



# Volunteer Handbook

*Updated December 2024*

580 McIntyre Street, Golden, CO 80401 [www.FoothillsAnimalShelter.org](http://www.FoothillsAnimalShelter.org) 303-278-7575

Monday – Friday, 10am – 5 pm / Saturday – Sunday, 10am – 5 pm

## ***Welcome to Foothills Animal Shelter!***

Thank you for joining the volunteer team at Foothills Animal Shelter! Our shelter is fortunate to have so many dedicated volunteers that serve in a variety of volunteer positions. Caring for over 9,000 homeless animals each year while also offering valuable affordable pet services, we utilize volunteers in so many capacities. Whether you are walking dogs, helping at an offsite event, socializing cats or working on data entry, you are definitely making a positive contribution to our organization. We value not only the time you are able to give us, but also your support of our important mission. *We literally could not do what we do without your assistance!*

This handbook will help you learn how Foothills Animal Shelter fits in with the animal welfare movement and how you fit within this organization. Please understand this handbook is a starting point and may not contain all the information or procedures for the shelter.

On behalf of all of us—the Foothills Animal Shelter staff, Shelter Board members, and especially the animals—*thank you* for your participation! Together we are able to meet our mission of providing support to our surrounding community through education, services that strengthen the human-pet bond, and humane care for the animals we serve.

### **Contact Information**

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Fax.....303-278-8552  
Website.....FoothillsAnimalShelter.org  
Main Email.....info@fas4pets.org  
Address...580 McIntyre St, Golden, CO 80401

For volunteer needs and questions, please contact the volunteer management staff. All foster-related inquiries should be directed to the Foster department.

## **History**

Originally founded in 1976 through an intergovernmental agreement, the Jefferson Animal Shelter served as the impound facility for unincorporated Jefferson County and the cities of Arvada, Lakewood, and Wheat Ridge. In 1994 the Jefferson Animal Shelter reevaluated its mission and goals to accommodate growing demands on the facility and changes in the external environment. As part of the reevaluation, the organization changed its name to Table Mountain Animal Center. With the new name came expanded services and greater public outreach, including the addition of the City of Golden as a member agency. In June of 2009, ground was broken on the site of a long-awaited brand-new facility.

In early August of 2010, Table Mountain Animal Center became Foothills Animal Shelter (FAS) and moved to its new building where we are currently located. Foothills Animal Shelter is the holding facility for animals from our local animal control agencies that may be involved in scenarios such as court cases, bite holds, cruelty investigations, hoarding, and animals found as strays. Currently, the intergovernmental agreement includes the animal control jurisdictions of unincorporated Jefferson County, City of Arvada, City of Edgewater, City of Golden, City of Lakewood, City of Westminster, and City of Wheat Ridge. Jefferson County and each of the above cities served are represented by one leader (a total of seven) who sits on the Foothills Animal Shelter's Board of Directors which governs FAS.

Friends of Foothills Animal Shelter (FFAS) exists to raise direct funds for the Shelter and its important goal of making lives better for people and pets. FFAS is a 501(c)3 non-profit organization (FEIN 46-2809962) making donations tax-deductible. FFAS is supported by a Board of Directors. These volunteer community leaders work in collaboration with the Foothills Animal Shelter's Development & Community Engagement team to help lead fundraising efforts.

## **Open Admissions Policy**

Foothills Animal Shelter is an open admission shelter. Our doors are always open to pets in Jefferson County, and we are committed to serving our community as a socially conscious shelter. We care for thousands of kittens, cats, dogs, puppies and small animals and mammals every year with the help of a compassionate team of staff and volunteers. We are a true community resource and offer a variety of services including pet adoption, Jefferson County pet licensing, vaccinations, microchipping, and reuniting lost and found pets. In addition, we are committed to the Socially Conscious Animal Community

movement. The fundamental goal of this commitment is to create the best outcomes for all animals.

When we are unable to meet the needs of a particular animal, we will consider whether another shelter, rescue group or sanctuary has the resources to help the animal. Foothills works with numerous licensed shelters, rescue groups and sanctuaries which adhere to The Pet Animal Care and Facilities Act (PACFA) Program guidelines. When making transfer decisions, the shelter considers quality of an animal's life to be paramount. Foothills does not believe indefinite kennel confinement or indiscriminate placement is in the best interest of the companion animals in our care.

