



VOLUNTEER HANDBOOK

[REV 9, 2017]

DISCLAIMER

Purpose of Volunteer Policies

Volunteer policies are provided to offer guidance and direction to volunteers and staff engaged in the San Antonio Pets Alive (SAPA) volunteer programs. These policies are intended to clarify the roles and responsibilities of volunteers and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Volunteers are not employees of SAPA. SAPA reserves the right to change any volunteer program or policy at any time, as well as any individual volunteer's status. Although they are valued and vital, please note that SAPA volunteers serve at the discretion of management.

Scope of Policies and Procedures

Unless specifically stated, the volunteer program policies and procedures apply to all SAPA volunteers, at all sites of operation.

TABLE OF CONTENTS

Welcome
How You Can Help

Volunteer Programs
Important Things to Know
General Conduct
Working with SAPA
End of Assignment
Receipt and Acknowledgement

WELCOME!

Volunteering at San Antonio Pets Alive

Welcome and thank you for volunteering at San Antonio Pets Alive! Your efforts here will have welcome and positive impact on the lives of our animals. Simple actions we take for granted in our homes, such as walks, cuddles, treats, and play time, are in high demand at our facilities, where a significant number of animals are housed throughout the year.

As a direct result of volunteer efforts, animals find homes orphans are nursed and weaned, sick and injured animals recover and thrive, dogs and cats get to play, and most importantly, lives are saved!

General Information

PetSmart Everyday Charities Adoption Center (210)590-0393

Address: 8520 Four winds Dr. San Antonio TX 78239

Hours: Monday - Friday: 10am-7pm

Saturday – Sunday: 10am-6pm

Animal Care Services - Building 1 – (210) 370-7612

Address: 4710 Highway 151 San Antonio, TX 78227

Hours: Monday – Friday: 11am-7pm

Saturday: 11am-5pm

Sunday: 11am-5pm

Marbach Clinic – (210) 370-7612

Address: 9107 Marbach Rd. Suite #109 San Antonio, TX

78245 **Hours:** Monday – Friday: 12pm-6pm

Saturday - Sunday: 12pm-5pm

Petco – (210) 370-7612

Address: 6001 NW Loop 410 Suite #103 San Antonio, TX 78238

Hours: Monday – Friday: 10am-6pm

Saturday - Sunday 10am - 6pm

Closed to the public on: Christmas Day, New Year’s Day, Easter, Memorial Day, July 4th, Labor Day, and Thanksgiving.

Volunteers are welcome at the shelter every day, from 8:30am until close.

Website: www.sanantoniopetsalive.org

San Antonio Pets Alive Leadership Team

Maureen E. O'Neill	Executive Director	maureen.onell@sapetsalive.org
Clare Callison	Director of Operations	clare.callison@sapetsalive.org
Krystal Mathis	Development Director	krystal.mathis@sapetsalive.org
Jason Hernandez	Volunteer Services Manager	jason.hernandez@sapetsalive.org
Linka Bucknor-Smartt	Foster Manager	linka.bucknorsmartt@sapetsalive.org
Gabriella Uresti	Clinic Director	gabby.uresti@sapetsalive.org
Kylie Brasher	Clinic Manager	kylie.brasher@sapetsalive.org
Erika Mullins	Marketing Manager	erika.mullins@sapetsalive.org
Laura Heins	Office/HR Manager	laura.heins@sapetsalive.org

San Antonio Pets Alive Support Staff

Steven Silver	Major Gifts/Planned Giving	steven.silver@sapetsalive.org
Samantha Dominguez	Foster Coordinator	foster@sapetsalive.org
Jessie White	Neonatal Foster Coordinator	kittenfoster@sapetsalive.org
Laurie Malchow	Foster Marketing Coordinator	laurie.malchow@sapetsalive.org
Kaleigh Burke	Transport/Rescue Coordinator	kaleigh.burke@sapetsalive.org
Volunteer Services Team	(210) 960-6260	volunteer@sapetsalive.org



How YOU can help at SAPA!

Volunteers are essential to providing SAPA animals with enrichment opportunities, promotions, and offsite outings. We need your help in every single department.

