

# Volunteer Policy Manual



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## **WELCOME!**

The success of The Nobody's Cats Foundation is dependent upon the efforts of our volunteers, professional employees and the board of directors. All who share a commitment to our mission and policies are welcome to join us in our work regardless of their background, ethnic origin, race, age or gender. Although our greatest focus must be for the cats in our care, we greatly value everyone's time, talents and efforts and accept them as special gifts to be appreciated, respected, recognized and never taken for granted. Our reputation and ongoing success depends on YOU!

## **Our Mission**

Promote adoption of Trap, Neuter, Return as the preferred strategy for humanely managing and reducing free-roaming cat populations in south central Pennsylvania.

## **Our Vision**

Nobody's cats are everybody's cats.

## **About Us..**

Our four major strategies and some of the ways we hope to implement them are:

- Create a culture of "ownership" of free-roaming cat colonies by individuals, businesses, volunteer groups, youth groups, municipal bodies, and others. Through on-line resources, public presentations, and use of the news and social media, we will seek to raise awareness of the prevalence of free-roaming cats, the causes and consequences of their presence, and how humane action by affected parties can create significant short- and long-term benefits.
- Encourage owner caretakers to implement Trap Neuter Return programs based on benchmarked policies and procedures. By creating and providing fact sheets, instructions and other resources derived from respected national peer sources and tailored to our region, we hope to promote the acceptance of standard and effective approaches. We also will link caretaker owners to surgical services provided by other TNR programs offered through local non-profit agencies and the foundation's surgery clinic and will reward and promote success with an annual award program for colony owner caretakers.
- Coordinating and funding high-value, measurable Trap Neuter Return projects. We will focus on definable, measurable projects to create results that promote similar projects. Combining the efforts of multiple organizations and governmental and private bodies for comprehensive and sustained results.
- Creating and funding a network of dedicated Trap Neuter Return spay/neuter surgery clinics to provide a high volume of Trap Neuter Return surgeries for free-roaming cats to the community. We will focus on a high volume of from 200-300 TNR surgeries and related services weekly using highly qualified and motivated paid staff in a modern permanent clinical setting. We also will engage local veterinarians and technicians to augment results with volunteer surgical clinics. Services will be offered at a low cost of \$25 per cat and will include at a minimum altering, ear tipping, and rabies vaccination.

## **Training and Volunteer Requirements**

All staff, professional and volunteer, will be provided with mandatory training programs to ensure continuity, exchange of new information and policies and to ensure safety for the staff and cats in our care.

Our volunteer coordinators will discuss the many aspects of our program such as daily intake and discharge of the cats, office work, fundraising, clinic upkeep/maintenance, educational programs, computer tasks and many more opportunities. Volunteers will then be matched with tasks that meet their interests and skills with clear instructions, deadlines, materials and tools to complete the tasks.

Many volunteers cover responsibilities that need to be scheduled on a regular basis – weekly, bi-weekly or monthly. These positions are critical to the success of our organization. If a volunteer fails to make themselves available when scheduled, others must take on the tasks you were expected to accomplish. If you are unable to attend a scheduled work day or if you will arrive late, please contact your volunteer coordinator with as much notice as possible.

Working in the surgical area is a privilege and requires special skills. Qualifications and placement of these volunteers will be made at the discretion of the professional staff.

### **Age of Volunteers**

The minimum age of our in-clinic volunteers is 18 years of age. Volunteers between the ages of 14 – 18 can assist in special projects or fundraising events if accompanied by a parent. Volunteers under 18 years must present a waiver of liability form signed by a parent or legal guardian.

### **Dress Code**

We are a professional organization and expect all volunteers to reflect this both in dress and conduct. The surgery center policy will include specific dress requirements such as scrub tops and closed, sturdy shoes. If working in the office, volunteers are expected to wear clothing appropriate for the volunteer duties they are performing. If greeting or in conduct with the public, they should wear what is generally known as business or business casual. When working events outside the facility, dress appropriate for that event and weather conditions is acceptable. The Nobody's Cats Foundations T-Shirts are available to purchase for a modest cost and are a good choice for these events.

### **Volunteer Conduct**

The Nobody's Cats Foundation has the right to terminate a volunteer with or without cause, but will always consider the cause leading to the termination.

