



Volunteer Manual

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Welcome!

Thank you for volunteering your time and talents with the animals at any of Humane Animal Rescue of Pittsburgh's locations. Volunteers are an essential part of the day to day operation of the shelters, and one of the most important parts of the continued wellbeing of the animals in our care.

Volunteering at an animal shelter or rehabilitation center is not an easy task, but is extremely rewarding. Your love of animals led you to volunteer and it is our hope that this love will develop into a commitment to the welfare of the animals at Humane Animal Rescue of Pittsburgh and to working along with our staff to reach our goals. Volunteering with animals can lead to headaches, heartaches, and, of course, joy; giving back to those who cannot help themselves. Through all this, keep in mind it is through your skills and commitment that we can make a difference in the lives of these animals and in our community.

We look forward to working with you and please let us know if we can help you during your journey as a volunteer.

Sincerely,

The Staff of Humane Animal Rescue of Pittsburgh

Our Vision: *The end of animal abuse, suffering and homelessness.*

Our Mission: *Caring for animals, inspiring communities*

Our Purpose

Humane Animal Rescue of Pittsburgh continues the legacies of the Animal Rescue League & Western PA Humane Society, bringing greater efficiency in animal care processes, staff training, and cutting-edge practices to one cohesive organization. We strive to provide all aspects of care to abandoned, neglected, and injured animals; reunite lost pets with their caregivers or seek new families for them; educate the community on humane care and interactions with all animals with the goal of reducing pet overpopulation and negative relationships with native wildlife; reinforce a standard of living for animals and prevent cruelty; and provide assistance and medical care to injured, orphaned, or ill native Pennsylvania wildlife with a goal of returning them to their natural habitat. Our open door policy ensures that no animal is ever refused shelter.

Why we are proud to be an *OPEN DOOR SHELTER*

Did you know that very few animal shelters in Western Pennsylvania accept all domestic animals, regardless of age, health or temperament? Many other shelters choose to reject animals that don't fit a particular profile. We have an "open door" policy, so every animal finds shelter here, every day. For generations, the community has relied on us as a resource for adoption, foster homes, veterinary care, behavioral training and animal welfare advocacy. We consider the unique needs of all the animals in our care and work compassionately to prepare every safe, appropriately socialized pet for a wonderful new life. As you can imagine, opening our doors to so many animals requires the support of people like you. Thank you for donating your time to Humane Animal Rescue of Pittsburgh. Find out more about the Open Door philosophy at opendoorshelters.org.

Handbook Purpose

This Manual is designed to acquaint you with our organization and provide you with general information about volunteer conditions and policies affecting your involvement as a volunteer.

The general policies contained in this Manual apply to all volunteers of Humane Animal Rescue of Pittsburgh. Following the policies described in this Manual is considered a condition of continuous volunteer work. The Manual is a summary of our policies, which are presented here only as a matter of information and should not be considered as a contract of volunteering.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with an environment that is constructive to both personal and professional growth.

VOLUNTEER POLICIES AND PROCEDURES

Volunteer ID:

All volunteers will receive a volunteer badge for identification purposes. Please wear your badge anytime you are representing the shelter as a volunteer.

Staff Only Areas:

Volunteers are to remain in designated areas, unless specifically instructed otherwise. Do not enter staff only areas. Do not ask staff to grant you access to staff only areas.

Professional Attitude:

Volunteers must:

- Take their commitment seriously.
- Agree to conduct themselves in a professional manner with the animals, co-volunteers, staff, and the public.
- Maintain a professional and **positive** attitude. Disparaging the organization or staff will not be tolerated. This includes comments on social media.
- Keep all client data confidential. No names of clients are to be discussed outside our organization.
- Be friendly, warm, and courteous to the public, and put them at ease.
- Be neat and accurate.
- Ask the staff for assistance with any questions to which you are not sure of the absolute correct answer.

Attendance:

- We ask that volunteers commit to a regularly scheduled 2 hour shift per week. Volunteers may sign up for “extra” shifts as long as they have good attendance in their scheduled shift.
- Be reliable. If you cannot keep your scheduled time, please notify your Team Lead, a member of your team, the Volunteer Manager, or post on the Facebook group.
- Each volunteer has made a commitment. You have agreed to a certain job, certain hours, and a certain amount of time.
- Volunteers are required to sign in upon arrival through VicTouch, each time you come to volunteer. Upon completion of service, sign out. Conscientious effort to this important detail will enable us to maintain accurate records. Volunteers who are consistently unwilling to sign in and out may be terminated from the program. In the case of an emergency, the Volunteer Manager will use Volgistics to see who is in the building.

