

Under Savanna's Wings Volunteer Handbook

Volunteer Expectations

Commitment

Volunteers are expected to be committed to Under Savanna's Wings Rescue's (hereinafter referred to as USWR) mission and philosophies and while attending events to conduct themselves appropriately. If you have questions regarding our programs or activities, please ask before participating. Volunteers are not required to attend every activity or event, but if you agree to participate in an activity or event, you are expected to adhere to that commitment. If you choose to do so, you may cease volunteering for USWR upon completion of any assignment. If you should decide to not volunteer with us any longer, we would appreciate it if you would please send the Volunteer Coordinator an e-mail to let us know that you will no longer be volunteering with us. uswrescue@gmail.com Attn: volunteer Coordinator.

Treatment of Animals

Animals are to be treated kindly, gently, and professionally, at all times.

Confidentiality

All volunteers are expected to maintain confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. This includes information that may involve board members, other volunteers, clients, sponsors and/or the overall business of USWR.

Conduct

As a volunteer, you are a representative of USWR. When involved in our events or when wearing your volunteer attire, you are expected to present a good image of the organization at all times. This includes language. Please be respectful of our attendants as well as your fellow volunteers. If you disagree with someone, another volunteer, potential adopter, sponsor or event attendee, please refer the matter to the event coordinator. It is unacceptable to act unprofessionally at any time while at a USWR sponsored event or function. Safety of all people and animals should always be considered.

Fundraising for USWR

You may encourage donations for USWR at any time. Donation jars may be made available to you as requested. Any direct or indirect solicitation of commercial businesses must be done through prior Board approval. You may feel free to present your lead at any time, but all correspondence needs to be handled through the board to keep our books in order and eliminate any miscommunication. Tax deductible information will be provided upon request.

Volunteer Attire

Volunteers must dress appropriately throughout participation. You must be easily identified by the public as a volunteer. Event volunteers must wear a USWR shirt and/or name badge identifying them as a volunteer. Shirts are available periodically for volunteers.

Media Procedures

So efforts are not duplicated and information is accurate, it is essential that any dealings with the media must be brought to the attention of the executive board. Media includes anything printed, broadcast, or televised about USWR. We welcome any contacts or story ideas you may have and ask that you direct them to any of the Executive board, or event coordinator.

Harassment

USWR does not tolerate harassment of volunteers whether by supervisory volunteers, fellow volunteers, or other individuals that a volunteer may come into contact with as part of their assigned task or event. Harassment is deemed to have occurred when the conduct interferes with the volunteer's performance at the assigned task or event or creates a hostile environment for the volunteer.

USWR requests that any volunteer who may experience such harassment to promptly notify the Volunteer Coordinator, the President (CEO), or an executive board member in order that an investigation can take place and appropriate action taken.

Drugs and Alcohol

Drugs and alcohol are not to be used by volunteers during activities and events, both prior to events or during. Any volunteer found under the influence or suspected to be, will be asked to leave the event immediately. The Board of Directors will determine if immediate dismissal from the volunteer program is warranted, or if a warning will apply. Each case will be determined individually and will be based on past volunteer conduct and severity of the incident.

Theft

Theft of any USWR materials is cause for immediate dismissal from the volunteer program. Depending on the severity of the theft, legal action may also occur.

Health

All volunteers should be in general good health. Any physical limitation should be brought to the attention of the event coordinator. If it is discovered at the assigned event that you are unable to fully perform an assigned task, please consult with the Volunteer Coordinator promptly so that you can be assigned an alternative task.

Medical Coverage

All volunteers are required to sign a hold-harmless waiver for the protection of the organization and are required to have their own health insurance coverage before participating. (refer to volunteer waiver and release form)

Communications (business documents, social media):

Business Documents

Any documents produced or received by a volunteer during the course of his or her participation are the proprietary property of USWR and therefore, are not to be copied or transmitted to any other parties by any method, including but not limited to, E-mail transmission or physical removal, without the prior written consent of the President.

Social Media

Any online social media posting by volunteers are encouraged to chronicle experiences with animal rescue. Volunteers are expected not to defame the organization or other volunteers. You must realize that social media content is held to the same standards as print and may be subject libel claims. We ask that if you are using the USWR name, or reference to USWR or its events and volunteers, that you conduct yourself in a professional manner. Personal information about board members, volunteers or others is not permitted on social media postings without permission from the individual. Volunteers are not permitted to post on social media anything that contains ethnic slurs, racial epithets, or anything that may be construed to harass or disparage others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs. USWR encourages you to advocate for homeless animals.

Suggestions

As you go about your volunteer activities, you may notice ways to improve the quality or efficiency of your volunteer service. We ask that you share these ideas with the President or any USWR director through daily conversation, in meetings, or through a note via email. After considering your suggestion, USWR director will let you know whether or not your suggestion will be implemented and, if so, what action will be taken. Your ideas can make a difference in the level of our success and the quality of our volunteer program.

Recruitment of other volunteers

Tell your friends about our program and entice them to volunteer their services.

Online Safety

The safety of our volunteers is important to us. To that end, USWR will not release a volunteer's phone number, age or other personal information to anyone outside of our organization or to other any volunteer without that volunteer's written permission to do so.

**During events at Petco-
All Under Savannas Wings volunteers and staff must abide by Petco's
standards for customer service**

As a Petco adoption partner, you play an important role in ensuring that Petco's customers receive care and service that exceeds their expectations and results in an enjoyable in-store experience. All adoption partners will consistently demonstrate their passion for customer engagement through the following actions:

- All outstanding customer service principles must be observed toward potential pet parents
- Treat every customer as the most important customer of your day
- Demonstrate your passion for animals when engaging customers
 - Make sure that prospective adopters are greeted and engaged in the adoption area in a reasonable amount of time
- Make sure all adoption staff and volunteers are 18 years of age or older; volunteers who are 16–18 are permitted to attend staff adoption events if supervised by a volunteer or staff member 18 years of age or older
- If adoptions are not finalized on-site, contact prospective adopters who have completed adoption applications within 48 hours
- Dress neatly, in clean clothing—no short shorts, ripped or stained clothing, open-toed shoes or sandals.
- Wear a name badge or shirt from the adoption organization
- Ensure that the adoption area is set up with animals and staff before the advertised start time of the adoption event
- Do not break down or leave the adoption event prior to advertised end time
- Contact the general manager or adoption captain in advance (24 to 48 hours) if you cannot attend the scheduled adoption event
- If for any reason you are declining someone's adoption application, do so with tact and sensitivity
- Do not require potential adopters to adopt two or more animals unless there is an extenuating circumstance
- All potential adopter applications should be reviewed on a first-come, first-served basis
- Note that if for any reason the adoption doesn't work out, all adoption partners must accept the returned animal