As an Open Admissions shelter, we do not refuse an animal for being sick, aggressive, too old, or due to space limitations. Because of our "open admissions" policy, we reserve the right to humanely euthanize those animals which we are unable to help. Reasons for euthanasia may include, but are not limited to, the following: aggressive animals which have been ordered by the court to be euthanized; animals which may be dangerous if reintroduced into the community; injured, very ill, or very old animals which we are unable to treat or transfer into a suitable rescue environment. The decision to euthanize is difficult and not taken lightly and takes many factors into consideration. Euthanasia is approached with the greatest of care and is performed by staff members who have been trained to handle this difficult task with compassion and respect. We welcome questions about this difficult topic from staff and volunteers – please bring your concerns to any management staff member and refrain from discussing these decisions only amongst yourselves.

## **Mission**

Foothills Animal Shelter is dedicated to providing support to our surrounding community through education, services that strengthen the human-pet bond, and humane care for the animals we serve.

## **Values**

To have honesty and integrity in all we do, Foothills Animal Shelter is guided by the following values:

**Stewardship:** Assume responsibility and ownership for our actions within our shelter and our community.

**Positive Culture:** Create a safe, supportive environment for the health, well-being, and development of staff and volunteers.

**Openness:** Nurture an innovative, inclusive, and creative environment that cultivates conversations and relationships that actively work towards the future.

**Team-oriented:** Build relationships, embrace teamwork, and foster collaboration in pursuit of our Mission.

## **Volunteer Policies and Procedures**

Volunteers are an integral and important part of what makes Foothills Animal Shelter successful and a true resource to the community. Your volunteer service enables staff to take in, process, care for and adopt out more animals than possible if staff were working alone. In order for all our staff members and volunteers to be successful and efficient, and for our animals to receive the best care possible, we ask that you adhere to the following policies and procedures.

FAS provides equal opportunities to all volunteers without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender expression, gender identity, results of genetic testing, or service in the military. Equal volunteer opportunity applies to all terms and conditions of volunteering, including on-boarding, placement, promotion, termination, recall, transfer, and training.

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## 1. **Code of Conduct**

- Treat all animals and people at the Shelter with kindness and respect. FAS volunteers and staff must work together to meet our mission, so always assume the best intentions of each other and communicate any conflicts, concerns, or questions to the Volunteer Management Staff. As a Fear Free Shelter, Volunteers are expected to always use a Considerate Approach (polite, kind, and intentional) when interacting with each other and keep in mind the impact of Emotional Contagion by acknowledging the staff and fellow volunteers when they do something well and always assuming the best intentions of staff and other volunteers. Volunteers are expected to bring and spread positive energy to both animals and humans. For more information regarding our expectations, please read [About Our Volunteers](#).

## 2. **Professionalism**

- Consider volunteer roles and duties as a serious commitment and view the position as valid and important.
- Represent Foothills Animal Shelter in an appropriate and responsible manner at all times, both at the shelter and away from the shelter.
- Be aware of and abide by shelter guidelines and procedures, current and as amended. Accept instruction and supervision of your role by shelter staff and the Volunteer staff, and other volunteers when assigned to train you.

### 3. Commitment and Attendance

- Commit to 6 months of volunteering with a weekly, regular shift, with the expectation of completing a minimum of 6 hours of service per month.
- Give ample notice if you are unable to attend a scheduled shift.
- Limit your volunteer service hours to no more than 25 hours per week or 4 days a week in order to maintain a positive work/life balance.
- If you are not active as a volunteer over a 3-month time period, then you will be marked “inactive” in our system and removed from weekly communications.
- For a number of reasons, volunteers may need to take an extended leave from one or more of their roles or may need to resign from being a volunteer. Please contact volunteer management staff if you need a leave of absence or wish to resign. When and if you are ready to return, we ask you please contact volunteer management staff so you can get up-to-date training and receive your new schedule. Depending on the length of time away from the shelter, a returning volunteer may be asked to complete New Volunteer Orientation and/or Animal Training again.
  - To see a list of volunteer roles and important documents, please go to [VOLUNTEER ROLES](#)
- Volgistics has two different components VicNet (logging in from home) and VicTouch (logging in at the shelter). You can log in from home to check your schedule, add shifts, check for updates from the Volunteer Department and more by using VicNet. The following link is a video tutorial on how to use VicNet: <http://www.volgistics.com/videos/HT1148A.htm>  
To access VicNet, please visit our website (<https://foothillsanimalshelter.org/volunteer/>). Your username is the email address that we have on file for you, and you created your own password during on-boarding. While you may choose whatever password you'd like, you will still need to use the PIN-number password, which you received on Animal Training Day, to clock in and out at the shelter. For safety reasons, all volunteers are required to clock in and out at the shelter.