Proper Dress:

- Volunteers are asked to convey a professional public image. Overall appearance should be clean and neat. Wearing of shorts is not recommended. Shoes must have covered toes. For those positions involving direct animal care, large hoop or dangling earrings represent a safety hazard and should not be worn. Volunteers are likely to get dirty during the course of volunteering, please wear comfortable clothes that are easy to wash!

Volunteer Personal Property:

- The Humane Animal Rescue of Pittsburgh is not responsible for loss, theft, or damage of personal items. Volunteers are advised not to bring excessive amounts of cash or valuables with them. Lockers are available for volunteer use. Volunteers must supply their own lock, and remove it after each shift.

Media Procedures:

- In order to maintain accuracy in information dissemination and branding, it is essential that volunteers not talk to the media about their work at Humane Animal Rescue of Pittsburgh unless it is coordinated through the Director of Marketing and/or the CEO.
- Media is anything that will be printed, broadcast, or televised about the Humane Animal Rescue of Pittsburgh. We welcome any contacts or story ideas you may have.
- Please refer to the Social Media section in this document for policies specific to that medium.

Suggestions:

- Make suggestions! We welcome your ideas as a means of improving our operations. Suggestions can be made to the Volunteer Manager.

Discipline and Terms of Service:

The Humane Animal Rescue of Pittsburgh's Volunteer Program encourages growth and improvement rather than focusing on punishment and negative feedback. Volunteers who commit minor violations of policy and procedure will be verbally counseled, in an effort to achieve acceptable compliance. Continued violations could result in additional counseling or dismissal. Serious violations (animal abuse; abusive, threatening, harassing behavior to staff or customers; disclosure of confidential information, etc.) could result in the immediate termination of service.

Volunteer Service Record

The volunteer service record is the method of reporting and documenting volunteer hours. This documentation of volunteer service hours is often used by nonprofits in board reports, to obtain funding, etc. This documentation must occur every time you participate in a volunteer activity.

Different programs have different reporting procedures which will be explained in greater detail by your supervisor.

All dog, cat and rabbit handlers, Humane Education and on-site non-animal handlers must sign in at the start of your shift and sign out at the end of your shift using the Volgistics VicTouch monitor located in or near the Volunteer Center. If you are at an offsite event, volunteers are to log hours in VicNet.

Please ask the Volunteer Manager if you need help logging into VicNet.

If documentation confirming volunteer hours is needed for any reason, please ask the Volunteer Manager.

Volunteer/Employee Conflict Resolution:

POLICY

Problems, misunderstandings and frustrations may arise in the workplace. It is HARP's intent to be responsive to our employees and volunteers regarding their concerns. Therefore, an employee or volunteer who is confronted with a problem may use the procedure described below to resolve or clarify his or her concerns.

PROCEDURE

Informal Resolution

The HARP will make a good faith effort to achieve an informal resolution of a problem brought to its attention through direct consultation with all parties involved. Many complaints and conflicts can be resolved through open discussion between the parties involved and employees and volunteers are encouraged to engage in direct consultation with one another in an effort to achieve conciliation.

Informal resolution is a voluntary process of dispute settlement in which a neutral third party helps the involved individuals reach a voluntary resolution through negotiation, persuasion and problem solving. Mediation is conducted by the Supervisor based on comfort level with the mediator by those involved. Volunteers and staff members who agree to participate in voluntary mediation do not give up the right to file a formal grievance at a later time if informal attempts to resolve a problem have not been successful.

The mediation process is best utilized for resolving interpersonal conflicts and disagreements and is not intended to be used for resolution of alleged violations of agency policies, employee misconduct and failure to meet performance standards. While a staff member or volunteer may desire to resolve a problem informally, the HARP retains the right to conduct a formal investigation and take appropriate corrective action as it determines necessary.

If informal attempts to resolve a complaint or conflict are not successful or are not appropriate given the nature of the problem, a staff/volunteer member may commence a formal complaint through the grievance procedure outlined below.

Formal Grievance Procedure

1. Employees or volunteers should initially discuss their concerns with their immediate supervisor. If the complaint involves the employee's or volunteer's supervisor, the employee or volunteer should schedule an appointment with that supervisor to discuss the problem that gave rise to the complaint within five (5) working days of the date the incident occurred.

The immediate supervisor should respond in writing to the complaint within five (5) days of the meeting held with the complainant employee or volunteer.

