

## Volunteer Disciplinary Policy

If, at any time, a volunteer violates the Humane Society of Camden County policies or is deemed unfit for volunteering for any reason, the Volunteer Coordinator and management reserves the right to immediately request that the volunteer leave the shelter premises. A volunteer may also be suspended from their volunteer activity as necessary until a final determination can be made or the action to be taken. A volunteer may be asked to not return to Shelter activities and terminate volunteer activities.

Prior to any request by the Volunteer Coordinator for reassignment, suspension, or permanent dismissal, the following effort should be made to resolve the matter; however, the Volunteer Coordinator and management is under no obligation to do so;

1. Provide clear warning and notice to volunteer(s).
2. Provide retraining if needed.
3. Consult with the Shelter Manager and the Board of Directors for possible reassignment.

## Volunteer Termination

The Humane Society of Camden County reserves the right to terminate a volunteer's service at any time, with or without notice. We advise volunteers to follow staff directives and to not represent themselves as employees. The following are examples that may result in termination:

- ★ Stealing or substance abuse
- ★ Discourtesy/rudeness to another volunteer, staff member or citizen
- ★ Misrepresenting HSCC or HSCC staff in any way
- ★ Unauthorized communication with media regarding shelter policies or practices. This includes, but is not limited to, negative comments/posts on social media platforms.
- ★ Any deliberate act of cruelty to an animal
- ★ Careless, negligent performance of volunteer duties

Volunteers who do not adhere to the policies and procedures of the animal shelter or who fail to satisfactorily perform their volunteer assignments are subject to termination. The termination of a volunteer is at the authority of the Volunteer Coordinator, Shelter Manager, and Board of Directors. The following disciplinary procedure will be followed when the Volunteer Coordinator determines the conduct of a volunteer is inappropriate:

- ★ **First Action:** Verbal Warning
- ★ **Second Action:** Request by the Volunteer Coordinator/Manager to leave premises for the day
- ★ **Third Action:** Suspension from the Shelter with Corrective Action Plan
- ★ **Fourth Action:** Termination from the program.

## Volunteer Code of Conduct

By signing this agreement, I \_\_\_\_\_, agree to the following Humane Society of Camden County (HSCC) Volunteer Code of Conduct:

I understand that the goal of the volunteer program at HSCC is to engage and educate the public on the mission and philosophy of HSCC, to support shelter activities, and to provide supplemental care and enrichment for the lives of shelter animals and that my actions and attitudes should always further these goals. I understand that I can and should always seek guidance if I am ever unclear about the mission, philosophy or practices of HSCC.

I agree to conduct myself in an appropriate and professional manner while volunteering for HSCC, following and publicly supporting HSCC programs, policies and practices. In my capacity as a volunteer, I agree to consistently conduct myself in a manner consistent with humane treatment of HSCC animals and professional interaction with HSCC employees, patrons, other volunteers, and members of the public.

I understand that HSCC welcomes and relies upon volunteer feedback. If I am ever in disagreement with any philosophy, policy or practice of HSCC, I agree to use the appropriate, established communication channels to share my concerns or feedback. The channels are, in order:

1. Communicate first with the Volunteer Coordinator. I will place my concerns on the appropriate form or email the Volunteer Coordinator at [hsccvolunteerwithme@gmail.com](mailto:hsccvolunteerwithme@gmail.com).
2. If I feel my concern was not addressed at this level, I will then communicate it directly to the Board of Directors.

I understand that I am responsible for reviewing all the materials given to me at orientation including the Volunteer Manual. If I have any questions or do not understand anything in the materials, I agree to ask the Volunteer Coordinator.

I know that as a HSCC volunteer, I represent the Humane Society of Camden County, and I promise not to engage in any activity or communication that may cause harm to the reputation of HSCC. I agree to be a role model for the humane treatment of animals, at home and in all places as well as while working with the shelter animals.

I agree to accept supervision, direction and support from the HSCC staff and understand that they will provide me with feedback to help me perform my volunteer duties most effectively and safely, and in the best interest of the animals I am volunteering for.

I understand that failing to observe the above agreements could result in my dismissal from the volunteer program, and that I can be removed at any time at the discretion of the Volunteer Coordinator or the Board of Directors.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
(Parent or Legal Guardian for volunteers under the age of 18)