



SAVANNAH-CHATHAM

**METRO POLICE**

Chief Joseph "Jack" Lumpkin, Sr.

## **Savannah-Chatham Metropolitan Police Department Animal Control**

### **Volunteer Policy and Procedure Manual**

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Volunteer Department:

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Volunteer Liaison; Jessica Armstrong [jarmstrong@savannah.gov](mailto:jarmstrong@savannah.gov)

Dear Valued Volunteer,

Welcome to the Savannah-Chatham Metropolitan Police Department Animal Control (SCMPDAC) and our volunteer program. We would like to express our delight in your interest in helping better the lives of the stray, abandoned and abused animals of Chatham County. Your help is an integral part of our operation.

We thank you for your time, energy and cooperation in making our Volunteer Program the best it can be!

Sincerely,

Lt. Cary Hill

Unit Commander, Special Operations

And the staff of Savannah Chatham Metropolitan Police Department Animal Control

## **Volunteer Program**

### **1. Mission Statement and Purpose**

*To promote and protect the health, safety and welfare of pets and people in Chatham County.*

### **VISION STATEMENT**

*We envision the day when residents, their properties and their neighborhoods will be safe from the dangers and nuisances of irresponsible pet ownership, and every pet will be assured a good home and care 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 the 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 SCMPDAC Volunteer Program. The policies are intended to clarify the roles and responsibilities of volunteers to ensure that SCMPDAC 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 employees of SCMPDAC. SCMPDAC 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. SCMPDAC may consider exceptions or requests for changes to these policies. Change or exception requests must be presented to the Volunteer Manager in writing. Final approval must be issued by the Unit Commander.

### **3. Scope of Policies and Procedures**

Unless specifically stated in writing, the volunteer program policies and procedures apply to all SCMPDAC volunteers. These policies apply to all programs and departments undertaken by or on behalf of SCMPDAC, wherever these are located.

#### **4. Roles of the Volunteer Department, Volunteer Manager and Volunteer Liaison Staff**

SCMPDAC 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 SCMPDAC. Volunteers may be trained in multiple areas of the SCMPDAC operation but must serve in only those areas in which he/she has been trained.

##### **a. Volunteer Department**

The function of the Volunteer Department is to provide consistent and effective volunteer management within SCMPDAC. This includes, but is not limited to, recruiting, orienting, training, scheduling, coaching, counseling and retaining volunteers.

##### **b. Volunteer Manager**

The Volunteer Manager 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 Manager is responsible for maintaining and/or updating the volunteer program and the SCMPDAC Volunteer Policies and Procedures Manual accordingly.

##### **c. Volunteer Liaison**

The Volunteer Liaison will oversee the scheduling, training, placement, recognition and administration of SCMPDAC's volunteer program. The Volunteer Liaison's responsibilities will be monitored by the Volunteer Manager. 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 Manager 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 SCMPDAC. A volunteer must be officially accepted and oriented by SCMPDAC prior to the performance of any directed task. Volunteers are not employees of SCMPDAC.

**Volunteers are assigned at the sole discretion of SCMPDAC into the following categories:**

**Partner**

Partner Volunteers work a regular weekly or monthly schedule. If a volunteer becomes inactive, (4 consecutive weeks of no participation) he or she may be required to attend specific training classes for review.

**Requirements:**

- i. Review Volunteer Policy and Procedure Manual (available online)
- ii. Complete volunteer application
- iii. Interview with the Volunteer Department
- iv. Attend volunteer orientation
- v. Provide required application fee
- vi. Complete required training

**Training**

- i. Volunteers will attend all mandatory training classes and volunteer meetings that pertain to the volunteer's selected area of service.
- ii. Volunteers will shadow an SCMPDAC staff member and/or volunteer leader within the area of selected service.
- iii. A staff member will provide training and an overview of office equipment and applications, for office volunteers.
- iv. Training will be provided either on the day of orientation, or on a scheduled basis 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. Only those designated and trained for animal handling may handle animals at any time while at SCMPDAC.

