

VOLUNTEER PROGRAM POLICIES

GCHS, in recognition of its responsibility to its volunteers, reaffirms its stand to ensure fair and equal treatment in all its practices to all persons, regardless of race, color, religion, sex, sexual preference, national origin, disability, age, socioeconomic status, or veteran status. Furthermore, to assure that its volunteers and membership are reflective of the geographic communities within its jurisdiction, GCHS is committed to affirmative action in the following:

- Encouraging volunteers from all communities to join and/or participate in volunteer activities and events at GCHS.
- Practicing the recruitment, selection, placement, development, and recognition of its volunteers.

In order to provide a safe, enjoyable and rewarding experience for all volunteers and community/school groups at GCHS, it is imperative that all participating individuals follow established volunteer policies:

- Volunteers, individuals in groups and independent persons, must complete a volunteer application, sign the disclaimer, sign a permission for a background check and dog walking guidelines, and read the volunteer manual.
- Volunteers must attend a volunteer orientation.
- Volunteers under 18 years of age must have a parent's signature on all volunteer and release forms.
- Children under 13 years old are NOT allowed to volunteer at the shelter without parental supervision. Though not recommended, children younger than 13 may accompany their parents, who will be responsible for their safety and will not leave them unattended. Parents must use discretion as animals can be unpredictable. Some exceptions may be made to this policy and are at the discretion of the Executive Director or board.
- Volunteers must adhere to confidentiality of agency and client information.
- Volunteers, unless appointed to do so, shall not make written or oral statements on behalf of GCHS without prior consultation with the Executive Director, Board President or PR Chairman.
- Volunteers are asked to refrain from the following behaviors while on GCHS property: smoking, drinking of alcoholic beverages, or physically/verbally abusive behavior.
- Volunteers must check in at the reception desk, sign in upon arrival at the shelter, and sign out when leaving.
- Volunteers may only go into designated areas.

- Volunteers may not go into dog kennel areas unsupervised; shelter staff will get animals appropriate to the ability/age of the volunteer
- Volunteers may not handle or walk “staff only” dogs.
- Volunteers may not take out cats identified by cage signs that say “ask for staff assistance.”
- Volunteers are asked not to touch animals through the bars of their cages.
- Volunteers working with the cats may only take cats from one cage at a time.
- Volunteers must wash/sanitize their hands after handling animals.
- Volunteers must not feed treats/food to the animals without staff permission.
- Any injuries, scratches, bites, or incidents with animals must be reported to the Executive Director immediately and an injury/incident report completed.
- Volunteers are asked NOT to bring friends/guests to the shelter while they are volunteering. Friends/guests of volunteers have not completed the volunteer process and put themselves at risk by not being familiar with GCHS volunteer Policies.

YOUTH SERVICE PROJECTS AND VOLUNTEERING

GCHS encourages youth to participate in age appropriate activities and service projects that reinforce the importance of responsible pet care ownership and animal welfare. The safety and security of youth volunteering at the shelter or at events is practiced at all times. Youth/youth group coordinators will communicate with the Executive Director to receive permission and guidance for appropriate projects as related to the shelter. Youth must complete a volunteer application that includes a written permission from a parent or legal guardian, and read the volunteer manual before volunteering or carrying out any service projects or participating in any activities at/for GCHS.

Procedures:

- Application will be turned over to the Executive Director for review. Once reviewed, the application will be forwarded to the designated person to process and input the data into the GCHS data base.
- A welcome letter or email will be generated and sent to the volunteer notifying them of their status.
- Volunteers will then contact the Executive Director to schedule service time at the shelter.

COMMUNITY SERVICE WORKERS

Community Service Workers are important members of the shelter team who provide additional service hours and assist shelter staff in meeting the needs of the shelter animals and facility. Community Service Workers are individuals who are fulfilling required community service work due to completing limited job duties as through Workman's Comp; completing probationary hours; or getting limited job skill experience in collaboration with Wisconsin Workforce Development Programs. All community service workers must complete a volunteer application, sign an expectations agreement, and meet with the Executive Director before beginning any community service. Background checks are required for any community service worker over the age of 18. All applications and approval are at the discretion of the Executive Director.

Procedures:

- Community Service Workers will meet with the Executive Director to determine interests, availability and scheduling.
- Community Service Workers are assigned hours and duties working with assigned staff.
- Community Service Workers must sign in and out on the designated attendance sheet, record their hours, and obtain the signature of the Executive Director for all hours completed.
- Copies of completed hours and work agreement are available upon request.

Effective 10/14/09