Click the following link for a video tutorial on how to use VicTouch to clock in and out for your volunteer shifts while at the shelter:

<http://www.volgistics.com/videos/HT1147.htm>

Please let the volunteer staff know if you need help with logging in.

### 4. Training and Requirements

- Meet all requirements of becoming a volunteer prior to attending a New Volunteer Orientation. Requirements can be found at <https://foothillsanimalshelter.org/volunteer-information/>. Please note that we do require all new volunteers at least 18 years of age or older to complete a background check before attending New Volunteer Training Day. At this time, we will not accept volunteers into our program if they have a felony conviction within the last 7 years or if there are any convictions involving violence,

assault, or animal cruelty. The volunteer management staff reserves the right to deny acceptance of applicants into the Volunteer Program for any concerns regarding criminal history, behavior/attitude, or misalignment with our shelter philosophies.

- Attend a New Volunteer Training Day and specialized training sessions as scheduled, and undertake continuing education when provided, in order to maintain and enhance competence in your selected roles.
- Follow the role description(s) and guidelines you are given and accept instruction. Limit yourself to what you can safely do and the duties for which you have been trained.

## **5. Dress Code**

- Due to safety concerns and for the benefit of staff and patrons, volunteers are always required to wear a Foothills Animal Shelter volunteer t-shirt or sweatshirt and name tag while volunteering in the building or at an offsite event/location. All volunteers must wear flat, closed-toed shoes with long pants or capris. If a volunteer arrives without a t-shirt or sweatshirt, one will be provided for the shift. Please wear your volunteer t-shirt under the volunteer zip-up hooded sweatshirt.
- Dog walkers may wear knee-length shorts and a hat due to hot or sunny weather. All other volunteers should wear long pants.
- Volunteers may layer clothing under or over their volunteer t-shirt during cold weather. Please be sure your name tag is visible.
- Dog and cat kennel guides are required to wear a blue smock while on shift. There are shelter-owned smocks available for your use.
- Volunteers must ensure their clothing and accessories do not interfere with their own safety or the safety of the animals and people around them.
- It is also requested that volunteers refrain from wearing perfume or cologne during your shift out of respect for the animals and other staff and volunteers.
- Additional t-shirts may be purchased and, periodically, additional shirts such as volunteer long-sleeved shirts or sweatshirts may be made available for purchase.
- If you arrive for a volunteer shift and are out of compliance with the dress code, then you will be loaned a shirt or asked to leave for the day.

## **6. Communication**

- Please read the weekly Mid-Week Squeak email and the quarterly Volunteer Connection Newsletter on a regular basis. Most necessary announcements, changes and updates will be communicated through these two avenues.
- Notify the volunteer management staff if you move, change phone numbers, or change your email address. In addition, notify them if your emergency contact person has changed or updated their information. You can also update this information in your VicNet account from home.
- Communicate with volunteer management staff to resolve any problems or concerns. See the Code of Conduct, About Our Volunteers and Conflict Resolution resources for more information.



## **7. Volunteer Expectations of the Shelter**

- Work in a role that is worthwhile and challenging, with freedom to use existing skills or develop new ones.
- Receive a role description that clearly defines expectations and responsibilities.
- Receive orientation as well as sufficient, ongoing training with clear and specific directions guidance from shelter staff.
- Be an important part of the shelter team and be recognized for one's accomplishments in both formal and informal ways.
- Receive support from volunteer management staff to resolve conflicts between volunteers and staff members.