**Team Leaders & Trainers**

Volunteer Team Leaders & Trainers are experienced volunteers who provide training, guidance and support to fellow volunteers in each volunteer assignment. Team Leaders & Trainers will act as ambassadors of our volunteer program and our organization. They will provide support to their Volunteer Team and new volunteer trainees and ensure consistency in care and safety protocols. The ultimate goal is to

optimize the care of all the animals by coordinating the efforts of the Volunteer Team members and proper training for new team members.

**Requirements:**

- i. Demonstrate competency and excellence within their area of service.
- ii. Meet minimum 6 months completion of volunteer services with SCMPDAC.
- iii. Be appointed by Volunteer Department

**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 and the volunteer must be designated as an approved animal handler.

**Docents**

These volunteers are leads for special SCMPDAC projects and duties. They must have demonstrated excellence within a given area of service and understand SCMPDAC'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. Obtain an extensive understanding of SCMPDAC's operational procedures.
- ii. Receive a personal recommendation(s) from SCMPDAC supervising staff
- iii. Submit a docent application and completed an interview with the Volunteer Manager and the Department of Service Supervisor
- iv. Portray 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 additional training from an SCMPDAC 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 and must be designated an approved animal handler.

## **6. Service at the Discretion of SCMPDAC**

SCMPDAC accepts the services of volunteers with the understanding by SCMPDAC and the volunteer(s) that such services are at the sole discretion of SCMPDAC. Volunteers may be coached, counseled and/or terminated at SCMPDAC's sole discretion. SCMPDAC may at any time, for whatever reason, decide to release a volunteer from their relationship with SCMPDAC.

## **7. Employees as Volunteers**

SCMPDAC accepts the services of staff members 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 applicable legal guidelines. Work performed within the scope of the normal staff duties must be compensated at regular wage rates. Volunteer duties will not be compensated by SCMPDAC. SCMPDAC employees must complete 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 SCMPDAC volunteers, including volunteer committees, must follow the same SCMPDAC policies and procedures that apply to all other SCMPDAC volunteer activities. Proposals for new volunteer projects and events must be submitted in writing to the Volunteer Department and Unit Commander 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, goals 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 SCMPDAC 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 SCMPDAC 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 Manager 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 Manager's office.

### **2. Non Harassment and Anti-Violence policy**

SCMPDAC is committed to providing a work environment free of harassment. It is the policy of SCMPDAC that hostility, threats, intimidation, assaults and/or violence will not be tolerated. SCMPDAC 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. SCMPDAC's anti-harassment and anti-violence policy applies to all persons involved in the operation of SCMPDAC and prohibits unlawful harassment by any employee or volunteer of SCMPDAC, including supervisors and co-workers as well as by any person doing business with or for SCMPDAC.

In order to insure a safe, productive work environment at all SCMPDAC facilities, it is necessary that this policy be strictly enforced. If you are aware or become aware of any type of harassment, hostility, threat, intimidation, assault or violence to or by an employee or volunteer of SCMPDAC, please contact a supervisor immediately. Because SCMPDAC 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.



SCMAS needs each employee's 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. 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 a fascination with an unrequited romantic interest.

**Harassment includes, but is not limited to, the following behavior:**

- a. Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted personal or sexual advances, invitations or comments.
- b. Visual displays such as derogatory and/or sexually oriented posters, calendars, photography, cartoons, drawings or gestures.
- c. Physical contact 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 or other 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 Volunteer Department 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. SCMPDAC will investigate all harassment allegations.

Upon completion of the investigation, a determination will be made, and the concerned parties will be notified of the outcome. If SCMPDAC determines that harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. as provided by law.

### **3. Conflicts of Interest**

SCMPDAC volunteer applicants who have conflicts of interest with the mission of SCMPDAC or any activity or program of SCMPDAC, or develop a conflict of interest during their time of volunteer service, and promote or use that conflict to the detriment of any of SCMPDAC's operations, shall not be accepted to serve as a volunteer or will be terminated. Volunteers who undermine the mission of SCMPDAC, and/or violate or work to the detriment of SCMPDAC's policies and procedures, operations or programs will be terminated.

