence-based practices that lead to better welfare in the shelters and better outcomes.
- Advocacy: Making sure that companion animals are protected through public policy initiatives and compassionate laws.

ADVOCACY • ACCESS • LEADERSHIP

VISION 2030

BECOMING A VOLUNTEER

We appreciate the commitment, time, and energy volunteers give to the animals, the organization, and the community. Your contributions are immeasurable and we hope your volunteer experiences will also enrich your life in many ways. We consider volunteers to be SF SPCA ambassadors to the community and we hope our relationship will be a positive collaboration. However, if circumstances change, you are free to resign at any time. Similarly, the SF SPCA may end any volunteer relationship at any time, with or without reason. Accordingly, there is no promise that your volunteering will continue for a set period of time. Our relationship is and always will be voluntary on both sides.

Typically, SF SPCA volunteers must be a minimum of 18 years old. Currently we offer limited opportunities for high school volunteers. Before being accepted into our volunteer program, prospective volunteers are required to complete a volunteer application and sign the volunteer liability waiver (s).

Volunteer Information Sessions: Prospective volunteers must attend an information session to learn about the variety of volunteer opportunities and requirements before applying. A link to the volunteer applications and waiver(s) will be emailed to all attendees of the Information Sessions.

Once a completed application and digitally signed waiver(s) is received, you will receive information via email about upcoming training opportunities to get you started.

Volunteer Training: Ensuring volunteers have the skills and knowledge they need to do their volunteer assignments safely and enjoyably is a top priority**.** Our comprehensive volunteer training programs provide the foundation for your success. All SF SPCA volunteer programs have an introductory training component that volunteers are require to complete before beginning volunteer service. Beyond the introductory level, on-going education and skill building are the cornerstones of our volunteer programs. Our continuing education programs for volunteers serve as a national model for volunteer engagement. We encourage you to attend the numerous classes, seminars, and meetings offered to SF SPCA volunteers.

Commitment to Diversity: At the San Francisco SPCA we welcome you regardless of race, ethnicity, gender, age, religion, political persuasion, language, abilities/disabilities, sexual orientation, gender identity, socioeconomic status, and national origin, to name but a few. We believe the human-animal bond is universal and knows no boundaries. Diversity brings innovative ideas, perspectives, and opinions, and we want these to help us continually strive to be better at what we do.

Our mission is to serve the animals and the people of San Francisco and beyond, and we strive to have an SF SPCA community that is as diverse as the Bay Area.

Equal Opportunity: The San Francisco SPCA promotes positive volunteer programs with specific practices designed to ensure equal opportunity for all volunteers. The SF SPCA does not discriminate in employment opportunities or practices on the basis of race, color, national origin, ancestry, sex, (including pregnancy, childbirth, or related medical conditions), gender, sexual orientation, gender identity, gender expression, age, religion, creed, physical or mental disability, medical condition, genetic information, family care or medical leave status, marital status, domestic partnership status, citizenship, military service status, or any other characteristic protected by state or federal law or local ordinance. This commitment applies to all persons involved in the operations of the Society and strictly prohibits unlawful discrimination.

The SF SPCA will make reasonable accommodations for our volunteers unless doing so would create a hardship or a safety concern. We provide volunteer opportunities without discrimination, but for safety reasons we practice prudence in the application of these opportunities and may not allow everyone to do everything.

RESPONSIBLITES AND EXPECTATIONS

The SF SPCA depends on volunteers to help us successfully achieve our mission and vision. Although this relationship is voluntary, it is a mutual, professional partnership with clearly defined roles and responsibilities. We want you to know our expectations of you, and in turn, what you can expect from us.

We expect volunteers to:

- Complete an application and sign applicable waivers.
- Consider your volunteer service a serious, professional commitment.
- Know and abide by the policies, protocols, and procedures of the SF SPCA and your department.
- Wear your nametag at all times when volunteering with the SF SPCA.
- Have a working email address to receive important volunteer communication.
- Be prompt, reliable, and follow through on commitments and assignments.
- Notify an appropriate party as soon as possible if you are unable to come in for a scheduled shift, assignment, or event or if applicable remove yourself from your shift in Salesforce.
- Provide Volunteer Engagement staff with reasonable notice if you are unable to fulfill your commitment, need a leave of absence, or are resigning as a volunteer.
- Accurately record volunteer service hours.
- Attend training sessions and continuing education opportunities to enhance your competency.