2. If the discussion with the immediate supervisor does not resolve the problem to the mutual satisfaction of the employee or volunteer and the supervisor or if the supervisor does not respond to the complaint, the employee or volunteer may submit a written complaint to the employee's director and a copy should be forwarded to Human Resources. The submission of the written complaint is due within five (5) working days of the response from the supervisor and must include:

- The problem and the date when the incident occurred.
- Suggestions on ways to resolve the problem
- **A copy of the immediate supervisor's written response or a summary of his or her verbal response** and the date when the employee or volunteer met with the immediate supervisor. The complaint should state if the supervisor provided no response.

Employees/Volunteers may request assistance with writing their complaints from Human Resources.

Upon receipt of the formal complaint, the director must schedule a meeting with the employee or volunteer within five (5) working days to discuss the complaint. Within approximately five (5) working days after the discussion, the director should issue a decision both in writing and orally to the employee or volunteer filing the complaint.

1. If the employee or volunteer is dissatisfied with the decision of the director, the employee or volunteer may, within five (5) working days, appeal this decision in writing to the Human Resources Department to investigate the complaint.

Human Resources may call a meeting with the parties directly involved to facilitate a resolution or may refer complaints to a review committee if Human Resources is of the opinion that the complaint raises serious questions of fact or interpretation of policy. Human Resources may gather further information from involved parties. All involved individuals, other than Human Resources, will be charged with the responsibility of not discussing the situation with any other employee/volunteer or with the complainant employee/volunteer.

2. Additional guidance.

If an employee or volunteer fails to appeal from one level to the next level of this procedure within the time limits listed above, the problem shall be considered settled on the basis of the

last decision and the problem submitted by the employee/volunteer shall not be subject to further consideration.

Because problems are best resolved on an individual basis, the conflict resolution procedure may only be initiated by individual employees/volunteers and not by groups of employees/volunteers.

Humane Animal Rescue of Pittsburgh reserves the right to impose appropriate disciplinary action for any conduct it considers to be disruptive or inappropriate. The circumstances of each situation may differ and the level of disciplinary action may also vary, depending upon factors such as the nature of the **offense, whether it is repeated, the employee/volunteer's work record and the impact of the conduct on the organization.**

No one will be retaliated against for filing a complaint under this procedure. All complaints must be made in good faith.

Volunteer Corrective Action and Dismissal Policy

Corrective Action

Corrective action may be taken if the volunteer's work is unsatisfactory. Corrective action is within the discretion of the Volunteer Manager and/or Chief Executive Officer and may include:

- Additional supervision
- Reassignment and/or Retraining with possible suspension
- Referral to another volunteer position
- Dismissal from the HARP program

Volunteer Dismissal

Volunteers who do not adhere to the policies and procedures of HARP or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Dismissal is within the discretion of the Volunteer Manager and/or CAO and CEO.

Grounds for dismissal may include, but are not limited to:

- Any abuse or maltreatment of an animal while volunteering
- Violation of program policies and procedures or PA state animal laws
- Gross misconduct or insubordination
- Being under the influence of alcohol or drugs while performing volunteer duties
- Theft of property or misuse of program equipment or materials
- Change of treatment plan to any animal without prior consent (i.e. change in medications, euthanasia, changes to habitat)
- Mistreatment or inappropriate conduct toward customers, other volunteers or agency personnel
- Making unauthorized statements to the media
- Taking action with an animal without program approval for off-site visits, events, etc.
- Failure to complete required initial or ongoing training

- Failure to accept assignments over a period of twelve months
- Two No-Call, No-Shows
- Excessive call offs from shifts.
- Breach of confidentiality, including defamatory language or postings related to HARP
- Failure to satisfactorily perform assigned duties
- Criminal activities

End of Volunteer Service Policy

If at any time you wish to end your volunteer position for any reason, please alert the Volunteer Manager as soon as possible. You can do this in person, by email or by phone. We may ask for you to fill out an exit survey. This provides valuable feedback to improve our program.

Returning Student Policy

Individuals whom leave or take a leave of absence in order to return to academia will be removed from the active volunteer and email lists. They must notify the Volunteer Manager of any desire to return to volunteering before actively doing so. These individuals are subject to re-admittance via the Volunteer Manager and the Wildlife Center Clinic Coordinator. They may also be subject to additional training. They will only be placed on the active volunteer email list providing they can commit to a month or longer of returned service. Approval of return reinstates the requirement to adhere to all volunteer policies. Volunteers who do not adhere to the policies and procedures of the HAR or who fail to satisfactorily perform their volunteer assignment are subject to dismissal.

