



**Animal Care & Control
of New York City**

Volunteer Policy and Procedure Manual

**Animal Care & Control of NYC
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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 43,000 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 and painless death through 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 an

employee 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 Coordinator in writing. Final approval must be issued by the Executive Director.

3. Policies' Scope

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 Coordinator 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 Coordinator

The Volunteer Coordinator 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 Coordinator is responsible for maintaining and/or updating the volunteer program and the AC&C Volunteer Policies and Procedures Manual accordingly.

c. Volunteer Liaison Staff

Every department will have one or more staff members who also serve as Volunteer Liaisons. Once a volunteer is assigned to a department, the Volunteer Liaison will assist in providing training, scheduling, motivation and an informal evaluation of the volunteer. The Volunteer Liaison's responsibilities will be monitored by the Department Supervisor. 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 Coordinator 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. Associate 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. Brief 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. Not required to attend a general volunteer orientation.
 - ii. Not required to submit a volunteer application.
 - iii. Volunteer application fee is not required.
- Become a regularly scheduled AC&C Volunteer
 - i. If an Associate 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 and provide the required application fee.
 - iii. Interview with the Volunteer Coordinator
- 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 mentor 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 Coordinator
- 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 mentor within the area of selected service.
 - iii. For 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. Mentors

Mentors will be given the opportunity to assist with the training of new volunteers. They need to have worked a regular weekly schedule and completed all of the appropriate trainings for the assigned duties. To become a Mentor, volunteers must demonstrate competency and excellence within their given area of service.

- 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 Coordinator 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 Federal and State 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 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 Coordinator 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 Coordinator'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.

Prohibited unlawful 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 undertake an effective, thorough and objective investigation of the 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. AC&C Board of Directors

Members of the Board of Directors of AC&C shall not act as direct service volunteers.

4. Conflicts of Interest

AC&C volunteer applicants who have personal, philosophical, or financial 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, shall not be accepted to serve as a volunteer or will be terminated. Volunteers who find themselves unable to continue to accept the mission of AC&C, and/or AC&C activities or programs will be terminated.

5. Representation of AC&C

Prior to taking any action, or making any statement that might affect or create an obligation for AC&C or publicly criticizing or casting AC&C in a negative light, volunteers must request 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, 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 on any internet site such as Facebook, My Space, Craigslist, etc.
- b. Public statements or statements to the press while appearing to represent AC&C.
- c. Attempting to create a coalition with other organizations without prior permission from AC&C.
- d. Lobby individuals, groups, organizations, or government bodies or representatives (i.e.: rescues, veterinarians, behaviorists, trainers, etc) on behalf of AC&C.
- e. Making agreements involving any contractual or financial obligations on behalf of AC&C.
- f. Using the AC&C logo, name or animal on any promotional or informational materials.
- g. Using the AC&C name to organize meetings, gatherings or social events without prior notification of the appropriate AC&C staff.
- h. Fundraising using AC&C's name or animals.
- i. 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 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 are qualified to answer. In these cases, please refer the inquiry to the appropriate staff person.

6. 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, 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 or 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, are the sole property of AC&C and may not be disseminated, used, published or sold without the written consent of the Executive Director.

7. 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.

8. 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 Coordinator. All volunteers must complete the training associated with each volunteer position.

9. Dress Code

AC&C is a professional organization that deals with the public on a daily basis. Volunteers are required to provide a clean, neat and attractive appearance. While on duty, all employees will wear identification badges. Dress codes vary by work area and must be followed for your safety and for the safety of the animals. Proper pants are to be worn while working at the shelter. This means no leggings or sweat pants. Jewelry must be kept to a minimum. If you are wearing a long necklace, you must tuck it into your shirt. No dangling earrings should be worn and only small loops will be accepted. Only closed toe shoes may be worn with non slippery soles. Clothing should not be form fitting, dirty or overly revealing. Baseball style hats may be worn while working in the kennel areas.

Volunteers working in any department must wear a volunteer nametag. Volunteers working in the shelters or at Off-Site Adoption/Outreach events are also required to wear their assigned volunteer tee-shirt. Tee-shirts will be given to the volunteer at the time of the staff/volunteer shadow. The cost of the tee-shirt is included in the \$25 volunteer application fee.