Although it is not possible to list all forms of behavior or conduct that are considered unacceptable in the work place, the following are examples of infractions or conduct that may result in the termination of the volunteer relationship.

- Theft or inappropriate removal or possession of NCF property
- Misuse of organization funds, equipment or materials
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer or use of alcoholic or illegal drugs in the work place, while on duty or while operating NCF equipment
- Fighting or threatening violence in the work place
- Boisterous or disruptive activity in the work place
- Negligence or improper conduct leading to damage of property
- Repeated failure to carry out a reasonable job assignment
- Gross misconduct or insubordination, including negative or disrespectful comments regarding the NCF or any other animal program or veterinary practice
- Violation of safety or health rules

- Sexual or other unlawful harassment or discrimination
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the work place
- Excessive absenteeism without notice
- Releasing confidential information

## **Smoking**

Smoking is prohibited in the clinic and immediately adjacent to entrances. Smoking is permitted outside the building in the parking area. This is a matter of courtesy and safety as there is oxygen in our surgical area. If necessary, visitors should be made aware of this policy.

## **Safety**

The volunteers and professional staff share responsibility for establishing and maintaining a safe work environment. The NCF will attempt to ensure a safe work environment and comply with federal, state and local safety regulations. In turn, you are expected to obey safety rules and to exercise caution of all your work activities. You are asked to report any unsafe conditions to the volunteer coordinator immediately.

Fire exits are posted. Fire extinguishers are readily available. Report any work related illness or accident to the office manager immediately. A first-aid kit is available. Contact 911 for serious situations. Please let us know if you are a current CPR or emergency responder.

## **Funding**

The Nobody's Cats Foundation is a 501(c)3 non-profit organization. Our primary source of funding comes from fees generated from surgeries. Fundraising and donations will be used for surgery subsidies, emergency medical treatment, equipment, expenses and overhead. From time to time, grants may be available for specific projects. We welcome ideas to raise funds and depend on the efforts of our volunteers to succeed in our fundraising efforts.

## **Drug Free Policy**

Possession, distribution, sale, transfer or use of alcoholic or illegal drugs in the work place, while on duty or while operating NCF equipment is prohibited.

## **Harassment and Discrimination**

The NCF will not discriminate based on an individual's age, race, sexual orientation, ethnicity, religion or any other federally protected class. The NCF is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. The NCF prohibits any actions, words, jokes or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical condition or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action.

The NCF prohibits any harassment between volunteers, employees or other non-employee on the basis of sex. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones and conduct,

either verbal or physical. Misconduct applies to males and females, and includes harassment between individuals of both sexes and the same sex.

Any volunteer who believes he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been harassed must immediately report the matter to the volunteer coordinator, office manager or President.

### **Eating**

A staff break room is available for your convenience. Please put your name on any food or beverage. Remember to wash hands prior to handling food or eating. It is everyone's responsibility to keep the area clean.

### **Confidentiality**

We respect and value your confidentiality as a volunteer. Our policy is not to sell, disclose or distribute any information about you or our clients. From time to time, you may be privy to confidential information relative to our organization, our clients or other volunteers or employees. Our volunteers shall not disclose confidential information to others.

**THE NOBODY'S CATS FOUNDATION**  
**VOLUNTEER ACKNOWLEDGEMENT**

I am in receipt of The Nobody's Cats Foundation Volunteer Policy Manual and understand I should consult with the NCF Volunteer Coordinator or President if I have any questions about the policies or procedures contained therein.

I understand that from time to time there may be revisions to the Volunteer Policy Manual. Such revisions will require the prior approval of the Board of Directors and will be communicated to volunteers.

I have entered into my volunteer relationship with The Nobody's Cats Foundation voluntarily and acknowledge there is no specified length of volunteering. Accordingly, either the NCF or I can terminate the relationship at will, with or without cause, at any time.

Furthermore, I acknowledge that this manual is neither a contract of employment or volunteering, nor a legal document. Although some or all of the policies and procedures may have been explained to me verbally, I understand that it is my responsibility to fully read and comply with the policies contained in this handbook and any revisions made to it.

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Volunteer's Printed Name

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Volunteer's Signature

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Date Signed