GENERAL POLICIES AND PROCEDURES

Standards of Conduct:

The work rules and standards of conduct for Humane Animal Rescue of Pittsburgh are important, and the organization regards them seriously. All employees and volunteers are urged to become familiar with these rules and standards. In addition, employees and volunteers are expected to follow the rules and standards faithfully in doing their own jobs and conducting shelter business. Please note that any employee or volunteer who deviates from these rules and standards will be subject to corrective action, up to and including immediate termination.

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, up to and including immediate termination:

- Any inhumane treatment or harm caused to HARP animals or animals served through our clinics
- Theft or inappropriate removal or possession of property
- Working under the influence of alcohol or illegal drugs
- Possession, manufacture, distribution, sale, transfer, dispensation or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of organization-owned or customer-owned property
- Disrespectful conduct
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment
- Unauthorized use of telephones, or other Company-owned equipment
- Using Company equipment for purposes other than business (e.g., playing games on computers or personal Internet usage)
- Unauthorized disclosure of confidential information
- Violation of personnel policies
- Unsatisfactory conduct

Drug-Free Workplace Policy

Humane Animal Rescue of Pittsburgh recognizes alcohol and drug abuse as potential health, safety and security problems. It is expected that all volunteers will assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances. Compliance with this substance abuse policy is made a condition of volunteerism.

Volunteers are prohibited from the following when reporting to the HARP shelters, or for any off-site events:

- The unlawful use, possession, transportation, manufacture, sale, dispensation or other distribution of an illegal or controlled substance or drug paraphernalia;
- The unauthorized use, possession, transportation, manufacture, sale, dispensation or other distribution of alcohol; and

- Being under the influence of alcohol or having a detectable amount of an illegal or controlled substance in the blood or urine (“controlled substance” means a drug or other substance as defined in applicable federal laws on drug abuse prevention).

If a volunteer reports to HARP in a condition giving reasonable cause to suspect the influence of alcohol or illegal drugs, the volunteer will be asked to leave the premises immediately. Further incidents will result in termination of volunteer services.

Violence-Free Workplace

It is Humane Animal Rescue of Pittsburgh’s policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, the shelters will not tolerate violence or threats of violence of any form in the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to Humane Animal Rescue of Pittsburgh employees, volunteers, clients, customers, guests, vendors, and persons doing business with Humane Animal Rescue of Pittsburgh.

It will be a violation of this policy for any individual to engage in any conduct, verbal or physical, which intimidates, endangers, or creates the perception of intent to harm persons or property.

Examples include but are not limited to:

- Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax, social media, or e-mail).
- Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a co-worker.
- Possession of firearms or any other lethal weapon on Company property, in a vehicle being used on Company business, in any Company owned or leased parking facility, or at a work-related function.
- Any other conduct or acts which management believes represents an imminent or potential danger to work place safety/security.

Anyone with questions or complaints about workplace behaviors which fall under this policy may discuss them with the Volunteer Manager. Humane Animal Rescue of Pittsburgh will promptly and thoroughly investigate any reported occurrences or threats of violence. Violations of this policy will result in disciplinary action, up to and including immediate termination of employees/volunteers. Where such actions involve non-employees/volunteers, Humane Animal Rescue of Pittsburgh will take action appropriate for the circumstances. Where appropriate and/or necessary, Humane Animal Rescue of Pittsburgh will also take whatever legal actions are available and necessary to stop the conduct and protect the organizations employees, volunteers and property.

Workplace Harassment Policy

Humane Animal Rescue of Pittsburgh's policy is to provide a work environment that is free from harassment. Therefore Humane Animal Rescue of Pittsburgh will not tolerate harassment based on age, race, gender, gender-identity, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, status with respect to public assistance, and other characteristics protected under state, federal, or local law. Such conduct is prohibited in any form at the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to all Humane Animal Rescue of Pittsburgh employees, volunteers, clients, customers, guests, vendors, and persons doing business with the organization.

Sexual harassment is one type of prohibited harassment which warrants special mention.

Sexual harassment has been defined according to the Humane Animal Rescue of Pittsburgh's guidelines as:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

Submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment;

Submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's employment; or

Such conduct has the purpose or effect of interfering with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

Examples of conduct prohibited by this policy include, but are not limited to:

Unwelcome sexual flirtation, advances, or propositions;

Verbal comments related to an individual's age, race, gender, gender-identity, color, religion, national origin, disability, sexual orientation, or weight

Explicit or degrading verbal comments about another individual or his/her appearance;

The display of sexually suggestive pictures or objects in any workplace location including transmission or display via computer or smart phone;

Any sexually offensive or abusive physical conduct;

The taking of or the refusal to take any personnel action based on an employee's submission to or rejection of sexual overtures; and

Displaying cartoons or telling jokes which relate to an individual's age, race, gender, gender-identity, color, religion, national origin, disability, or sexual orientation.