- Work as a team member with other volunteers and staff members.
- Be open to feedback and suggestions.
- Assume positive intent of staff and fellow volunteers.
- Engage in direct communication with staff members when you have concerns or issues.
- Refrain from gossip and negative talk about staff and fellow volunteers.
- Always handle animals in a safe and humane manner, utilizing positive reinforcement.
- Represent the SF SPCA in an appropriate and positive manner.
- Provide outstanding customer service.
- Dress in an appropriate manner for your assigned responsibilities.
- Keep any SF SPCA logo gear including your volunteer shirts, vests, or aprons clean and neat.

Volunteers may expect to:

- Volunteer in a position that is worthwhile and challenging, with the opportunity to use your existing skills and/or develop new ones.
- Obtain comprehensive training and continuing education.
- Be recognized for contributions and accomplishments in both formal and informal ways.
- Receive constructive feedback, tips, or suggestions.
- Be advised of new volunteer opportunities and events.
- Receive ongoing support from Volunteer Engagement staff, other SF SPCA staff, and Volunteer Mentors.
- Receive thoughtful communications and updates.
- Be represented in decisions and have advocates at the highest level of leadership.
- Have a rewarding experience, make a difference and have fun.

If you are unable to fulfill the volunteer expectations, your volunteer coordinator will speak with you to identify possible solutions. Repeated problems with adhering to the volunteer expectations may require corrective action including dismissal from your volunteer assignment. If you feel that we are not honoring our responsibilities, we encourage you to speak with your Director or Manager of Volunteer Engagement or any member of the Volunteer Engagement staff

UNLAWFUL HARASSMENT & SEXUAL HARASSMENT

The SF SPCA is committed to providing an environment in which everyone is treated with respect and dignity and is free from all forms of unlawful harassment and discrimination.

We will not tolerate harassment by any individual. Actions, words, or comments based on an individual's race, color, national origin, ancestry, sex, (including pregnancy, childbirth, or related medical conditions), gender, sexual orientation, gender identity, gender expression, age, religion, creed, physical or mental disability, medical condition, genetic information, family care or medical leave status, marital status, domestic partnership status, citizenship, military service status, or any other characteristic protected by state or federal law or local ordinance are against the law and will not be tolerated. This policy applies to all persons involved in the operations of the Society.

Harassment includes, but is not limited to, the following when based upon an individual's protected status as noted above: slurs, jokes, statements, gestures, assault, impeding or blocking another's movement or otherwise physically interfering with normal work, pictures, drawings, cartoons, violating someone's "personal space," foul or obscene language, leering, stalking, staring, unwanted or offensive letters or poems, or offensive email or voicemail messages.

Sexual Harassment: Sexual harassment is one among the types of prohibited harassment and can often be difficult to identify. The SF SPCA wants to ensure that you understand that the definition of sexual harassment can contain many forms of offensive behavior. To help you recognize some forms of sexual harassment, the following is a list of examples:

- Unwanted sexual advances or conduct.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters.
- Verbal conduct or the use of electronic equipment that includes using, making, or transmitting derogatory comments, epithets, slurs, pictures, jokes, or other sexual comments.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes inappropriate touching, assaulting, or impeding or blocking movements.

These behaviors are unacceptable on the SF SPCA campuses and at all other SF SPCA related settings including outreach activities and social events.

Making a Complaint: If you should experience, witness, or receive information about sexual or any other unlawful harassment, including work-related harassment, report it immediately to a Volunteer

Engagement Coordinator, the Managers or Director of Volunteer Engagement, or the Senior Vice President of Rescue and Welfare.

The SF SPCA will treat all allegations of any type of harassment seriously. Your complaint should include details of the incident or incidents, names of the individuals involved and names of any witnesses. We may ask you to put your complaint in writing.

To the extent possible, your confidentiality and that of others involved in any investigation will be protected against unnecessary disclosure consistent with a thorough investigation.

Investigating a Complaint: All complaints will be referred to the Vice President of Human Resources, who will promptly conduct a discreet, effective, thorough and objective investigation of the harassment allegations or delegate such an investigation. You will be advised of the names of persons conducting the investigation. The person against whom your complaint is lodged will not be among the persons investigating your complaint. When the investigation is complete a report will be provided to the SF SPCA President.

Taking Action: Harassment, overt or subtle, will undermine the integrity of the SF SPCA, our volunteer relationships, and our overall environment. If it is determined that unlawful harassment has occurred, appropriate and effective remedial action will be taken, up to and including ending the volunteer relationship. In appropriate circumstances, whatever action is taken against the harasser will be made known to the volunteer lodging the complaint.

Protection Against Retaliation: When you raise concerns and make reports in good faith about any form of harassment you are protected from reprisal or retaliation. The SF SPCA will not retaliate against you for filing a complaint or participating in an investigation. If you think you have been subjected to retaliation, please report it to a Volunteer Engagement Coordinator or one of the Managers or Director of Volunteer Engagement.