- Animal walking / play and socialization
- Organizing and attending offsite adoption, promotional, and fundraising events
- Assisting with housekeeping, kennel / cage cleaning, laundry, and bed down
- Refilling water bowls, or distributing toys and/or blankets
- Creating kennel enrichment toys for dogs and cats
- Bathing and grooming animals
- Serving as a volunteer adoption counselor
- Fostering animals
- Transporting animals
- Assisting with medical needs

Volunteers aged 12 – 15 are welcome to volunteer when accompanied by a parent or guardian. Volunteers aged 16 – 17 may volunteer without a parent or guardian if a waiver is on file with SAPA. In both cases, the parent or guardian must also register to volunteer by filling out the online application and attending an orientation session. We ask supervising adults to be volunteers as well.

PetSmart Charities Adoption Center does require that volunteers be of 14 years of age and for parents/guardians to accompany minors under the age of 16 while onsite. Volunteer logo shirts and name tags must be worn and displayed at all times.

SAPA does not permit volunteers under the age of 12.

Volunteer Programs

SAPA is proud of our strong and creative volunteer community, which includes people from all walks of life. Contact the Volunteer Services Team (volunteer@sanantoniopetsalive.org) if you are interested in any role that may be available and is not listed of below.

Dog Handling

Dog handling for the purpose of walks, training, and exercise is an important part of volunteer work here at SAPA. Volunteers who handle dogs must attend a Volunteer Orientation as well as a Dog Handling 101 course, which covers the safe handling of our animals. Volunteer Orientation and Dog Walking 101 are coordinated by volunteers, so availability is limited.

Cat Handling

Cat handling for the purpose of socialization and exercise is an important part of volunteer work here at SAPA. Volunteers who handle cats must attend a Volunteer Orientation and training specific to the safe handling of animals. All volunteers must sanitize their hands between kennels when handling cats.

Adoption Team

The Adoption Team helps counsel potential adopters, facilitate the adoption process, and attend on-site and off-site adoption events to provide adoption counseling. Volunteers who wish to work on the Adoption Team must attend a Volunteer Orientation as well as specialized training with a seasoned staff or volunteer Adoption Counselor.

Events Team

The Events Team is comprised of volunteers and staff members who schedule, organize, and attend onsite and offsite adoption and community events. SAPA volunteers attend offsite adoption events at local pet stores throughout the year, spreading awareness of SAPA and promoting animals in our care. Activities of the Events Team are coordinated by the Events Coordinator.

Foster Program

The primary purpose of foster care is to provide temporary homes for dogs and cats due to overcrowding, or for animals whose conditions aren't manageable in a shelter setting. Foster care is needed for healthy, sick, and injured dogs and cats of all sizes and breeds, and for litters of puppies and kittens too young for adoption. All foster volunteers must complete a Foster Application and be cleared for fostering, which is coordinated by the Foster Support Team.

Fundraising Team

Our organization is entirely dependent upon donations. The Fundraising Team assists in finding individual and business sponsors, researching and writing grants, overseeing donor recognition, and developing/coordinating fundraising events.

Marketing Team

Help educate the public about SAPA and our mission. Seek out public speaking opportunities, assist in presentations, and distribute PR materials at events and local businesses. This team also creates a variety of promotional materials including brochures, ads, posters, and flyers.

Medical Team

Work with on-site vet techs to provide care for our animals. Assist with scheduling of medical appointments, including spay and neuter. Ensure animals in our care are up to date on all medical requirements.

Parvo Ward

Provide care and administer medications to our parvo puppies. Volunteers wishing to work in the Parvo Ward must complete specialized training with the medical team. **Must be 16 years of age**

Mobile Adoptions Team

We're on the road throughout the city with our animals, hoping to find them forever homes. These animals are managed and maintained by volunteers, and we're always looking for help to provide care for the animals and represent SAPA! Let us know if you'd like to help!

Animal Care Team

This team helps out with the housekeeping, laundry, dishes, cleaning, feeding, bed-down... all of these things and more are part of running a successful rescue. We couldn't do it without your help!

Transport

Transport dogs between facilities, to and from adoption events, and to fosters/adopters via your own vehicle.

Volunteer Coordination Team

Assist in all aspects of coordinating volunteers for SAPA. Includes recruiting, community outreach, data management, assisting in training/orienting of new volunteers, and group volunteer facilitating.