Workplace Harassment Policy continued

If you believe that you are being subjected to workplace harassment, you should:

1. Tell the harasser that his or her actions are not welcome and they must stop, if you feel comfortable enough to do so.
2. Report the incident immediately to your supervisor/manager or Human Resources.
3. Report any additional incidents or retaliation that may occur to one of the above resources.

Any reported incident will be investigated immediately and thoroughly. Complaints and actions taken to resolve complaints will be handled as confidentially as possible, given Humane Animal Rescue of Pittsburgh's obligation to investigate and act upon reports of such harassment. Appropriate actions will be taken by Humane Animal Rescue of Pittsburgh to stop and remedy any and all such conduct, including interim measures during a period of investigation.

Retaliation of any kind or discriminating against an employee or volunteer who reports a suspected incident of harassment or who cooperates in an investigation is prohibited. An employee or volunteer who violates this policy or retaliates against an employee or volunteer in any way will be subject to disciplinary action up to and including immediate termination.

Smoke-Free Environment

Our goal is to have a smoke-free environment. Smoking is not permitted at any time in Humane Animal Rescue of Pittsburgh's work areas, including Company vehicles or customer or client areas.

Smoking is allowed outside of the building but smokers must be at least 5 feet away from doors and building entrances. Smokers should be considerate of coworkers, volunteers, customers, and members of the public. Help to maintain a clean entryway by depositing cigarettes in appropriate containers and staying far enough away from doors so that smoke does not blow into the building.

Confidentiality

Purpose

The purpose of this policy is to define the extent to which certain information, including but not limited to donor and client information, euthanasia policies, internal operations of HARP, and adoption information will be kept private and confidential by Humane Animal Rescue of Pittsburgh, its volunteers, staff and contractors, to fulfill the mission and goals of the organization.

Confidentiality of Humane Animal Rescue of Pittsburgh's business

HARP expects and requires all volunteers, staff and contractors to keep confidential any sensitive or proprietary business-related information belonging to the HARP which has not been released to the

public domain or generally made known to all stakeholders. The confidentiality policy includes the sharing of private information between staff and volunteers.

Such information includes but shall not be limited to:

1. Donor information such as donation amount, addresses, telephone numbers or other personal information
2. Policies and procedures regarding the care of the animals
3. Decisions made regarding the euthanasia process
4. Disclosure of information which could **defame, damage or reasonably damage** the reputation of the HARP or its relationship with customers
5. Confidential information of customers, volunteers or employees including but not limited to addresses, phone numbers, donations or personal information

Signed Agreement to Comply

Humane Animal Rescue of Pittsburgh volunteers and staff shall be required to sign a Confidentiality Agreement. All signed agreements will be kept in employee files or volunteer permanent records.

State of Social Media

Humane Animal Rescue of Pittsburgh recognizes the benefits of social media and appreciates on line expression and encourages an on line presence using sound judgement.

This policy will set forth guidelines that colleagues should follow for all online communications in reference to HARP and applies to any person associated with HARP including but not limited to: employees, volunteers, contract employees, interns, temporary employees, etc.

HARP employees and volunteers are free to publish or comment via social media in accordance with this policy. Employees and volunteers are subject to this policy to the extent they identify themselves as being associated with Humane Animal Rescue of Pittsburgh.

Guidelines and Usage:

Employees and volunteers are encouraged to share available animals on their social media to promote adoptions and help foster the mission and vision of HARP. Remember you are associated and can be construed as representing the overall organization in public forums of this nature. Discretion should be used to prevent any misconceptions.

Employees and volunteers are encouraged to use the following guidelines when using social media:

- Apply a “good judgment” test for every activity related to online communication. Think of the following:
 - Could your posting negatively affect HARP's partnerships within the community, adopters and potential donors?

- Could what you are posting possibly limit adoptions and/or donations by community members?
- Could your posting potentially harm the relationship between the shelter and its surrounding community?
- All posts should display professionalism, be respectful and truthful.

To insure clarity of message and to avoid any internal or external confusion in relation to the HARP's official position and message HARP must not be identified online. For example, logon IDs and usernames may not include the HARP's name or logo without prior approval from the Chief Executive Officer.

Social Media and Photography (Specific to the Wildlife Center)

Humane Animal Rescue of Pittsburgh's Wildlife Center must instate a strict Social Media and Photograph Policy to stay in compliance with its permits with U.S. Fish & Wildlife Service, Pennsylvania Game Commission and United States Department of Agriculture. In addition, photos and videos depicting inappropriate actions or comments on the Wildlife Center are extremely detrimental to the reputation of the agency. Social media is a very public forum and can also be educational. Photos that depict inappropriate handling of wild animals will send the wrong message to uninformed people. Volunteers are expected to abide by the rules listed below.

