

Best Friends volunteer code of conduct

Thank you for volunteering for Best Friends Animal Society–Utah. What you say and do while acting as a volunteer for Best Friends–Utah reflects on Best Friends as a whole. Because of that, we have high standards of conduct and service for our volunteers.

Standards of conduct

Below are the standards that all Best Friends volunteers are expected to abide by while volunteering for the organization. By reading and then signing this document, Best Friends volunteers agree to:

1. Be positive in all of their interactions with members of the public, including (but not limited to) representatives of other animal welfare organizations, reporters, potential adopters, visitors and other volunteers.
2. Support Best Friends' policies while acting as a Best Friends volunteer. Best Friends has set its own official policies regarding certain animal welfare issues. If Best Friends has taken a stand on an issue, volunteers are expected to support that view while serving in their capacity as volunteers. If Best Friends has not taken a position on a particular issue, volunteers are expected to remain neutral on the matter while representing Best Friends. Any personal comments should be clearly identified as personal comments that don't reflect the views of Best Friends.
3. Never argue with anyone or dismiss someone's point of view. Volunteers are expected to respond positively to complaints and then pass the information to their designated Best Friends staff contact.
4. Present an image that is both professional and appropriate to their working conditions.
5. Provide accurate and timely information. If a volunteer doesn't know the answer to a question, he/she will be responsible for finding the answer by asking Best Friends staff.
6. Not speak for Best Friends to the media without prior permission from their direct Best Friends supervisor.
7. Be very familiar with Best Friends' mission, guiding principles and goals, and stay up to date on its programs and services.
8. Report as scheduled for volunteer duties. Volunteers are expected to volunteer weekly. If unable to report, volunteers must contact designated Best Friends staff to let them know that they will be unable to volunteer.
9. Follow all Best Friends volunteer policies and procedures (detailed in the Volunteer Handbook), as well as directions given to them by Best Friends staff.
10. Maintain the confidentiality of all proprietary or privileged information of Best Friends Animal Society to which they are exposed while serving as volunteers.

Potential causes for dismissal from volunteer service

Best Friends strives to provide coaching whenever possible to our volunteers if they are not fulfilling the responsibilities of their position or have not acted in Best Friends Animal Society's interests. **However, circumstances may sometimes warrant immediate dismissal.** Volunteers should keep in mind that the volunteer commitment is by the mutual consent of the volunteer and the Best Friends volunteer management staff. Either the volunteer or the Best Friends volunteer management staff can terminate this relationship at will.

There are several reasons that may be cause for dismissal from volunteer service. They include, but are not limited to:

- Animal neglect or abuse (immediate dismissal)*
- Breach of confidentiality (immediate dismissal)*
- Theft (immediate dismissal)*
- Sexual harassment (immediate dismissal)*

- Blatant disregard for rules and staff instruction
- Misuse of Best Friends resources or equipment
- Failure to adhere to policies or follow procedures
- Inactivity (failure to show up for a shift without notice two times)
- Inappropriate drug or alcohol use
- Inappropriate or unprofessional conduct
- Lack of teamwork when required
- Misrepresentation of Best Friends Animal Society
- Violence or implication of violation
- Bringing personal pet(s) during volunteering
- Bringing untrained, non-volunteers into the kitten nursery without permission

*These aren't the only reasons for immediate dismissal from volunteer service

A volunteer who exhibits any of the above behaviors may be dismissed immediately or may receive a warning. If the behavior happens again, the volunteer will be dismissed immediately.

My signature below indicates that I have read and agree to abide by the standards of conduct outlined above. I understand that my failure to adhere to the standards described here may result in my dismissal from volunteer service with Best Friends Animal Society.

Volunteer's name XXXXXXXXXXXXXXXXXXXXXXXXXXXX Date 4/9/15

Volunteer's signature XXXXXXXXXXXXXXXX

Best Friends staff name _____ Date _____

Best Friends staff signature _____