### **4. Representation of SCMPDAC**

Prior to taking any action, or making any statement that might affect or create an obligation for SCMPDAC or disseminating information obtained from SCMPDAC that is not otherwise available to the public, volunteers must obtain written clearance from the appropriate supervisory personnel. All media interactions and all fundraising activities must be approved in advance by the Unit Commander and SCMPD Public Affairs Office through the Chain of Command. Any adoptions promotions, tours of any SCMPDAC facility, adoption partner transfers, or temporary foster placements must be approved by the Chain of Command and the Public Affairs Office. Such actions and statements may include, but are not limited to:

- a. Posting information as described above that is obtained from SCMPDAC, or personal information concerning or identifying SCMPDAC employees or volunteers, or information about SCMPDAC on any internet site such as Facebook, My Space, Craigslist, etc.
- b. Volunteers are prohibited from taking photos or videos of any kind (including via cell phone) of SCMPDAC animals unless you trained as a Volunteer Pet Photographer or have the express written permission from the Volunteer Department.
- c. All public statements or statements concerning SCMPDAC must be approved in advance through the Public Affairs Office and Chain of Command.

#### **The following actions are strictly prohibited;**

- a. Attempting to create a coalition on behalf of SCMPDAC with other organizations without prior permission from SCMPDAC.

- b. Lobby individuals, groups, organizations, or government bodies or representatives (i.e.: rescues, veterinarians, behaviorists, trainers, etc.) on behalf of SCMPDAC.
- c. Make agreements involving any contractual or financial obligations on behalf of SCMPDAC.
- d. Using the SCMPDAC logo, name or image of any animal in SCMPDAC's care on any promotional or informational materials.
- h. Using the SCMPDAC name to organize meetings, gatherings or social events without prior notification of the appropriate SCMPDAC management.
- i. Fundraising using SCMPDAC's name or animals.
- j. Publication or use of any confidential information as described in Section 5 below.

Volunteers are authorized only to act on behalf of SCMPDAC 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 personal or business information or opinions in regards to SCMPDAC volunteers, staff, animals, and/or disseminating internal communications, documents and policies to the public. Volunteers are expected to use good judgment when speaking to the public and/or SCMPDAC clients. On occasion a volunteer may be asked questions regarding SCMPDAC policies, philosophies, or services that are beyond the scope of your training and assignment. In these cases, those questions should be referred to the inquiry to the appropriate supervisor or manager.

Under no circumstance shall a volunteer accept gifts, goods, services, or materials of value from a customer, supplier, vendor representative, or other individual while in the capacity of a volunteer.

## **5. 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, animal, other person or overall SCMPDAC business. Failure to maintain confidentiality will result in termination. 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 photographs, all records, files, forms, applications, mail lists, passwords, security codes, correspondence, messages or any other entities belonging to SCMPDAC and/or bearing SCMPDAC's logo and/or name. Such information is the sole property of SCMPDAC and may not be disseminated, used, published or sold without the written consent of the Volunteer Department and Unit Commander.

## **6. 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.

## **7. Work Assignments**

Volunteers are assigned to various duties according to the needs of SCMPDAC. Training will be provided for each volunteer position. If a volunteer is interested in helping in a particular area they should notify the Volunteer Department. Volunteers must complete the training associated with each volunteer position to which they have been assigned.

## **8. Dress Code**

SCMPDAC is a professional organization that deals with the public on a daily basis. Volunteers are required to present a clean, neat and attractive appearance. While on duty, all volunteers will wear volunteer t-shirts and identification badges. Dress codes vary by work area and must be followed for your safety and for the safety of the animals.

- Volunteer T-shirt and ID must be worn when you are actively volunteering unless otherwise instructed.
- Long pants or jeans are to be worn while working at the shelter and Off-Site events. This means no shorts, skirts, leggings or sweat pants.
- Only low-heeled, closed toe shoes with no slippery soles shall be worn
- Attire must be neat, clean, and without any offensive language or graphics. Clothing should not be form fitting, dirty or overly revealing.
- When working directly with the animals, no purses or any type of shoulder bag should be worn, only hands-free bags, such as backpacks or fanny packs.
- Jewelry must be kept to a minimum. Dangling earrings or necklaces may not be worn.
- Caps and hats may be worn while outside, but not while working in the kennel areas.
- Volunteers may be sent home for failure to follow dress code policy.

T-shirts and volunteer IDs will be given in a packet after the volunteer satisfactorily completes their In-Shelter training. The cost of the t-shirt is included in the volunteer application fee. This fee is accepted upon completion of training.