DRUG FREE ENVIRONMENT

The San Francisco SPCA is committed to protecting the safety, health, and well-being of our employees, volunteers, guests, and the animals in our care. We recognize that alcohol abuse and illegal drug use pose a significant threat to the achievement of our mission and goals. We expect all volunteers to ensure our environment is free from the effects of alcohol, drugs, and other intoxicating substances.

This policy applies while you are on SF SPCA property; while you are fulfilling your volunteer duties; and anytime you represent the SF SPCA.

The following are prohibited by the SF SPCA:

- Unauthorized use, possession, purchase, sale, distribution, or transportation of illegal drugs and alcohol.
- Fulfilling your volunteer responsibilities while under the influence of alcohol, illegal drugs, or controlled substances.
- The unlawful manufacture, possession, use, distribution, sale, or purchase of non-prescribed drugs and intoxicants on Society premises.

During SF SPCA authorized events where alcohol is served, your behavior must always remain professional and never, under any circumstance, jeopardize safety or the SF SPCA's reputation. Depending on your role and responsibilities, there may be times when drinking alcohol at SF SPCA authorized events would not be appropriate. If you have any questions check with your Volunteer Engagement Coordinator

You should not volunteer while taking prescription or over-the-counter drugs that might impair your ability to safely perform your assignment or put at risk the safety and the well-being of others. If you have any doubts about your ability to safely perform your volunteer responsibilities, please discuss it with your Volunteer Engagement Coordinator, Manager, or Director

In 2018, the recreational use of marijuana became legal in California. However, reporting to work while under the influence, or using, buying, selling or distributing marijuana in any form at work or while representing the Society is against our

Failure to observe any part of this policy will result in immediate disciplinary action up to and possibly including ending your volunteer relationship with the Society.

STANDARDS OF CONDUCT

Since 1868, the SF SPCA has enjoyed an outstanding reputation within our community and throughout our field. This is largely due to the quality of staff members and volunteers we work with and our commitment to the highest standards of customer service, business conduct, and ethical behavior.

Our volunteers are a reflection of the SF SPCA. While it is impossible to describe all of the positive behaviors we seek or the negative behaviors we discourage, the following

examples of behavior are definitely inappropriate and may result in disciplinary action, including the possible termination of your volunteer relationship with the SF SPCA. This list is illustrative only and is not intended to be exhaustive.

- Verbal or written falsification of any SF SPCA records or asking another person to falsify SF SPCA records.
- Reporting for your assignment under the influence of alcohol or illegal drugs.
- Theft, deliberate or careless damage or destruction of any SF SPCA property, or the property of any volunteer, employee, or individual associated with the organization.
- Engaging in any activity that may harm the reputation of the SF SPCA, including making offensive, derogatory or defamatory remarks about the SF SPCA to broadcast media including posts on social media platforms.
- Use of the SF SPCA's communication systems to access inappropriate material, including sexually explicit or violent material.
- Provoking a fight or fighting while representing the SF SPCA in any capacity.
- Carrying firearms or other dangerous weapons on SF SPCA premises at any time.
- Felony criminal conduct whether or not related to job performance.
- Insubordination, including, but not limited to, failure or refusal to obey the legitimate, work-related requests or instructions of a staff member, or the use of abusive or threatening language toward a supervisor or a member of management.
- Using abusive language at any time while representing the SF SPCA in any capacity.
- Violation of any Society policy, procedure or protocol.
- Unauthorized use of SF SPCA equipment, facilities or supplies.
- Abusive behavior toward an SF SPCA animal or public animal in our care.
- Committing a fraudulent act or a breach of trust under any circumstances.
- Any type of harassment.
- Providing SF SPCA programs or products at an unauthorized discount.

This list is illustrative only; it does not exclude other types of conduct harmful to security, personal safety, the welfare of other volunteers, staff members, animals, our operations, or that are otherwise unacceptable in the workplace. In addition, nothing in this policy changes the voluntary nature of your relationship with the Society. The SF SPCA reserves the right to discipline volunteers, up to and including ending the relationship with the SF SPCA.

RESOLVING PROBLEMS

The SF SPCA is committed to creating an environment of mutual respect. We believe that direct and clear communication is one of the best resources we have to enhance and improve all aspects of our work.

We use the BLISS approach to conflict resolution: Be brave; Listen first, talk second; Identify needs; Separate people from problems; and Solve it together. We have established the following guidelines to provide you with a process to help you make suggestions, raise questions, identify problems, and work on solutions throughout the Society.