Important Things to Know

General Information

- Familiarize yourself with and abide by all SAPA policies and procedures as presented during orientation, during other trainings, and in written materials provided by SAPA. This includes all signs and memos posted in the facilities.
- A minimum of 4-6 hours/month must be documented in order to remain active as a volunteer
- Carry out instructions provided by the leadership team, work to support their efforts.
- Be mindful of staff time and responsibilities, and do not unnecessarily disrupt their work.
- Working only in your chosen area of experience or preference is entirely appropriate.

Dress Code

- Volunteers must be easily identifiable to others, and should wear their SAPA t-shirts and name tags at all times.
- Long pants and closed-toe shoes are recommended while working with animals.
- Unprofessional, inappropriate, or offensively branded clothing is prohibited.
- For your safety, excessively loose clothing and hoop or dangling jewelry is prohibited while working with animals.

Communication

Unless the need is immediate or critical, volunteers may not engage staff to discuss operations, suggestions, or concerns. Make an appointment to meet with the Director of Volunteer Services – or in his/her absence, the Director of Operations – to discuss any issues you may have.

Recording Hours

For several reasons, including our ability to qualify for certain grant funding, as well as the requirements of our insurance coverage, all volunteers must sign in and out when volunteering for SAPA. SAPA uses the software

program “GivePulse” for all volunteer shift registration and logging. Instructions on how to use the program can be found in the GivePulse Support Center, which is included in your new volunteer email. This documentation can also be found on the SAPA website at <http://www.sanantoniopetsalive.org/volunteer/> .

Animal Handling

Volunteers may not WALK animals before completion of associated training. Training takes place periodically with experienced volunteers. You are responsible for following the training. Retraining must take place after an absence of 30 days. Retraining is at the discretion of staff. Failure to follow guidelines may lead to a loss of volunteer status. **Minors under the age of 18 may not handle any dog over 40 lbs, Minor under 16 are not permitted to walk dogs on their own.**

Zoonotic Disease

Zoonotic diseases are those that can be transmitted from animals to humans and may be present within our facilities at any time. Potential agents of zoonotic disease transmission include fungi, bacteria, viruses, parasites and arthropods. The most effective means to prevent transmission include: washing hands frequently; wearing long pants and closed toed shoes (consider bringing a pair of rubber boots to wear while working); wearing gloves when handling litter pans, food or water dishes, or when cleaning up feces, urine or vomit; and staying up-to-date with tetanus vaccinations. Persons with suppressed immune systems or other medical conditions may be more susceptible to zoonotic disease. If you have questions or concerns, we urge you to speak with your physician about your risks.

Incident / Accident Reporting

All injuries and accidents must be reported to a facility manager or the Director of Volunteer Services so that the appropriate incident forms may be completed, including bite reports. Completion of all forms is required. Failure to report an injury or accident may result in loss or suspension of your volunteer status. If you are bitten or scratched, wash the injured area with soap and water immediately and contact a staff member. If the skin is broken or you have concerns, see your physician immediately.

General Conduct

Your Relationship with SAPA Staff

Whereas the support and hard work of our volunteers is vital to running the organization, it is important that you understand your relationship with the staff. As paid employees, they are solely responsible for the care and safety of our animals. Employees are answerable to their supervisors and to the Executive Director. Management should never be questioned in front of other employees or customers, and it is not appropriate for a volunteer to direct, criticize, or distract any employee from doing their job. Please bring any concerns you have to the Director of Volunteer Services. Refrain from undermining staff or speculating on their efforts or motives. The most effective volunteers offer their time and expertise with a humble and collaborative spirit. Let’s do everything we can to create and maintain an atmosphere we all can enjoy, and support each other in our efforts.

Respectful Behavior

As a member of the SAPA volunteer community, you are a representative of the San Antonio Pets Alive brand and image and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public, staff, and other volunteers. Disrespectful or unprofessional behavior, harassment of any kind, threats, disparaging remarks, discrimination, or vulgar language will not be tolerated. Your volunteer status may be terminated as a result of such conduct. This expectation of conduct applies to online behavior (Facebook, Twitter, etc.), as well as interactions with staff, volunteers, and members of the public.