## **8. Placing a Hold/Adopting an Animal**

- In order to keep things fair for patrons, volunteers and staff, we have outlined the following Volunteer Hold/Adoption Policy. We understand that as a volunteer you may fall in love with a cat, dog or SMAM that you spend time with here at the shelter. However, please keep these policies in mind:
  - Volunteers cannot be on shift while placing a hold or adopting an animal. Please clock out first so that your time and focus can be on the animal rather than split between your role and the shelter's adoption process.
  - Volunteers can only place holds or adopt during open hours. Just like any patron, we ask that volunteers come to the front desk during open hours and work with Shelter Services staff to place a hold or to adopt an animal.
  - Volunteers must abide by the shelter's adoption policies.

## **9. Handling Animals**

- No matter what volunteer role you have, you have a personal responsibility to ensure your health and safety and the health and safety of each animal.
  - Read the Walk Board notes, kennel cards or other posted information to learn the health and behavior status of each animal and act appropriately.
  - Remember the stress of the shelter animals and take care in handling each and every animal. If you have any doubts about handling an animal, don't. Ask for help if needed.
  - Always follow the training received in the Fear Free Shelters training as well as on Animal Training Day.
  - Not spreading disease in the shelter is everyone's responsibility. Do not go into health care or quarantine areas unless fully trained to do so.
  - Wash or sanitize your hands after handling each animal. It is the easiest and most important thing we can all do on a regular basis.

## **10. Zoonotic Diseases (diseases spread between animals and people)**

- Remember that disease may spread in the following ways:
  - Through the air when an animal (or person) coughs or sneezes. Tiny particles of disease go into the air and can be inhaled by another animal or person.

- From fecal matter - it only takes a microscopic particle to transmit diseases, so remember that just because it looks clean does not always mean it is clean.
- Bodily fluids: blood, urine, vomit, saliva, tears, sexual fluids.
- Inanimate objects can transmit disease, such as the kennels, leashes, food bowls and your shoes or clothes.
- Fleas and ticks.
- Volunteers working with contagious animals (URI, ringworm, etc.) must wear required PPE at all times.
- If you are concerned about bringing any contagions home to your pets, we recommend changing your clothes/shoes and washing your hands with warm soapy water before interacting with your pets. Any further questions or concerns should be brought up to the Volunteer Management staff.

#### **11. Safety and Accident Reporting**

- Foothills Animal Shelter is committed to ensuring the safety of our employees, volunteers, patrons and visitors, as well as the animals.
- If an individual who comes to FAS is abusive to the staff, volunteers, other customers, or animals, the volunteer should immediately notify any staff person, who will not hesitate to call the Jefferson County Sheriff's Department.
- Foothills Animal Shelter recommends that all volunteers carry a cell phone with them during volunteer shifts; in addition, volunteers are required to carry a radio when walking dogs outside of the shelter facility. In case of an emergency, loose or lost dog, radio for help immediately. Emergency Contact Cards can be found at the Volunteer Check-In desk and Dog Walk Board. Please keep one in your pocket while on shift.
- Radios are available by the Volunteer Check-In desk. Please check the radios in and out using the posted check in sheet. When using the radio, please identify yourself as a volunteer and state your location and then wait for a response.
- In a personal or family emergency when someone cannot reach you by cell phone, it is recommended that the person call the main shelter phone number (303) 278-7575. A message will be relayed to you as soon as possible.
- If during your volunteer time at the shelter you are injured, you must report the incident immediately to staff. If the volunteer management staff are not available, go directly to the closest staff member or manager on duty. All injuries, including slips, trips, falls, bumped heads, scratches that break the skin etc., must be reported at the time of the injury, and we strongly recommend that volunteers seek medical attention for any injury.
- Bites are considered i
- Injuries and must be reported for your safety. In addition, Colorado regulations require that all animals that bite a person be quarantined for a period of 10 days. We encourage all volunteers who receive a bite that breaks the skin (especially a bite from a cat) to seek medical attention. In most cases, if you are bitten by an animal while on a volunteer shift, staff will ask that you

end your shift early due to safety procedures. If multiple bites occur within a 6-month period, volunteers will be required to attend Animal Training Day as a refresher.