Making Suggestions and Raising Questions: We value direct and prompt communication and encourage you to take your suggestions and questions to your Coordinator or a member of the Volunteer Engagement staff. You may also place them in the Volunteer Suggestion Boxes located around campus. Please note that there is a suggestion box located in the volunteer locker room.

Direct and timely communication prevents gossip and possible triangulation which can be divisive and distracting to our work. Triangulation occurs when two people in conflict who, rather than resolving their disagreement, involve or entangle a third person in an attempt to avoid or diffuse their conflict.

We recognize that innovation, new perspectives, and change may sometimes lead to differences. We value your input and will do our best to respond to it in a timely manner. We ask that you refrain from speculative talk while waiting for a response or clarification.

Identifying Problems and Working on Solutions: We have made a commitment to treat you respectfully, and we require that at all times, all volunteers and staff members treat each other with respect.

The SF SPCA wants you to feel comfortable identifying problems and working on solutions. Resolving problems promptly is usually best for all. When working on a solution, we recommend that you take the following steps:

- First, try to resolve the situation by communicating with those who are directly involved or with a volunteer mentor and/or your direct supervisor. If there is some reason why approaching your Coordinator is not appropriate, please talk with one of the Mangers or the Director of Volunteer Engagement.

- The initial person you speak with will try to help clarify your concerns and work with you on some possible solutions. If the problem involves unprofessional or illegal behavior, the SF SPCA will investigate as appropriate and respond to you as soon as possible.

- If you are not satisfied, you can put your concerns in writing and present them to the Senior Vice President of Welfare and Rescue, who will look into the matter, including sharing your concerns with the President, if appropriate, and respond to you as soon as possible.

Not every problem can be resolved to everyone's total satisfaction, but through understanding and open communication we hope to develop mutual confidence and trust. The SF SPCA will not permit retaliation of any sort when you identify a problem and follow the steps in these guidelines. In appropriate situations, the SF SPCA will attempt to keep your expression of concern, the results of any investigation, and the terms of the resolution confidential. In the course of investigating and resolving the matter, however, some dissemination of information may be necessary or appropriate.

SAFETY

Safety is a very high priority at the SF SPCA. We intend to provide the safest possible environment and to take the practical steps necessary to prevent injuries.

Most injuries are preventable. Everyone, regardless of individual job description, is responsible for their own safety and that of their coworkers. The success of our safety program depends on your alertness and personal commitment. The negligence of even one person can result in injury. If you need additional training, please ask.

You are required to follow all safety procedures outlined in this policy and those that are specific to your position. Failure to use common sense and follow safety procedures while volunteering may result in disciplinary action up to and including ending your volunteer relationship with the Society.

Hazardous Materials: If your volunteer assignment requires it, the SF SPCA will provide you with training and the proper protective gear for working with hazardous materials, including blood borne pathogens. Protective gear must be worn when working with hazardous materials. There are eyewash stations throughout the campus. Material Safety Data Sheets (MSDS) are stored electronically and can be found by using the MSDS icon on the desktop of every Society computer.

Emergency Evacuation: Should we need to evacuate one of the campuses, there are numerous exits and routes. It is critically important that you locate the exits and learn the routes nearest your work areas. Do not use the elevators. Unless you are working with a dog outside of its kennel or housing do not bring shelter or hospital animals with you during an evacuation. Protect them by closing all doors and exiting rapidly to allow emergency responders to gain access. Once you have reached the sidewalk, go directly to the SF SPCA meeting place:

Evacuation Meeting Place—Mission Campus
Employee Parking Lot: Treat & Alabama Streets

Communications: The ability to communicate and access information during a major disaster is critical. We have established a toll free number 877.414.9977 for staff and volunteer communications. In the event of a disaster you can call the toll free number and a recorded message will provide information about the need for volunteers and details about when and where to report. During the emergency, the recorded message will be regularly updated.

Emergency Communications Number
1.877.414.9977

ILLNESS AND INJURY

Insurance: SF SPCA Volunteers are not covered by the SF SPCA's healthcare or Worker's Compensation insurance policies. If you are injured while volunteering, your own health insurance provides for any medical treatments or care.

First Aid: For serious illnesses and injuries, call for professional assistance by dialing 9 to get an outside line and then 9-1-1. For non-emergency injuries please locate your volunteer engagement coordinator, a volunteer mentor, or an SF SPCA staff member to assist you with first aid.

Reporting Injuries: If you are injured while volunteering, notify your Volunteer Engagement Coordinator immediately and complete an optional written volunteer injury report. If your coordinator or other Volunteer Engagement staff person is not available, please find a member of the Adoptions or Shelter Medicine team.