Volunteers must get the express consent of the staff prior to taking photos of the animals, procedures, education programs, and events.

All submitted photos may be used by HARP for promotional purposes.

Preferred Photos:

- Depict rehabilitation in action with staff, interns, and volunteers.
- Depict circumstances requiring interventions (as in orphaned or injured animals).
- Show a visible barrier between the handler and the animal, ie gloves and personal protective equipment (PPE).
- Depict medical conditions that result in the need for rehabilitation. These types of photos are good for credibility of our work.
- Demonstrate key concepts that are aligned with our messaging (wild fostering, humane harassment, respect for wildlife, preventing "abduction", etc).
- Depict outreach such as educational programming and events.
- Show baby animals. Studies show that people will look longer at these photos than those of adult animals.
- Photos/videos of any HAR Wildlife Center Education program or Educational Ambassador must clearly show people maintaining a distance of at least 4' from the animal.

Photos that are NOT Permitted:

- Person cuddling or posing with animals
- Selfies
- Person looking into camera – aka posing
- Animal is posed or with props

- Depict inappropriate animal or human behavior or bond
- Photos/videos of Wildlife Center rehab patients that have been explicitly noted as a “No Photos Please” animals. These would include critically ill or injured animals, endangered species, high stress species, or animals held for court cases.

Wildlife Center Volunteers Must:

- Ask permission BEFORE taking photos, explaining what pictures there are interested in taking.
- Obtain permission BEFORE sharing photos.

Please submit photos/videos to the Volunteer Manager for prior approval. Violators will receive disciplinary notices and possible termination.

Confidentiality and Disparagement:

It is acceptable to talk about your volunteer work and have a dialog with the community, but it is not acceptable to publish confidential information. We require that information or opinions related to the internal operations of the HARP is treated as confidential and that no disparaging or misinformed statements are made online that would damage or reasonably damage HARP’s brand and reputation.

Internal operations and support services are to be treated as confidential and not to be disclosed. For example: donors, customers, partners, or suppliers Identifying customers, partners, or suppliers by name.

Relevant Media Outlets:

It is unacceptable, without prior approval, to post any comments or pictures of unavailable animals, wildlife, or any animals subject to confiscation, judicial order, and other restricted or confidential situations.

Pictures and comments in relation to the above should not be posted on to online forums including but are not limited to: personal blogs or websites, LinkedIn, Twitter, Facebook, Myspace, personal websites, Instagram, and other electronic medium.

Usage:

Employees and volunteers are encouraged to share available animals on their social media to promote adoptions and help foster the mission and vision of the Organization. Remember you are associated and can be construed as representing the overall organization in public forums of this nature. Discretion should be used to prevent any misconceptions.

Communication Protocol:

In the event you are made aware of misrepresentations, as appropriate, or receive any questions about the organization please advise the CEO or other appropriate parties.

Updates on official organization accounts are only to be made by designated users within the organization.

Responsibility:

Any material presented online in reference to the HARP by any colleague is the responsibility of the poster. We encourage all communication to be made in an identifying manner, to establish credibility

above all else. Along with clear identification, colleagues must state that any opinion is yours individually and not that of HARP.

Cell Phone Policy

When at the Wildlife Center, we request that volunteers please turn their phone onto silent or vibrate mode (especially if you have a loud ring tone). If you need to take a call, please do so in the kitchen area or step outside. Human noises can be very stressful to the wildlife, especially if the animals are in shock or in pain. Our goal is to rerelease the wildlife and talking around them may be detrimental to this goal.

Volunteers at either Domestic Shelter may need their cellular device to communicate with other members of their team – this is permissible. Unless in the event of calling for aid during an emergency, cellphones shouldn't be used while animal is out of its kennel. All attention should be kept on the animal.

Volunteers that fail to comply with the policy three (3) times in a month will be sent home. They will also meet with the Volunteer Manager before being permitted to return to their shift.

Safety Policies and Procedures

Humane Animal Rescue of Pittsburgh wants to ensure that our employees and volunteers remain safe and injury-free when accidents are preventable. We expect our employees and volunteers to refrain from horseplay, careless behavior and negligent actions. It is HARP's policy to maintain a safe and secure working environment for all employees, volunteers, visitors and clients.