- If you have not had a tetanus shot in the last six years and you will be working directly with the animals, we recommend that you discuss this with your physician.

## **12. Media Policy**

- As a volunteer, you are asked not to speak to the media on behalf of Foothills Animal Shelter. Please refer all inquiries from the media directly to the Executive Director, Marketing Manager or Director of Development & Community Engagement.

## **13. Social Media Policy**

- We are all very passionate about animals and what we do daily. At Foothills Animal Shelter, we believe in open communication, and you are encouraged to tell stories about your volunteer work and share your passion. It is okay to do so via Facebook, Twitter, Instagram, other social networks, blog, or other online forums. However, to avoid any problems or misunderstandings, there are a few guidelines to follow when operating on the internet as an identifiable volunteer of Foothills Animal Shelter.
  - Volunteers are not official spokespeople or representatives for Foothills Animal Shelter. Therefore, any posts or comments that you make must be identified as your own opinion.
  - Volunteers may not post photos or information about animals that are not available to the public unless authorized to do so. This includes animals on stray hold, court hold, protective custody or public animals getting surgery. Only animals available for adoption or owned by Foothills Animal Shelter may be posted on social media. If there are any animals who are exceptions to this rule, staff will make this clear to you.
  - Never share personal information about any of our patrons or customers. In addition, do not refer to patrons or any of our partners without their approval.
  - Even if you act with the best intentions, you must remember that anything you share about Foothills Animal Shelter can potentially harm the organization. If you distribute information about the organization, you are responsible for upholding the shelter's image. If you are unsure about something you would like to share or post, please contact the marketing department or the volunteer management staff first.

## **14. Shelter Volunteer Facebook Group**

- The purpose of the Foothills Animal Shelter Volunteer Facebook Group is to create a space for volunteers to connect with each other and share what they love – helping homeless animals. Participation in the Facebook group is optional. We do not intend to use the Facebook group to communicate between staff and volunteers.
  - Volunteers should:

- Use Facebook to share your positive volunteer experiences.
- Use it as a place to display pictures of shelter animals or foster pets.
- Use it as a place to connect with your fellow volunteers.
- Only post animals or shelter-related items.
- Volunteers should not:
  - Talk about negative issues that have happened while on a shift. Please contact anyone in the Volunteer Department if you have concerns that you would like to discuss.
  - Ask about changing shifts or roles. Please contact volunteer management staff directly.
  - Use Facebook to inquire about the status of an animal. All inquiries should be sent to the volunteer management staff via email.
  - Discuss decisions regarding health care or euthanasia. If you have questions or concerns around this topic, please contact the Volunteer Manager directly.

#### **15. Visitors with Volunteers**

- Because there is limited waiting room space, volunteers are asked not to bring family or friends to the shelter to wait while the volunteer is doing their shift.
- During normal business hours and when you are not on your volunteer shift, you are welcome to take guests on tours of the shelters' public areas. Please remember to limit your tour to public areas for safety and security reasons.

#### **16. Changing Your Role or Shift**

- If you decide you would like to change roles or take on a new role, you must arrange it with the volunteer management staff, including scheduling and attending any necessary training for the new role. If you would like to change your volunteer shift, please contact the volunteer management staff.

#### **17. Tax Deductions**

- Under the general charitable contribution deduction of the Internal Revenue Code, volunteers may be able to deduct their out-of-pocket expenses and mileage associated with their volunteer duties if they itemize their deductions and meet the Internal Revenue Service (IRS) requirements. The IRS explains this by noting that volunteers can deduct "unreimbursed expenditures made incident to rendition of services to a qualifying organization."
- For complete information, obtain Publication 526 from the IRS or please consult your tax advisor.

#### **18. Volunteers with Community Service Hours**

- If an existing volunteer has been assigned Community Service hours (court ordered, school and public service), that volunteer must fit within the same parameters as all community service workers and make arrangements for the service as provided by the FAS Community Service Program run by the volunteer department. Volunteer roles and community service roles do not cross over, and the existing volunteer will be asked to put their current volunteer schedule on hold until community service hours are met.

- Current Community Service volunteers are welcome to apply to become shelter volunteers after their court-ordered hours are completed. They must follow the same on-boarding process as all shelter volunteers. For more information, please visit the webpage for the Community Service Program: <https://foothillsanimalshelter.org/court-ordered-community-service/>.