Zoonotic Diseases: A zoonotic disease is an infection that can potentially be transmitted from animals to human beings. Many of these infections are transmitted directly while others are passed through vectors such as mosquitoes or fleas. Not all animal diseases are zoonotic and far more human illnesses result from contact with other humans than from animals. However, because you are working around animals, it is important to be aware of the potential for infection and take steps to prevent exposure.

The following list contains guidelines to help protect yourself and others from exposure:

- Wash your hands frequently with antibacterial soap, especially after handling any animal and prior to eating or smoking.
- Stay current on tetanus vaccinations.
- Wear long pants and sturdy shoes.
- Use gloves when handling ill animals and when cleaning up feces, urine, or vomit.
- Follow all disease prevention protocols including wearing gloves, gowns, and booties as directed.
- Immediately disinfect scratches and bite wounds thoroughly.
- Keep scratches or other abrasions covered, especially when cleaning up after animals.
- Learn safe and humane animal-handling techniques and use proper equipment.
- Work only animals whose behavior classification matches or falls below your level of training.
- Seek assistance if you are struggling to manage an animal you are engaged with

Any bites or injuries caused by animals need to be reported to a staff member immediately, and you should seek medical treatment as appropriate. You will also be given the option to complete a Volunteer Injury Report Form.

If you are pregnant or immune-compromised, there are special precautions that we want you to take. Please talk with your doctor before beginning your volunteer service.

SECURITY

Not only is personal safety a priority, we also want to keep the SF SPCA campus, our animals, and our property safe and secure at all times. To ensure this, we need your commitment and expect you to follow all security procedures.

Name Tags: Your name tag identifies you as an SF SPCA volunteer and offers the opportunity for you to provide the best possible customer service. It should be worn and be easily visible at all times while you are volunteering unless you are doing your volunteer service from home, such as fostering an animal.

Swipe Keys: Some volunteer assignments at the Mission Campus require movement between secured locations on our campus. Most often this is walking dogs or volunteering when the adoption center is closed. In exchange for personal collateral such as a driver's license, keys, or State ID card, you may check out one of the limited number of keys from the Kiosk on the first floor of the Hospital. It is your responsibility to protect those keys and return them at the end of your shift.

Non-authorized staff, volunteers, or visitors: Do not let anyone on campus through a locked door who is not authorized to be there. If someone asks you to let them in through a locked door, ask to see their staff or volunteer badge. If they do not have a badge, ask them to go through an open entrance, such as the courtyard at 201 Alabama or the adoption center during open hours. When entering the building through a locked door from the outside, using your swipe, make sure no one follows you in. This is especially important on holidays and off-hours.

Personal Belongings: Please leave your valuables at home and bring only the bare necessities with you when you volunteer. There are single-use lockers for you to use in the volunteer locker room during your shift. You will need to supply your own lock and remove it at the end of your shift. If driving to volunteer on or off campus, lock all personal items in the trunk of your car. Personal items (valuable or not) left in plain view in your car invite break-ins and theft. This is especially true of bags of any sort. The SF SPCA is not responsible for your personal belongings if they are lost or stolen while you are volunteering.

HUMANE EUTHANASIA

The SF SPCA is proud to be a founder in the No-Kill movement. As a No-Kill shelter this means that we do not euthanize healthy or treatable animals. We are fully committed to the animals that we intake into our shelter and do all we can to ensure that that they get adopted into loving homes. The SF SPCA intakes dogs and cats with known medical conditions and behavioral challenges because our Shelter Medicine and Behavior Resource teams have the expertise to take these hard cases. Occasionally, there are animals that we bring into our care, who are suffering due to untreatable medical conditions or are deemed dangerous to public safety, and in these cases humane euthanasia is performed. We want to make sure you are aware that it might occur at some point that an animal you have volunteered with is humanely euthanized. Thankfully these are rare occurrences.

VOLUNTEER MANAGEMENT PRACTICES

Customer Service: At the San Francisco SPCA, our goal is to have each client or guest experience exceed their expectations. As an SF SPCA volunteer you are a member of *It Takes Heart*, our customer service program. Providing the best possible customer service is important throughout the SF SPCA. Our goal is to answer questions promptly and professionally. If you cannot respond promptly and completely to a question or concern, please take the initiative to find someone who can. We expect our volunteers to value each interaction with the public and conduct all conversations in a professional and cordial manner.

Confidentiality: As an SF SPCA volunteer you are responsible for safeguarding confidential information. In the course of your volunteer assignments, you may have access to confidential information regarding SF SPCA clients, patients, students, donors, employees, volunteers, operations, and programs. If there is any question of whether certain information is considered confidential, check with your supervisor. It is your responsibility to not reveal or disclose any confidential information.