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

Volunteers may be sent home for failure to follow dress code policy.

10. 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. This means the influence of illegal drugs on AC&C premises, or while conducting AC&C business is inconsistent with this 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.

11. 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.

12. Smoking

AC&C complies with State and NYC 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. Smoking is only permitted in designated areas, you must check with your Volunteer Liaison to see where they are located for each shelter.

13. 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 telephone your supervisor prior to any absence/tardiness as soon as possible.

If you know you are going to be absent for an extended period of time please consult the Volunteer Coordinator in advance so other arrangements can be made to cover your volunteer hours.

14. 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.

15. Activity Records

Individual volunteers are responsible for signing in and out daily and for recording their volunteer duties and hours. Department Volunteer 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.

16. 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 bring their friends and family members in for a tour of the facility outside of their scheduled volunteer hours.

17. Volunteer Termination

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

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 job qualification, a designated supervisor and work site, and guidelines for job 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

At this time, AC&C does not accept volunteers under the age of 18.

4. Recruitment of School or Organizational Community Service Requirements

School or Organizational Community Service requirements will be assessed on a case by case basis.

5. Recruitment of Court Ordered Community Service Volunteers

At this time, AC&C does not accept volunteers needing to fulfill court appointed or community service requirements.

6. 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 job 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.

7. 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.

8. 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 Coordinator before the beginning of volunteer activities.

Former AC&C employees who were either terminated or voluntarily resigned 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.

9. Reassignment

Volunteers may request reassignment to a different position. This request must be approved by the Volunteer Coordinator. The volunteer must read and sign the new positions' job 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.

10. 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.

11. Photography

Volunteers agree that any product(s) (i.e., photos, videos, etc.) resulting from their services to AC&C are property of AC&C and AC&C shall retain all proprietary rights in the product(s) including all copyright and trademark rights. Photographers do not have authorization to use photographs for their own needs or sell or release them to the public without prior permission from the Director of Development and Communications.

12. 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. An Incident Report and a C2 Workers' Compensation Report will need to be completed immediately and submitted to the Supervisor. If you are injured at an event, contact the Event Supervisor or the Volunteer Coordinator immediately.

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 and On-the-Job Training

Volunteers will receive specific job 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. Volunteer Liaisons will perform the training and have an additional staff person from the corresponding department qualified to train in their absence.

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 Coordinator'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 Coordinator.

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 Coordinator.

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 Coordinator. Written documentation (e-mail is acceptable) of any serious concerns or safety matter should be forwarded to the Department Supervisor and Volunteer Coordinator.

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 their supervisor. 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 Coordinator to communicate the information to the appropriate staff members.

Volunteer Supervisors 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 Volunteer Supervisors 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 Coordinator.

Reasons of involuntary termination include but are not limited to:

- a. Cruelty to animals.
- b. Failure to support AC&C philosophies.
- 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 two 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.

This list is by no means inclusive of all possible reasons for involuntary termination.

AC&C reserve the right to terminate any volunteer's service immediately without notice and without cause.

6. Exit Interviews

Exit interviews or questionnaires, when possible, will be conducted by the Volunteer Coordinator. 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 Coordinator must give 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 Coordinator or the Executive Director. 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. Release: Waivers and Insurance

This documentation is part of the required paperwork for all volunteers. One-time volunteers must sign a waiver prior to volunteer activities.

4. 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 jobs and appropriate training) to assume additional responsibilities. For outside employers, schools or organizations seeking reference on a volunteer, the Volunteer Coordinator will only release information about the dates, hours of volunteer service, and a description of the volunteer job.

5. Risk Management

The Volunteer Department will follow appropriate employee policy and procedures for job safety and volunteer training. Safety training will be handled within the assigned department. A written injury report needs to be submitted for all volunteer injuries and a copy sent to the Volunteer Coordinator. It is essential that all incidences of dog bites be reported immediately to the supervisor on duty. If a dog bite is not reported, it may be grounds for termination.

VI. Volunteer Benefits

1. Benefits

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.

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

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



**Animal Care & Control
of New York City**

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 foregoing agreement and the duration of volunteering and the circumstances under which my volunteer service may be 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 _____