#### **19. Paid Staff Positions**

- The openings for shelter paid staff positions are posted on the shelter's website at <https://foothillsanimalshelter.org/employment/>. Volunteers go through the same procedures for hiring as all applicants. We encourage volunteers to apply for positions they qualify for.

#### **20. Shelter Employment and Volunteering**

- In general, shelter employees shall not join the Volunteer Program, or donate their time outside of normal job-related duties, due to state labor laws and shelter liabilities.
- Exceptions to this practice are possible where an employee's job duties do not intersect with the volunteer role; these exceptions must be reviewed and approved by the Executive Director and Volunteer Manager. Past employees and/or immediate family members of current shelter employees may be part of the volunteer program but must follow all program requirements and procedures. Please check with volunteer management staff if you have any questions or concerns.

#### **21. Parking**

- Staff and volunteers are requested to park in unreserved parking spots on the west end of the parking lot. The spots nearest the building are intended for patrons. During special events at the shelter, you may be asked to park in a different area.

#### **22. Inclement Weather and Severe Weather Procedure**

- Shelter hours and volunteer shifts may change due to severe weather. This includes canceled shifts, delayed openings, early closures or full-day closures. All this information will be posted on the shelter website and sent by email to volunteers.
- In order to contact on-site volunteers during severe weather, all volunteers are required to clock in and out at the shelter. In addition, volunteers are required to carry a radio when walking dogs. Be sure your radio is on the "Main" channel and is turned on with the volume up.
- In the event of a tornado warning, all volunteers are asked to go to the hallway near the laundry room and wait until advised it is safe.

#### **23. Fire Procedure**

- Fire extinguishers and exits are located throughout the building. It is each person's responsibility to know these locations.

- When you hear the fire alarm, remain calm, stop what you are doing, leave all animals in the kennels or visiting rooms and close all doors. Proceed to the far west end of the parking lot and wait for the all-clear from the fire department (or staff, if it is just a drill).

#### **24. “Code Black” Emergency Procedure**

- If a “Code Black” is announced on the shelter radios or telephones, it means there is immediate danger and staff and volunteers should seek safety. For example, a staff member may say “Code Black in the Lobby,” which means there is an active emergency in the lobby and all staff and volunteers should move away from the lobby. This type of call will only be made in extreme, urgent situations (i.e. an active shooter or bomb threat).

#### **25. Smoking**

- Effective February 3, 2020, smoking and the use of tobacco products will not be permitted on Jefferson County Government properties except in select, marked Designated Tobacco Use Areas (DTUA) and private vehicles. Tobacco use is not allowed on the Foothills Animal Shelter property.

#### **26. Alcohol and Drugs**

- Because of the nature of volunteer role duties, the responsibility to those around you and the animals in our care, all volunteers are prohibited from performing their role while under the apparent influence or effects of controlled, illegal substances or alcohol. Please note that the use of alcohol, marijuana or any illegal substances while volunteering is cause for termination of volunteer status.
- A volunteer who must use a prescription drug that may affect the ability to perform their role in a safe and appropriate manner should notify the volunteer management staff. The volunteer should let the staff know the expected time for the absence and may discuss if there are any alternate roles the volunteer may fill.
- The sale, use, possession or transfer of a controlled substance or alcohol on the premises is prohibited and illegal and will be reported to law enforcement. Violation of this policy may result in immediate disciplinary action up to and including termination of volunteer status.

#### **27. Harassment or Discrimination**

- Harassment or discrimination on the basis of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender expression, gender identity, results of genetic testing, or service in the military or any other status protected by state or federal law by volunteers or staff are against the policies of this organization. This includes verbal, nonverbal or physical actions. Any volunteer who believes he or she has been the subject of harassment or discrimination should report the conduct immediately to the volunteer management staff or manager on duty. An investigation of any complaint will be undertaken immediately. Any volunteer

found by the organization to have harassed or discriminated against another volunteer or staff member will be subject to appropriate sanctions ranging from a warning to a termination of volunteer status. Any staff member found by the organization to have harassed or discriminated against a volunteer will be subject to appropriate sanctions as provided for by policies governing staff. Retaliating or discriminating against a volunteer or staff member for complaining about harassment or discrimination is prohibited.