Improper disclosure of confidential SF SPCA information can occur purposely or through a failure to exercise reasonable care, such as through indiscreet conversations or the careless handling of sensitive documents.

Media: Our goal is to give the media clear, consistent, and up-to-date messages about the San Francisco SPCA. Information regarding our programs, services, public advocacy, and events can change rapidly. Our website is the best source of up-to-date information about the SF SPCA.

Refer all media inquires (such as newspaper, magazine, radio, and television reporters) to the Communications and Marketing Department on the Mission Campus and, if they are not available, contact the Director of Volunteer Engagement, the Senior Vice President of Rescue and Welfare, or the President's office. The SF SPCA is committed to responding to all media requests in a timely manner. If you are asked to do an interview of any kind regarding the SF SPCA, politely decline and refer the request to the Communications and Marketing Department for assistance.

Social Media: As an SF SPCA Volunteer you are an ambassador for the SF SPCA which may include use of social media. When used appropriately we believe social networking can be a valuable business and community building tool to assist with adoptions, advertising our programs, promoting opportunities, and fundraising.

We encourage you to use all forms of social media responsibly to:

- Link to any sfspca.org webpage to help promote an event, adoptable animal, fundraiser, etc.
- Share photos from our social media sites or videos from our YouTube channel.
- Share any posting from our social media sites such as Facebook, Twitter, and Instagram
- If you choose to identify yourself as a volunteer of the San Francisco SPCA while using any form of social media, you must make it absolutely clear to readers that the views expressed are yours alone and they do not necessarily reflect the views of the Society.

There are situations where your use of social media could conflict with your obligations as an SF SPCA volunteer. Examples of this include: unauthorized use during your shift or assignment; use that has the effect of harassing or discriminating against staff members, volunteers, or clients; divulging confidential information about the SF SPCA or our clients; posting pictures of any animal or divulging information about any animal that is not available for adoption; using our logo without permission; or harming the goodwill, brand, or reputation of the SF SPCA.

If your use of any type of social media is seen as compromising the organization in any way, the SF SPCA may counsel you on the risks involved, request that you stop, or take disciplinary action including ending the volunteer relationship.

If you have any questions about the use of social media, we encourage you to talk with your supervisor, the Managers or Director of Volunteer Engagement, or the Communications and Marketing Department.

Photos: We love to take photos. Becoming an SF SPCA Volunteer means you have agreed to let us use photos of you to help promote the organization. If you would prefer not to be photographed, please decline any photo opportunity.

You may not take a picture or post a picture of any animal not currently available for adoption. Once an animal is in one of the adoptions centers and is listed on our website, you are welcome to post their picture.

Aprons: If your position requires wearing an apron, scrubs, or vest, it is your responsibility to keep your apron neat and clean. We ask that any other SF SPCA logo wear or uniform also be kept neat and clean.

Personal Appearance: Whether volunteering on campus or out in the field, we ask that all volunteers embrace our goals of presenting the best possible public image, lowering safety and health risks, reflecting pride, and inspiring customer confidence. Please dress appropriately and maintain a high level of personal hygiene while volunteering.

Proper footwear on campus and out in the field is essential for your safety. Most Volunteer positions require close-toed shoes. Floors are often wet and slippery. In certain departments, non-skid footwear is advisable.

Because the Society wishes to provide a work environment that is free of safety hazards and harassment of any kind, clothing or hats with offensive graphics, words, or sayings; dirty or damaged clothing; and clothing that does not adequately cover the body should not be worn.

Mission Campus Parking: Parking for volunteers is limited, especially on weekdays. We encourage volunteers to take public transportation when possible. On the Mission Campus there are 6 designated volunteer parking spaces available in the staff and client parking lot, located behind the hospital where Alabama and Florida Streets meet. Volunteers may also park in the adoption center client parking lot only when the adoption center is closed. To park in the designated volunteer parking spaces or the adoption center client parking lot, you must have a volunteer parking sticker displayed on your car. Volunteer parking stickers are available from the Volunteer Engagement Administrative Assistant (located in the large communal office across from the restrooms, in the adoption center), or other Volunteer Engagement staff. With the exception of the 6 designated volunteer parking spaces, volunteers may not park in the staff and client parking lot or in any client-designated spaces. Cars parked in unauthorized spaces without volunteer parking stickers will be ticketed and may be towed at your expense.

Mission Campus Bike Parking: There are two designated bike racks on the Mission Campus. The first can be found in the courtyard at the 201 Alabama entrance. The second can be found outside the parking lot gate at the 250 Florida entrance. There are no indoor bike racks.