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

## **9. Drug and Alcohol Policy**

SCMPDAC has a zero tolerance policy for illegal drug and alcohol use on company property. SCMPDAC has a significant interest in promoting a safe and productive atmosphere for all volunteers and employees. The use of or being under the influence of illegal drugs on SCMPDAC premises, or while conducting SCMPDAC business is inconsistent with SCMPDAC's policy and is prohibited. Consumption of alcoholic beverages while on SCMPDAC's premises is likewise prohibited. Under no circumstances will intoxication be tolerated while on SCMPDAC premises or while conducting SCMPDAC business. Behavior contrary to this policy will result in immediate termination from the volunteer program.

## **10. 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.

## **11. Smoking**

Smoking is permitted in the designated smoking areas only.

## **12. Absenteeism/Tardiness**

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 the volunteer's responsibility to email or telephone the Volunteer Department or your appointed supervisor prior to any absence/tardiness or as soon as possible directly after. Failure to call or email, or to show up for your scheduled hours two times within a six (6) month period may result in termination from the Volunteer Program.

Volunteers who know they are going to be absent for an extended period of time volunteers must contact the Volunteer Department in advance so other arrangements can be made to cover their volunteer hours and files appropriately.

### **13. Language**

Volunteers will not use inappropriate or insolent language to any other volunteer or employee of SCMPDAC or to any person having business with SCMPDAC, including members of the public.

### **14. Activity Records**

Volunteers are responsible for signing in and out daily and for recording their volunteer duties and hours. 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.

### **15. Friends and Relatives and Companion Animals**

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 the program are allowed to be in the facilities. Volunteers may accompany friends and family members to the Adoption rooms outside of their scheduled volunteer hours. No personal animals may come onsite during your volunteer working hours.

### **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 position qualifications, a designated supervisor and work site, and guidelines for position performance.

#### **2. Recruitment**

Volunteers shall be recruited by SCMPDAC 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 SCMPDAC. Volunteers may be recruited either through their 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. Additional Screening**

In cases where volunteers will be working with children or transporting SCMPDAC animals, additional screening procedures may be required prior to volunteer assignment. This requirement for screening will be stated in the volunteer position 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.

#### **4. 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.

#### **5. Acceptance and Appointment**

Volunteer service with SCMPDAC 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 Manager before the beginning of volunteer activities.

Former SCMPDAC employees 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 Unit Commander and Volunteer Department.

#### **6. Reassignment**

Volunteers may request reassignment to a different position. This request must be approved by the Volunteer Manager. The volunteer must read and sign the new position 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 SCMPDAC in another capacity.

#### **7. Professional Services**

Volunteers shall not perform professional services for which certification or licensing is required unless fully certified or licensed to do so. A copy of such certification or license must be included in the volunteer's file. SCMPDAC considers such services an in-kind donation and will provide the applicable documentation to any volunteer who renders professional services on a volunteer basis.



## **8. Photography**

Volunteers are prohibited from taking photos or videos of any kind (including via cell phone) of SCMPDAC animals unless they are a trained Volunteer Pet Photographer or have the express written permission from the Volunteer Department. All photographs, videos and other forms of media taken by volunteers are considered to be owned property of SCMPDAC. These photos may not be used for personal or commercial gain or personal use. The volunteer expressly agrees by signing this document that any photographic works taken of SCMPDAC animals or on SCMPDAC property shall be considered property of SCMPDAC.

## **9. Accident or injury**

Any injury to yourself or to an animal including but not limited to animal bites, falls, slips, must be reported as soon as the injury occurs to a Supervisor on site. In each of these instances, an Incident Report must be to be completed within 30 minutes and submitted to the appropriate Supervisor. Volunteers that are injured at an event must contact the Event Supervisor or the Volunteer Liaison or Volunteer Manager as soon as the injury occurs. It is mandatory that all incidents of animal bites/scratches be reported immediately to the supervisor on duty. If an animal bite/scratch is not reported, it will be grounds for termination. Volunteers are not covered by SCMPDAC's insurance policies for injuries they incur as a result of their volunteer activities.