Tolerance Policy

SAPA's clientele is widely diverse in race, language, socio-economic status, education, background, and other factors. SAPA maintains a policy of treating all clients with respect and accepts that most people love their pets, even if they do not have the same resources to care for them as other owners might. As a SAPA volunteer, you will be asked to set aside negative assumptions when interacting with clients, volunteers, or staff members. There is more than one way to appropriately care for a companion animal, and a stable life in a home – whether it's exactly like your own or not – is always preferable to life in a shelter for any animal.

Confidentiality and Privacy Policy

SAPA volunteers may have access to confidential information (e.g., name, address, financial, or personal information) about the organization's clients, donors, fellow volunteers, and families that adopt animals through our organization. It is of the utmost importance to SAPA that this information is maintained in the highest degree of confidence, and that it is accessed only on a need-to-know basis. For that reason, unauthorized use of confidential information may result in loss or suspension of volunteer status.

Tobacco-Free Workplace

SAPA is dedicated to providing a healthy and comfortable work environment for our employees, volunteers, and visitors. Smoking is not permitted in any company building or vehicle. Smoking is prohibited while handling animals. This policy applies to all employees, volunteers, clients, and visitors.

Drug and Alcohol-Free Workplace

In order to provide a safe, healthy, and encouraging work environment for our employees, volunteers, and visitors, the use, possession, trade, or sale of alcohol, illegal drugs, or intoxicants is prohibited.

Veterinary Drugs

SAPA utilizes federally controlled substances for certain veterinary procedures. Any unauthorized possession, use, or theft of those substances is grounds for loss or suspension of volunteer status.

Searches

SAPA has the right to conduct inspections of all SAPA property and premises. Entering the organization's property constitutes consent to searches and inspections. An individual suspected of violating the drug-free workplace policy may be asked to submit to a search or inspection. Refusal to submit to such a search may be grounds for loss or suspension of volunteer status.

Behaviors That May Result in Termination of Your Volunteer Status

- Causing injury, distress, or death by inappropriate handling of an animal.
- Disregarding safety or security policies and procedures, or shelter management directives or requirements.
- A negative or unhelpful demeanor.
- Directing or attempting to direct, publicly criticizing, or actively undermining SAPA employees.
- Theft or removal of SAPA property (including SAPA animals).
- Unauthorized possession of weapons on SAPA premises or while on SAPA business offsite.
- Violating the client confidentiality policy.
- Acting on behalf of the organization without authorization.
- Attempting to diagnose or treat a SAPA animal in opposition to staff directives.
- Contacting staff members outside of business hours without their permission.
- Contacting board members without notifying SAPA staff, or without the board member's permission.

Stated plainly, the work that we do here requires cooperation, enthusiasm, and good cheer. People who are selfless, hardworking, and humble help us deliver the mission effectively. If you're volunteering to agitate for change, forward a personal agenda, or concern yourself with one (or one type) of animal to the exclusion of others or SAPA's mission, you'll be happier volunteering at another charitable organization.

Company and Personal Property

Equipment provided by SAPA should not be taken for personal use or removed from SAPA, unless approved for use in off-site volunteer activities. Use caution and safeguard any personal belongings brought to SAPA or off-site locations. SAPA cannot reimburse you for lost or stolen property.

Workplace Harassment Policy

SAPA intends to provide a professional environment that is pleasant, welcoming, and free from intimidation, hostility, or other offenses. Unlawful harassment of any sort will not be tolerated, particularly against employees or volunteers in protected classes. These classes include, but are not necessarily limited to race, color, religion, gender, age, sexual orientation, disability, medical condition, marital status, veteran status, or any other protected status defined by law.

What is harassment?

Unlawful workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail messages, pranks, intimidation, defamation, physical contact, or violence. Harassment is not always sexual in nature. It may also take the form of other activity including derogatory statements not directed to the targeted individual but taking place within their hearing or posted online. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee or volunteer for discussing or making a harassment complaint.

Any volunteer that becomes aware of an incident of harassment must report it to a SAPA staff member, who will report it to management. SAPA management, once aware of any incidents of harassment, will take prompt and appropriate action, up to and including suspension or termination of volunteer status.