## **28. Accommodations to Volunteers with Disabilities/Special Needs**

- Upon a volunteer's self-disclosure of a disability or special need and a request for an accommodation, the Volunteer Program will engage in the following interactive process:
  - The volunteer management staff will ask the volunteer to suggest several accommodations that would allow the volunteer to complete the duties of their role and participate in the program.
  - The volunteer management staff will also suggest possible accommodations that the program could provide or has provided in the past. Accommodations the program could offer include, but are not limited to, modifying policies and procedures as long as the safety of the volunteer and animal are still maintained, modifying service schedules to work within the transportation or physical limitation need, suggesting alternative volunteer roles and allowing a caregiver or partner (must be 18 years or over) to volunteer along with the individual.
  - The volunteer management staff and the volunteer will meet to discuss options to provide a positive volunteer experience that is mutually beneficial for both the shelter and the volunteer. The volunteer and the volunteer management staff will agree upon the accommodation and have the ability to review and update the accommodation as necessary.

## **29. Staff Break Room**

- Since many shelter staff members do not have their own office, please be mindful that there are seats available for their use. In addition, please be considerate of staff time while they are taking a break from their duties. If you need to use the refrigerator, please write your name on anything you place in there.

## **30. Lockers**

- Lockers are available for volunteers to use near the Volunteer Check-In desk and are labelled "Volunteer. If you use the lockers, please bring your own lock and make sure you clear out the locker and remove your lock at the end of each shift, so it is available for other volunteers or staff.

## **31. Conflict Resolution Procedure**

- It is the intent of the shelter's management that all volunteers and staff maintain positive relations and a climate in which integrity, trust and respect for each individual are evident. Volunteers will be respectful of staff and staff

decisions and take concerns and questions to the appropriate staff as outlined below. Types of disputes can include, but are not limited to, volunteer/staff relations, volunteer/volunteer relations, shelter policies and shelter procedures. To assist in resolving conflicts, volunteer management staff has a process for how an issue will be resolved. Management retains the sole discretion to modify this suggested procedure as deemed appropriate.

1. The volunteer with the issue or concern shall discuss the matter promptly with either the staff supervisor or volunteer management staff, as appropriate.
2. If the matter is an issue with shelter policies or procedures, then staff will work with the volunteer to explain the reasoning or will gather more information in order to properly address the concern. If the matter concerns a volunteer or staff member, then the volunteer management staff will organize a meeting with all parties present, if possible, in order to allow full discussion and assist in finding a resolution.
3. If the matter continues, the volunteer management staff can determine if a signed contract (Performance Improvement Plan) is necessary in determining future outcomes. The volunteer management staff reserves the right to terminate a volunteer from the volunteer program. Reasons for termination may include but is not limited to the following: a failure to follow policies or training; a pattern of behavior that results in a persistent negative environment for staff, fellow volunteers, or patrons; a failure to meet shift requirements. Volunteers do not need to be given notice of the termination and may be asked to leave the premises immediately, depending on the severity of the issue. If the person has any further issues or concerns, they should contact the Executive Director by phone or email.
4. As a general rule of thumb, Foothills Animal Shelter managers will attempt to resolve differences of opinion and disagreements as informally as possible. The majority of the issues that come up at the shelter stem from either a lack of understanding or miscommunication. Often a resolution can be found by setting up a meeting between the parties at hand.



### **32. Photo Release**

- Foothills Animal Shelter uses photos, videos, and other media to tell the story of the important work we do to support people and pets in our community. Volunteers may be photographed or filmed by Foothills Animal Shelter and any such images may be used for shelter promotional purposes in print, through the internet, or through other media outlets. Volunteers may opt out of this general consent by notifying the Volunteer Manager in writing of their desire to opt out. Decisions to opt out will be shared with the marketing and communications team. This opt-out will not apply to general, public shots where people are incidentally present, and the volunteer must opt themselves out of such general photos or videos by leaving the area at the time they are taken or recorded.