## **10. Volunteer Termination**

In most situations dismissal will come from the Volunteer Department however; should there be an incident that would warrant the volunteer leaving immediately, the staff on duty has the authority to direct the volunteer to leave. The Shelter Staff will then promptly notify the Volunteer Liaison and the Shelter Supervisor. The Volunteer Department (Manager or Liaison) shall contact the volunteer prior to the volunteer returning to a scheduled shift.

If a volunteer is terminated, he or she is required to return any SCMPDAC property in their possession within 48 hours of the notice of termination, including but not limited to; animals in their care, supplies and volunteer ID and T-shirt(s).

## **IV. Volunteer Training and Development**

### **1. Orientation and Guidelines**

All volunteers must attend a general orientation covering the mission, nature and purpose of SCMPDAC. Volunteer orientations are usually presented before the interview process. The volunteer applicant must complete a volunteer application and sign a release form.

### **2. Training**

Volunteers will receive specific position 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.

### **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 SCMPDAC 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 SCMPDAC, 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 others. 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 must 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 SCMPDAC volunteer newsletters, the Volunteer Department's e-mails and SCMPDAC postings. Any communication that uses the SCMPDAC name or suggests that the sender is acting on behalf of SCMPDAC must be approved in advance by SCMPDAC management.

Lines of communication must 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 Manager. .

### **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 Manager.

### **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 Liaison or Manager. Written documentation (e-mail is acceptable) of any serious concerns or safety matter should be forwarded to Volunteer Manager or Volunteer Liaison.

### **5. Termination and Resignation**

Volunteers are under no contractual obligation to continue their service at SCMPDAC. It is requested that volunteers who intend to leave provide advance notice of departure and reason to the Volunteer Department. In the event that a volunteer leaves his or her position at SCMPDAC, whether voluntarily or involuntarily, or is reassigned to a new position, it shall be the responsibility of the Volunteer Manager to communicate the information to the appropriate staff members.

Supervisors of volunteers will make every attempt to establish ongoing communication and feedback to volunteers, to encourage learning, participation and compliance with Volunteer Policies & Procedures, SCMPDAC'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 supervisors of volunteers 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, SCMPDAC will re-assign the volunteer to a different area of service or terminate his or her service, subject to final approval from the Volunteer Manager.

Reasons of involuntary termination include, but are not limited to:

- a. Cruelty to animals.
- b. Insubordination or outright refusal to follow directions of a supervisor.
- c. Failure to be respectful of staff, customers or other volunteers.
- d. Failure to follow SCMPDAC's policies and procedures.
- e. Harassment of any kind.
- f. Reporting for duty under the influence of drugs or alcohol.
- g. Utilizing SCMPDAC 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.

Volunteer positions with SCMPDAC are at-will and either party can terminate the relationship at any time with or without cause and with or without notice.

## **6. Exit Interviews**

Exit interviews or questionnaires, when possible, will be conducted by SCMPDAC. 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 SCMPDAC.

## **VI. Volunteer Support and Recognition**

### **1. Access to SCMPDAC Property and Materials**

As appropriate, volunteers shall have access to SCMPDAC 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 SCMPDAC purposes. This policy does not include access to SCMPDAC vehicles. All property and materials are to be returned to their appropriate areas immediately following the duties for which they are needed.

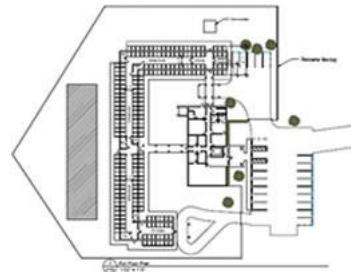
### **2. Opportunities for Growth**

Volunteers are encouraged to further develop their skills while serving at SCMPDAC. They are to be encouraged (through assignment to new volunteer positions and appropriate training) to assume additional responsibilities. For outside employers, schools or organizations seeking reference on a volunteer, the Volunteer Manager will only release information about the dates, hours of volunteer service, and a description of the volunteer position.

# The Facility

7211 Sallie Mood Dr.  
Savannah, Ga 31406  
912-351-6750 (office)  
912-525-2470 (fax)

Hours of Operation to the public;  
Sunday through Saturday 1:00pm to 4:45 pm  
(except for holidays)



**A.** Our facility is divided into four areas for our canine residents, called wings.

1. K1 this is our initial intake wing. Dogs in K1 have not been evaluated for temperament and may or may not have had any vaccinations or veterinary care. This area is **STAFF ONLY**.