While working, employees and volunteers must observe safety precautions for their safety and the safety of others. All work and public areas must be kept clean and free from clutter and debris. Any hazards or potentially dangerous conditions must be corrected immediately or reported to a supervisor.

If you are involved in an accident, you must comply with the following procedure:

- Report incident occurring at the HARP shelter to the Volunteer Manager immediately, or another department manager if Volunteer Manager is not available.
- If working at the Wildlife Center, report the accident to any Wildlife Center Manager or other staff member
- Fill out an incident report regardless of the severity of the injury
- HARP is not financially or legally responsible for volunteer injuries on-site, at off-site events, or obtained during the course of fostering.
- While volunteers are not covered under the agency's Workman's Compensation Insurance, it is recommended that in the case of an injury that involves broken-skin, medical care is obtained

Incident reports can be found in the Volunteer Center.

Please adhere to all rules and procedures learned throughout your training to reduce the chance of injury while working with the animals. Failure to do so may result in injury to you or other people and animals or dismissal from the volunteer program.

Emergency Action Plan

Purpose

To proactively protect the health and safety of all HARP employees, volunteers, customers and visitors.

Practice

We recognize that our people drive our business. As our most critical resource, employees and volunteers are safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. No duty, no matter what its perceived result, is more important than employee health and safety.

General Guidelines in an Emergency

Stay calm and think through your actions.

Know important emergency numbers:

- Fire/Police/Ambulance (9) 9-1-1
- Reception desk: 412-345-7300 ext. 150
- Volunteer Manager: 412-345-7300 ext. 231
- Wildlife center Phone: 412-345-7300 ext. 500
- or page for help

Be aware of your surroundings.

- Know where stairwells, exits and fire extinguishers are located.
- In the event of any emergency, leave the building via the closest exit.
- Should an event occur that would require evacuation, employees are to meet in the adjoining 7-Eleven (North side), far end of shelter parking lot (East end) for a head count and further instructions. Do not hesitate to call/alert others if you believe that an emergency is occurring.

Fire

Evacuation:

- Employees, volunteers and visitors are notified of a fire by either the fire alarm system or paged announcement.
- Upon hearing the alarm, immediately evacuate the building using the closest exit.

- Do not delay evacuation to get your coat, personal belongings, finish a phone call, or wait for friends.
- Do not delay evacuation to remove animals.
- Any employee, volunteer or customer having mobility, visual, hearing, or other conditions that may hinder them from becoming aware of an emergency or evacuation may require special assistance at time of emergency.
- If any employee, volunteer or known guest/visitor is missing, immediately report the missing person's name to a Director who will in turn report it to the proper company and civil authorities.
- All employees and volunteers should stay together in the location deemed appropriate, so periodic updates on the situation can be communicated.
- Do not go home, wait in your car, return to the building, or go to another building unless directed by a Director to do so.
- Safety Committee members will be responsible for conducting a last sweep of their areas to make sure everyone has evacuated their area of the building.

Medical Emergency

- Upon discovering a medical emergency, call (9) 9-1-1.
- Call the receptionist or page an emergency announcement.
- Stay with the ill/injured person. Be careful not to come into contact with any bodily fluids unless properly trained and protected.
- Send one person to alert Human Resources so they can notify family members of the ill/injured person.
- Employees in the immediate vicinity of the emergency, but not involved in the emergency effort, should leave the area.

Workplace Violence

- Any employee or volunteer who feels that (s)he has been threatened should immediately report their concern to a manager and Human Resources.
- If you observe anyone, including customers, exhibiting threatening behavior or making threatening statements, warn others in the area and immediately notify Human Resources. Stay away from the person exhibiting the threatening behavior.
- Depending upon the level of concern, (9) 9-1-1 may be called immediately.
- Never attempt to confront any person exhibiting threatening behavior.

Maintenance Policy

The Humane Animal Rescue strives to provide a safe and efficient work environment for both humans and animals. All repairs must be authorized via the Maintenance Manager before undertaking the project. The Maintenance Manager will determine if the job can be completed by volunteers that are willing to assist. If a volunteer finds a needed repair, they are to fill out Repair Request.

If a job is determined to be completed via volunteer help, the involved volunteers must sign out tools with the Volunteer Manager. All tools must be returned at the end of the shift.

If unauthorized repairs are made, disciplinary action will be taken.

Euthanasia Policy

Euthanasia is defined as a painless death. The staff of HARP uses euthanasia when it is deemed necessary. Only a paid staff member can make the decision to euthanize an animal. While we encourage an open relationship with our volunteers, volunteers cannot decide to try to dissuade the staff from this decision. This decision is made when there are no other treatments available that can help to restore the animal back to health. Euthanasia is not taken lightly; it is taking a life. Despite the human feelings that are associated with euthanasia, the animal's best interest must always be considered.