Children and Guests: To protect the health and safety of both animals and humans, youth under the age of 18 may not accompany you during your on-campus volunteer shift or assignment. In certain circumstances with prior approval from the Animal Assisted Therapy Volunteer Engagement Coordinator, children or youth of AAT volunteers may accompany their parent or guardian on their AAT visit. Children of Foster volunteers may assist with volunteer duties at home.

Occasionally, guests who are not current and trained SF SPCA volunteers may accompany you during your volunteer shift on campus, but they must be accompanied at all times and are not permitted to handle (carry, box, collar, leash) the animals. All guests must be approved a minimum of 48 hours ahead of time by your Volunteer Engagement Coordinator or Manager.

Pets: Unless you are an Animal Assisted Therapy Volunteer, please leave your pets at home during your volunteer shift or assignment.

Cell Phones: As part of our effort to excel at customer service, all cell phones should be put on vibrate during your volunteer shift or assignment. For your safety and the safety of our animals, personal calls and text messaging should be kept to an absolute minimum while you are volunteering and should not be audible to others. While dog walking, staff may occasionally call you to ask you to return a dog because a potential adopter is interested in meeting it. If appropriate, music may be played while socializing with an animal in its room for enrichment.

Smoking: In keeping with our desire to provide a safe and healthful work environment, and in compliance with local laws, we do not allow smoking anywhere inside our buildings, in any of our outdoor areas including dog play areas, or near the entrances to our buildings. Volunteers must comply with all signage regarding smoking ordinances.

Housekeeping: The SF SPCA campuses have both public and non-public areas. Frequently, guests, board members, donors, business partners, and colleagues are given tours of the entire campus. It is our expectation that you will help to maintain the appearance of the entire campus in a manner that reflects the importance of our work.

- Food may not be eaten at any of our reception desks or at any time while serving the public.
- Drinking and eating should not occur near important documents or office equipment, especially computers.
- Always clean up after yourself and help us keep unwanted critters to a minimum.
- Please store all food in pest-proof containers.

Hiring Practices: Many of our current staff members are former volunteers. Employment opportunities at the Society are posted on the careers section of our website; we encourage volunteers to apply for any position for which you believe you are qualified. We always intend to hire the best-qualified person. Best-qualified usually means the unique blend of experience, skills, abilities, knowledge, positive attitude, and motivation best suited to our work and our work culture. We select staff members who

can help us achieve our goals and share our commitment to accomplishing the SF SPCA's mission. The SF SPCA is an equal opportunity employer.

Volunteer Records: Volunteer records are stored in VolunteerForce, a Salesforce platform specially designed for SF SPCA Volunteers. We strive to keep volunteer records accurate and ask that you help us keep your information current by updating your records regularly. Please note that Shelter Volunteers whose records do not reflect volunteer activity for 30 days or more, will be inactivated, if staff do not receive written notice of the extended absence. Foster, Animal Assisted Therapy, Community Cats, and Community Medicine programs each have different criteria for remaining "active". These criteria will be covered in the orientations for those programs.

Your volunteer application and signed waiver(s) are securely filed in VolunteerForce. All volunteer files are Society property, and to protect your privacy we restrict access to the information they contain. Because this information is confidential we will not release information to third parties, except Society legal advisors, without your written authorization unless we are required to do so by law.

IMPORTANT PHONE NUMBERS & CONTACTS

Volunteer Engagement Main Number	415-522-3523
Director of Volunteer Engagement	415-522-3543
Manager of Volunteer Engagement - Foster and Shelter Medicine	415-522-3562
Shelter Volunteer Engagement Coordinator – Cat Focus	415-522-3521
Shelter Volunteer Engagement Coordinator – Dog Focus	415-522-3569
Shelter Volunteer Crisis Line	415-846-2563
Volunteer Engagement Coordinator – AAT	415-554-3061
Foster Department -	415-522-3542

VOLUNTEER DISCIPLINARY PROCESSS

At the SF SPCA, we value our volunteers and strive to maintain a positive and safe environment for everyone. Our disciplinary process supports volunteers in their roles, emphasizes coaching and retraining, and addresses behaviors that hinder our mission or culture.

Guiding Principles

- **Empathy and Understanding:** We strive to approach all situations with compassion, assuming best intent, and prioritizing open communication.
- **Proactive Training:** Volunteers receive thorough initial training and ongoing support to ensure they fully understand protocols and expectations.
- **Coaching First:** Mistakes or misunderstandings are addressed through coaching and retraining whenever possible.
- **Accountability:** Volunteers are expected to uphold our policies and demonstrate respect for others and the animals in our care.