2. K2 is used for monitoring dogs that are on track to be medically evaluated and possibly placed on the adoption wing. It is used for the holding of animals involved in the court system. This area is **STAFF ONLY**.

3. K3 houses dogs that are available for adoption. These animals are available for interaction with the public and volunteers but veterinary protocol must be followed.

4. Bite Iso is our Bite Quarantine area. This area houses dogs that are a potential rabies exposure. This area is **STAFF ONLY**.

**B.** Cats are divided into four areas. Each of these areas has a specific name.

1. Cat Intake- houses all cats, with the exception of quarantined cats, brought into Animal Control. This area is **STAFF ONLY**

2. Bite Isolation- houses all cats that are under quarantine for potential rabies exposure. This area is **STAFF ONLY**

3. Cat pre-adoption- holds cats that are being medically evaluated for possible placement in the adoption rom. This area is **STAFF ONLY**

4. Cat Adoption Room- houses the cats that are available for adoption. The public and volunteers are permitted in these areas but must follow the veterinary protocol

**C.** The examination room is utilized for animals undergoing medical treatment. This area is **STAFF ONLY**  
**Volunteers are not permitted to assist the veterinarian.**

**D.** Front Lobby. This is our initial point of contact with the public. We make every effort to greet everyone that enters that shelter. Unless a volunteer has been trained as a Customer Service representative and are working in that capacity no one is permitted behind the front desk area. (Please remember to have a staff member check you in on your arrival)

**E.** Break room-this area is designated for employees, volunteers and community service workers. Staff is not to be interrupted-unless it is an emergency.

**F.** Laundry Room-Volunteers should wear old clothes and wear gloves while handling the dirty laundry.

**G.** Animal Wash Room bathing of adoptable animals. Approved volunteers may enter and utilize this area. Please check the white board on the outside of K3 for those animals that may need bathing.

**H.** Dispatch and Office areas- Due to the confidential nature of materials contained within the office areas and dispatch at the facility Volunteers should not to enter unless escorted by a staff member.

**I.** Conference Room- is a multi-purpose area used for the facilitation of adoptions, training, administrative court proceedings and educational purposes. Before using this space please check to see if the area is being used for any other purposes.

## Volunteer Job Descriptions:

We ask that all Volunteers commit to a minimum of a two hour shift once a week in their selected area of interest, after training is complete. We welcome those who wish to sign up for additional shifts.

Available Shifts: Shifts must be signed up at least 48 hours in advance. Access to the property has to be granted by staff member prior to 1:00pm. Shifts are available daily with the exception of City of Savannah recognized holidays in which the facility is closed to the public.

9 am to 11 am

Noon to 2 pm

2pm to 4pm

All volunteer positions are supervised by shelter staff or training volunteer.

All volunteers may be subjected to loud noises, animal dander, temperature variances, weather elements, objectionable smells/odors, animal bites/scratches, zoonotic diseases, internal and external parasites, exposure to chemicals/cleaners, slips/trips and falls, equipment related injuries, exposure to or incidents relating to the public or other volunteers such as outbursts, violence or inappropriate language/actions, damage to clothes, damage or loss of personal property. It is the responsibility of the volunteer to provide adequate protection for themselves as well as their personal animals.

All volunteers must be able to read, write and speak English. Bi-lingual is a plus.



## **Cat Enrichment**

Purpose: Cat Volunteers give cats the opportunity to get socialization and exercise daily.

Time Commitment: Minimum of two-hour shift once weekly.

Duties: Cat volunteers spend the most time with shelter cats one-on-one. Basic duties include taking approved cats to a play room, observation, hands-on socialization and grooming. We DO NOT TOUCH any kittens unless they have been fully vaccinated (3 rounds) and approved for handling by shelter staff. Complete animal handling/behavior log prior to the end of shift for each animal that was interacted with.

Training: Completion of Volunteer Orientation and Cat training.

Work Site: Cat adoption area, inside shelter main building.