Injuries that impair an animal's ability to survive in the wild (in the case of wildlife) will result in euthanasia. An animal with injuries that cannot heal correctly or conditions that cannot be treated must be put down. Some examples are nerve damage, most compound fractures, severe head trauma, internal bleeding, and advanced illnesses that do not respond to treatment.

Euthanasia is an extremely difficult aspect of working in an animal shelter. Every effort is made to protect and humanely preserve the lives of animals in our care. Euthanasia is seen as a last resort and will be carried out in a caring, responsible, and humane manner by staff members that are trained in euthanasia technique. Decisions to euthanize will be based on health and welfare of animals, staff, volunteers and community. Animals that are medically or behaviorally unfit to adopt out to the public (in the case of domestic animals) will be humanely euthanized.

Euthanasia policies undoubtedly raise many emotions for all involved. We are committed to helping people deal with the difficulties of euthanasia in the best way possible.

Please take the time to read the letter on the following page, which we have attached in order to better help you understand the euthanasia process and possible questions or comments that may arise during your time with us.

Dear Colleague:

In spite of the fact that it is an intensely emotional and difficult subject, euthanasia is something that we must consider before making the commitment to volunteer in any animal shelter.

Unfortunately, due to the nature of sheltering unwanted animals, it is sometimes necessary to euthanize some of the animals that we receive. Depending on the individual circumstances of each case, you may never even see the animal, or you may have interacted or even become attached to an animal that is euthanized.

Please understand that the decision to euthanize (for every single animal) is carefully considered and *all* options are weighed. It is extremely difficult to make the decision to euthanize, hold the animal and then actually perform euthanasia. It is the policy of Humane Animal Rescue of Pittsburgh to perform euthanasia in the most humane manner possible, using euthanasia by injection as our only method.

Decisions regarding euthanasia are unpopular and among the least favorite staff activity, but they must be made on a daily basis. Please do not confront the staff involved with questions like:

- “Why is Fido being put to sleep?”
- “How can you just kill them?”
- “You are so cold hearted.”
- “Are you going to kill this one?”
- “I hope you’ll consider Fido’s (age, breed type, temperament, etc.) before you decide whether or not to put him to sleep.”

These types of negative comments only make a necessary part of their job much more difficult. Staff members work at Humane Animal Rescue of Pittsburgh because they *genuinely like and want to help animals*. Performing euthanasia and making the decisions regarding which animals are euthanized is immensely hard on the people who are tasked with this responsibility as part of their daily job duties.

As a volunteer, be prepared to answer questions concerning euthanasia from your friends and from people you meet who know that you volunteer at an animal shelter. It is important that you both understand and are able to discuss the subject in a calm and objective way.

If you have any questions or concerns about the euthanasia process in general or about a specific decision, please bring your concerns to the Volunteer Manager for discussion. We understand that your questions and feelings need a forum for discussion. Because compassion fatigue associated with dealing with these issues is very common, HARP can offer assistance in working through the stages of grief associated with our care of animals. We are all here to work together for the benefit of the animals. Trust is one of the most basic needs in any relationship. It is only with your help and understanding that we can work together to achieve our goals.

Sincerely,

Humane Animal Rescue of Pittsburgh Staff

Rabies Vector Species Policy

Volunteers 18 years of age and older that wish to work with RVS at the Wildlife Center must obtain the following prior to working with an RVS Species (Raccoons, Groundhogs, Striped Skunks, Bats- all species, Coyotes, Foxes – all species):

1. Prophylactic rabies shot series. This series includes 3 separate vaccinations.
2. A certificate, showing the vaccines and dates administered.
3. A certificate showing an acceptable immune response (titer count) to the vaccine. This test is typically conducted 4 weeks after receiving the final vaccine.
4. The volunteer must attend an RVS certification class, offered by the PA Game Commission. This class is historically offered each spring near State College.
5. The volunteer must also attend/acquire materials of the HAR Wildlife Center's RVS Handling class.

** All vaccines, blood work, and certifications are done at the Volunteer's expense.

** A new titer test must be turned into the Volunteer Manager every 2 years after the initial test. If the volunteer's titer count goes below the acceptable range, the volunteer will be responsible for receiving a booster shot. An additional titer test will be required (after the booster) to ensure the volunteer now has a safe immune response.

** Volunteers will work with the RVS animals ONLY at the Staff's discretion. Serious injury can result from contact with most of these species.

** Training must be given prior to assignment.