### **33. Map of Shelter**



### **34. VOLUNTEER AGREEMENT**

The volunteer program was established to help with Foothills Animal Shelter's mission and programs (FAS). Volunteer efforts benefit the shelter greatly and are extremely valuable. However, for the safety of both volunteers and the animals in FAS's care, policies and procedures must be followed. By agreeing to the following, I hereby accept a position as a volunteer for FAS upon the following terms, conditions, and understandings:

#### **Terms and Conditions**

- My service to FAS is provided strictly in a voluntary capacity as a volunteer, and without any express or implied promise of salary, compensation, or other payment of any kind whatsoever.
- My services are furnished without any employment-type benefits, including employment insurance programs, worker's compensation accrual in any form, vacations, or sick time.
- I will familiarize myself with FAS policies and procedures and agree to comply with them. I will review the Volunteer Handbook and any updates made to the handbook.
- I will support governance policies as enumerated by FAS Board or Management and as approved by the Executive Director.
- I understand that FAS expects high standards of moral and ethical treatment of animals under its care. I will adhere strictly to these standards in my capacity as a volunteer.
- I will support the decisions of staff and management. I will address my concerns in a positive and constructive manner at all times.
- If I have questions or concerns about staff, FAS policies or procedures, I will address my concerns with the Volunteer Manager in a timely and constructive manner.
- With the intention of contributing to a positive and effective work environment and good morale between both volunteers and staff, I will not attempt to undermine the authority or credibility of staff or other volunteers by being disrespectful or spreading inaccurate information.
- I accept that I am not a representative of, or spokesperson for, FAS, unless specifically designated by FAS as part of my volunteer responsibilities.
- I understand that only the Executive Director, Marketing Manager or Director of Development and Community Engagement may speak with the press about FAS.
- I also acknowledge that I have the right to terminate my relationship with the shelter at any time, with or without advance notice or cause. Furthermore, my

opportunity to volunteer is at the sole discretion of FAS Shelter Management and my ability to volunteer may be terminated at any time.

- I will attend required FAS volunteer trainings for the sake of safety, knowledge and continuity.
- I understand that if I do not volunteer for three consecutive months, my status will change from “active” to “inactive.” If I wish to return to the shelter as a volunteer, I will then need to contact the Volunteer Manager. I understand that I may be required to attend another New Volunteer Orientation, necessary specialized training and or complete appropriate volunteer paperwork to become an “active” volunteer.

### **Confidentiality**

- All FAS records and information about FAS, including employees, patrons, and animals, are to be kept confidential and divulged only to individuals within the organization with both a need to receive and authorization to receive the information. I acknowledge that I may have access to confidential information as a volunteer. Confidential information includes but is not limited to information regarding animals in the care of FAS; donors, patrons, staff and volunteers, including their names, addresses, phone numbers, or email addresses; internal memos and information on animals not currently available for adoption; the final disposition of an animal; financial information; strategies; practices; agreements with other organizations; and any other information deemed for internal purposes only.
- I agree to not directly or indirectly disclose or use for my benefit or the benefit of any other person or entity other than FAS any such confidential information. Additionally, documents or records containing or reflecting confidential information prepared by or provided to volunteers, and all copies in any medium, are the property of FAS. Volunteers are not to use any of FAS’s property for any purpose not related to the performance of their duties.

### **Release**

- I understand the handling of animals and other volunteer activities on behalf of Foothills Animal Shelter may place me in a hazardous situation and could result in injury to my personal property or me. On behalf of myself, and my heirs, personal representatives and assigns, I hereby release, discharge, indemnify and hold harmless Foothills Animal Shelter and its directors, officers, employees and agents from any and all claims, causes of action and

- demands of any nature, whether known or unknown, arising out of or in connection with my volunteer activities on behalf of FAS.
- Understanding that public relations and marketing are an important part of a volunteer's activities on behalf of the shelter, I hereby authorize Foothills Animal Shelter to use images and audio recordings of me for public relations, marketing, or other purposes related to the shelter's mission.

**(Volunteers 17 and Younger)**

As a parent or legal guardian of the named volunteer, I hereby give consent for my child or ward to become a volunteer for FAS as described in the above Volunteer Agreement and, by my signature, join in and agree to be bound by the terms and conditions of the Release on this page.