Work materials provided: Treats, brushes, nail trimmers, cat toys

Qualifications: Must be at least 18 years of age. Must have good physical strength and the ability to handle animals that are shy or rambunctious. Must be able to work independently and adhere to all safety and animal handling regulations.

## **Dog Enrichment**

Purpose: The goal of the Dog Enrichment Volunteer is to ensure that the dogs get human interaction, fresh air, potty breaks and exercise daily.

Time Commitment: Minimum of two-hour shift once weekly.

Duties: Basic duties include potty breaks (poop scooping included), exercise, basic obedience training, hands-on socialization, minor grooming and kennel cleaning. ONLY dogs with a kennel card may be taken out by a volunteer. We DO NOT WALK puppies unless they have been fully vaccinated (3 rounds) and have been approved to go outside by staff.

Training: Completion of Volunteer Orientation and Dog Enrichment training.

Work Site: Outdoor grounds of the shelter and kennel area.

Work materials provided: Leashes, brushes, toys and treats and pooper scoopers

Qualifications: Must be at least 18 years of age. Must have good physical strength and the ability to handle animals that are shy or rambunctious. Must be able to work independently and adhere to all safety and animal handling regulations. Dog walking is limited to a dog no more than ½ your body weight unless otherwise specified by Staff.

## **Customer Service**

**Purpose:** Clerical volunteers provide much needed assistance to staff and help the animals in many different ways.

**Duties:** May include laundry, preparing food bags, spot cleaning, greeting & directing visitors, kennel walk through, assisting Adoption Counselors or Animal Control staff, and clerical duties such as helping with fliers, pamphlets, mailings, paperwork and computer entry.

**Training:** Completion of Volunteer Orientation and on-the-job training.

**Work area:** Inside shelter building and outdoor kennels/play yards

**Work materials provided:** office supplies and equipment

**Qualifications:** Must be at least 17 years of age. Must enjoy working with a wide variety of people, have good organizational skills and be able to work independently and in a team environment. Must be able to stand, stoop, bend, sit and lift over 25 pounds.

## **Pet Photographer**

**Purpose:** Taking a photo of each adoptable animal for networking.

**Duties:** Taking photographs of the animals available for adoption at the facility. This is done with another trained and approved volunteer or staff member. Photographs will be used networking purposes in an effort to find adopters.

**Training:** Volunteer Orientation, Dog Enrichment Training, Cat Enrichment training and on the job training

**Work area:** Indoor and outdoor areas of the facility

**Work Materials provided:** Adorable faces to capture photos of, quiet area for photographs, leashes, toys. Pet Photographers are required to provide their own camera and any props they wish to use, at their own risk.

**Qualifications:** Must be 18 years of age. Must have good physical strength and the ability to handle animals that are shy or rambunctious. Must be able to work independently and adhere to all safety and animal handling regulations. Digital camera training and computer skills.

## **Pet Locator**

Purpose: Helping locate and reunite lost and found pets

Duties: Filing and cross referencing lost/found reports. Observing animal in kennels for possible matches to lost pets. Contacting owners for additional information or to identify a lost pet. Cross referencing website postings with lost/found pets.

Training: Volunteer Orientation and on the job training

Work area: Inside shelter facility and in kennel area

Work Materials provided: Limited Computer access, lost/found pet reports, and work space for compiling information

Qualifications: Must be at least 17 years of age. Must be able to work independently and adhere to all safety and animal handling regulations. Must be able to identify various breeds/species.

## **Kennel Assistant/Ground Maintenance**

Purpose: To help our kennel staff clean and prep our shelter for adoption hours and daily up keep of minor repair/maintenance of areas.

Duties: Cleaning kennels and outdoor runs, disease control, replenishing bedding, maintaining litter boxes, sanitizing water and food bowls, replenishing water in play yards and cattery. Cleaning dishes and laundry. Maintaining cleanliness of kennels and play yards throughout the day. Maintain safe kennels and areas for animals and public.

Training: Volunteer Orientation, Dog Enrichment, Cat Enrichment and on the job training

Work area: Inside shelter facility and outdoor kennels

Work Material provided: Waterproof footwear, gloves, cleaning equipment and basic tools

Qualifications: Must be 18 years of age. Must have good physical strength and the ability to handle animals that are shy or rambunctious. Must be able to work independently and adhere to all safety and animal handling regulations. Must be able to stand, stoop, bend, sit and lift over 50 pounds. Must have basic general knowledge of tools and maintenance.