Steps in the Disciplinary Process

1. **Coaching and Verbal Feedback**
    - **Purpose:** To address minor concerns, misunderstandings, or first-time issues in a constructive and supportive manner.
    - **Process:** The volunteer will meet with their supervisor or Volunteer Engagement staff to discuss the concern. The conversation will focus on understanding the issue, clarifying expectations, and identifying solutions, including additional training if needed.
    - **Documentation:** While this step is informal, a brief note will be added to the volunteer's record to track progress and ensure consistent follow-up.

    ➢ Volunteers are encouraged to approach feedback with an open mind and willingness to adapt to organizational policies and staff guidance.

2. **Written Warning**
    - **Purpose:** To address repeated issues or more serious concerns that were not resolved through coaching.
    - **Process:** The volunteer will receive a written warning outlining the specific concerns, the impact of their actions, and the steps needed for improvement. A meeting will be held to review the warning and provide an opportunity for the volunteer to ask questions or share their perspective.
    - **Documentation:** A copy of the written warning will be added to the volunteer's record.

3. **Final Warning or Dismissal**
    - **Purpose:** To address ongoing issues or serious violations of our policies, such as disrespectful behavior, disregard for safety protocols, or behavior that compromises the welfare of others or the animals.
    - **Process:** Depending on the nature of the issue, the volunteer may receive a final warning or be dismissed from their role. In cases of dismissal, the Volunteer Engagement Director or another designated staff member will meet with the volunteer to explain the decision and provide resources if applicable.
    - **Documentation:** A final warning or dismissal will be thoroughly documented and added to the volunteer's record.

Grounds for Immediate Dismissal

While we are committed to coaching and providing opportunities for improvement, certain actions may result in immediate dismissal. These include, but are not limited to:

- Violence, threats, or harassment.
- Theft or intentional damage to property.
- Endangering the safety or welfare of others or the animals in our care.
- Blatant disregard for critical safety protocols or policies.

Appeals Process

Volunteers who feel they have been treated unfairly may request a review of any disciplinary action by contacting the Volunteer Engagement Director. The review process will include an impartial evaluation of the situation to ensure all concerns are addressed fairly and respectfully.

Commitment to Improvement

We believe that mistakes and challenges are opportunities for growth. Our disciplinary process reflects our commitment to helping volunteers succeed while maintaining a respectful and collaborative environment. Together, we can continue to advance our mission and provide the highest standard of care for the animals and people we serve.

SF SPCA CODE OF CONDUCT FOR VOLUNTEERS

As a vital part of our mission to save and support animals, your actions and attitude make a significant impact. This Code of Conduct is designed to ensure a respectful, productive, and safe environment for volunteers, staff, and the animals in our care. By adhering to the following guidelines, you help create a positive experience for everyone involved.

Core Principles

1. Respect for Animals

- Treat all animals with compassion, patience, and care.
- Follow SF SPCA's guidelines for handling and interacting with animals to ensure their safety and well-being.
- Never engage in behavior that could harm or stress an animal.

2. Respect for People

- Maintain a professional and courteous demeanor with staff, fellow volunteers, and members of the public.
- Respect others' opinions, backgrounds, and experiences.
- Refrain from using offensive, discriminatory, or inappropriate language or behavior.

3. Safety and Accountability

- Follow all safety protocols and instructions provided during training and orientation.
- Report any incidents, injuries, or concerns to SF SPCA staff immediately.
- Use equipment, tools, and supplies responsibly and as instructed.

4. Commitment to Mission

- Support the SF SPCA's mission and represent the organization positively in all interactions.
- Wear your volunteer identification and follow the dress code during shifts.
- Complete your assigned tasks to the best of your ability and ask for clarification or extra training when needed.

5. Confidentiality and Privacy

- Respect the privacy of clients, adopters, and staff by keeping sensitive information confidential.
- Do not share SF SPCA policies, procedures, or internal communications without authorization.

6. Dependability and Communication

- Arrive on time for your scheduled shifts and inform your coordinator promptly if you need to cancel or reschedule.

- Communicate any questions, challenges, or feedback to the Volunteer Engagement team.
- Participate in ongoing training and meetings as required.

7. Prohibited Conduct

- The following behaviors are not tolerated and may result in disciplinary action, including dismissal from the volunteer program:
- Violence, harassment, or intimidation of any kind.
- Theft, misuse, or destruction of SF SPCA property.
- Being under the influence of drugs or alcohol during volunteer shifts.
- Engaging in unauthorized activities or representing the SF SPCA inappropriately.

Acknowledgment

By participating in the SF SPCA Volunteer Program, you agree to abide by this Code of Conduct. We appreciate your dedication and enthusiasm and look forward to working together to make a difference in the lives of animals and our community.