Working with SAPA

News Media Requests

SAPA is occasionally in the news, and sometimes representatives from the media will ask volunteers for interviews, information, or comments. Volunteers should inform the media representative that they are a volunteer and cannot speak on behalf of the agency. Volunteers should direct any media requests to a staff member. The term “media” includes all TV, radio, print, film, video, internet, or other outlets, as well as reporters, producers, photographers, and anyone else associated with these media.

Brand Use & Social Media

SAPA understands that many of its volunteers have Facebook and other social media accounts. To ensure information is not misinterpreted as official SAPA communications, please do not use the SAPA name or logo as part of an identity for any social media account, website, blog, or other communications. Likewise, please do not use the SAPA name in or as a part of personal email addresses created by email services, as this may be misinterpreted as an official SAPA communication by the receiver. The SAPA name and logo may only accompany official SAPA communications, unless permission is granted by SAPA.

Representation of SAPA

Volunteers must take care not to present themselves as employees of SAPA and may not:

- Enter or make any contractual or financial agreements or obligations on behalf of SAPA.
- Use the SAPA logo or name on printed or electronic materials without permission.
- Fundraise using the SAPA name, logo, or public materials without permission.
- Attempt to create a partnership or coalition on behalf of SAPA without permission.
- Make any public statements, written or verbal, appearing to represent SAPA.
- Lobby individuals, organizations, or government bodies on behalf of SAPA without permission.

Photographs & Video

Periodically, volunteers are asked to be included in photographs and/or video for marketing purposes; permission for the use of your image is implied as part of your volunteer agreement.

End of Assignment

We hope that you find your volunteer experience rewarding and enjoyable, and that you will remain with us for many years. If you do find it necessary to resign your volunteer assignment, please contact the Volunteer Director to do so. Additionally, we may ask you for a brief exit interview before you go – your feedback helps us improve the volunteer experience at SAPA. On what we anticipate to be very rare occasions, it may be necessary to coach, counsel, or ultimately ask volunteers to relinquish their status. In each case it must be understood that SAPA volunteers participate in our programs at the sole discretion of the Executive Director.



Receipt and Acknowledgement of the Volunteer Handbook

After reviewing this handbook, please read the following statements, sign below, and return one copy to your scheduled orientation session to be included in your file.

Understanding and Acknowledging Receipt of the SAPA Volunteer Handbook: I have received a copy of SAPA's Volunteer Handbook. I acknowledge it is my duty to read and understand the contents of the handbook. I understand that the policies and benefits described in it are subject to change at the sole discretion of SAPA at any time. I agree to maintain this Volunteer Handbook and attach any future additions or modifications hereto.

I further understand that all SAPA volunteers, including myself, are here at the discretion of SAPA staff, managers, and the Executive Director. This means that the volunteer relationship can be terminated by me or SAPA at any time, for any reason, without cause or prior notice. I understand that the policies and procedures of SAPA are not binding, do not constitute a contract of employment between SAPA and its volunteers, and do not constitute any time of promise or agreement of any kind by SAPA. I also understand that the information contained in this handbook may be revoked, withdrawn or changed by SAPA at any time and are not intended to affect in any way either the right of SAPA or of any volunteer to end the relationship at any time for any reason. SAPA reserves the right to change the terms and conditions of volunteering without notice to, or consultation or agreement with, any participant.

I understand that this handbook supersedes all previous handbooks, manuals and other oral or written directives. I understand it is my responsibility to attach any revisions or changes to the content of this manual if provided by SAPA staff.

Behaviors That Will Result in Loss or Suspension of Your Volunteer Status: I have read and understand SAPA's list of behaviors that will result in loss or suspension of volunteer status. I understand that my role as a volunteer can be ended or suspended at any time at the discretion of SAPA staff, managers, and Executive Director.

Policies on Harassment and Tolerance: I have read and understand SAPA's policies on harassment and tolerance contained in this manual, and agree to abide and be governed by such policies and any revisions made to them.

Policies on Tobacco, Drugs, and Alcohol: I have read and understand SAPA's policies on tobacco, drugs, and alcohol, and agree to abide and be governed by such policies and any revisions made to them.

Policies on Dog and Cat Handling: I have read and understand SAPA's Policies on dog and cat handling, and agree to abide and be governed by such policies and any revisions made to them.

Print Name

Signature

Date



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Print Name

Signature

Date