## **Dog Trainer/Play group leader**

Purpose: To assist in training basic behaviors and cage manners and to assist in socialization and adoptability

Duties: Spending time with animals on a one-on-one basis for the purpose of socialization and basic obedience. Dogs and cats will be trained in basic commands such as heel, sit, and stay. Housebreaking may be one of the dog trainer duties as well. Monitor and assist in play groups. Complete an animal behavior and interaction log prior to end of shift

Training: Volunteer Orientation, Dog Enrichment, Cat Enrichment. Must be trained in all the aforementioned areas and an active volunteer for at least 6 months prior to becoming a Volunteer Dog Trainer or Play Group Leader.

Work area: Outdoor kennel and play yard area, Cat adoption area

Work Material provided: Leashes, treats

Qualifications: Must be 18 years of age. Must have good physical strength and the ability to handle animals that are shy or rambunctious. Must be able to work independently and adhere to all safety and animal handling regulations. Must be able to stand, stoop, bend, sit, run and lift over 50 pounds.

## RECEIPT, ACKNOWLEDGMENT AND LIABILITY WAIVER

This is to acknowledge that I have received a copy of SCMPDAC'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 SCMPDAC. I understand and agree that it is my responsibility to read and familiarize myself with any SCMPDAC policies and procedures referred to therein. I further understand and agree that I am bound by the provisions of the manual.

SCMPDAC 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 duration of volunteering and the circumstances under which my volunteer service may be changed or terminated. I understand that my status as a volunteer may be terminated by SCMPDAC at will, without notice or cause. This Agreement supersedes all prior agreements, understandings and representations concerning my volunteering with SCMPDAC.

With respect to my presence on SCMPDAC premises, and/or my activities involving the public or with animals at SCMPDAC, on behalf of myself and my heirs, personal representatives, and executors:

1. I hereby expressly assume all risks of injury, loss, or damage to me or my personal property whether or not caused by the act, omission, negligence, or other fault of SCMPDAC, its officers, agents, servants, employees, and other volunteers.
2. I further hereby waive, and exempt, release, and discharge SCMPDAC, its officers, agents, servants, employees, and other volunteers from any and all liability, claims, demands, and actions for such injury, loss, or damage, whether or not caused by the act, omission, negligence, or other fault of SCMPDAC, its officers, agents, servants, employees, and other volunteers, or by any other cause.
3. I further agree to defend, indemnify and hold harmless SCMPDAC, its officers, agents, servants, employees, and other volunteers from and against all liability, claims, and demands, including any third party claim asserted against SCMPDAC, its officers, agents, servants, employees, and other volunteers on account of injury, loss, or damage, whether or not caused by my act, omission, negligence, or other

fault , or by the act, omission, negligence, or other fault of SCMPDAC, its officers, agents, servants, employees, and other volunteers, or by any other cause.

4. I hereby acknowledge and agree that the representations and agreements in paragraphs 1-3 above extend to all acts, omissions, negligence, or other fault of SCMPDAC, its officers, agents, servants, employees, and other volunteers, and is intended to be as broad and inclusive as is permitted by the laws of the State of Georgia. If any portion thereof is held invalid, it is further agreed that the balance shall, notwithstanding, continue in full legal force and effect.

I agree that jurisdiction and venue for any suit or cause of action under this contract shall lie in the courts of Chatham County, Georgia.

I acknowledge that I have read, understand, and will comply with the terms and conditions of the contract.

Signature of Volunteer \_\_\_\_\_

Print name \_\_\_\_\_

Date \_\_\_\_\_

Rec'd by Date \_\_\_\_\_

Rec's by \_\_\_\_\_

Parent/Legal Guardian Consent Of Minor (Under 18 years of age): As a parent/legal guardian of the above named volunteer, I hereby give my consent as described within this contract. I have read this contract and fully understand the terms and conditions presented. On behalf of my child/ward, and myself, I agree to all terms and conditions.

Parent/Legal Guardian Signature: \_\_\_\_\_ Date:  
\_\_\_\_\_

