

# The Anti-Cruelty Society **VOLUNTEER HANDBOOK**





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This handbook is designed to provide you with a background about The Anti-Cruelty Society, along with a summary of its policies and procedures regarding working conditions, volunteer benefits, and other volunteer-related issues. It describes both your responsibilities to the Society and our commitment to provide an environment that is conducive to your overall well-being. Please read this handbook carefully. If you have any questions, feel free to contact your Department Leader or Volunteer Resources.





# WELCOME

**Welcome! You have entered an open door to compassion. We are pleased and proud that you have chosen to use your time and talents to help pets and people experience the joy of animal companionship to build a more humane Chicago.**

We are a team. We help one another. We care about one another. You are now a member of our team, and I want to make sure you feel fully engaged in the work we do. No matter what you choose to do as a volunteer, you matter to us!! We could not do the work we do, we could not have the impact we have, we would not have been here for 123 years (!!!), without the generous hearts of volunteers. You are the best of the human species in caring for other species who need our help. We all want your volunteer experience to be like none other you've had, so let us know when you need assistance, have a great idea, or want to offer constructive feedback. Your voice matters. You matter!!! Thank you so very much for being a part of this wonderful enterprise of compassion.

—Tracy L. Elliott,  
President and CEO





# OVERVIEW



## MISSION & VISION

The Anti-Cruelty Society's mission is to build a healthy and happy community where pets and people thrive together. Our vision is to build a humane Chicago for pets and people.

## VALUES

**Inclusion:** We embrace respect, fairness and dignity for everyone, in everything we do. We are a diverse organization committed to inclusion and equity. Since our founding, we work daily to build an equitable and just organization, which is integral to our success.

**Passion:** We ignite passion about our mission and the impact we can have on animals and humans. We live our values and work as a team to spread joy and compassion. We achieve our goals and maximize our impact.

**Access:** We are an open door committed to providing any animal in need with access to the care they require. We are committed to reach beyond our shelter walls to establish a community of caring with an open heart to all communities.

**Trust:** We hold ourselves to the highest professional standards through transparency, accountability and stewardship. We get things done, honor our commitments and support each other with empathy and honesty.

**Hope:** We bring hope to pets and people in need. Through leadership and innovation, we strive to be the best we can be to support animals and their humans.

## GUIDING PRINCIPLES

**Best Care:** Animals deserve the best care. Animals should be treated humanely, compassionately, and

with unconditional support. They deserve the full circle of care and a life worth living.

**Open Door:** We welcome all. We are an open door to any animal in need as well as to all people. This is our legacy and we continue to respect and preserve this in everything we do. Care for animals in the community transcends socio-economic boundaries and we believe all animals and their families deserve just and equitable access to treatment.

**Human-Animal Bond:** We celebrate and nurture the connection between pets and people. We commit to cultivating and nurturing the power of the human-animal bond that helps animals and transforms people. Animals are an essential part of families and communities and bring comfort, companionship, and joy.

## AN OPEN DOOR TO COMPASSION

The Anti-Cruelty Society has been on the forefront of animal welfare and humane education since it was founded in 1899. Its focus is to provide the following:

**Best Care for Animals:** Provide the highest level of comprehensive care for every animal in our care and to the families we serve in the community.

**Best Care for People:** Expand best care services beyond the shelter and become embedded in communities to serve as a bridge to human services while providing support to families and their companion animals.

**Best Care for Communities:** Encourage access to communities, people, resources, and information to inspire and engage generations of animal welfare advocates.

# 2021 IMPACT

## BEST CARE FOR ANIMALS

- We placed 4,679 animals
- We had 1,674 animals in foster care
- 1,634 shelter animals participated in Shelter Dog and Cat classes
- 123 animals were placed in our SAFE program
- 4,567 animals were spayed or neutered
- 13,200 animals received care through our Clinic

## BEST CARE FOR COMMUNITIES

- 710,000 pet meals through the Pop-up Pet Food Pantry
- Dog Wellness Fairs supporting 495 animals
- 1,244 responses to our behavior helpline
- 5,495 people participated in our community programs

## BEST CARE FOR PEOPLE

- Provided interactive training to all staff, including DEI and leadership skills
- Transitioned staff to support new teams
- Promoted 25 staff members to new roles and responsibilities
- Volunteers provided 6,400 hours of service
- Social media provided our 125,611 followers with hours of joy

## COMPASSION IN ACTION

The Anti-Cruelty Society serves more than 40,000 pets and their people each year. As an open door shelter, we care for any animal for any reason and we are dedicated to providing compassionate care to those pets who need our help. We follow the Asilomar Accords as guidelines to gather and process data while assuring consistent reporting across agencies.

The Anti-Cruelty Society believes that companion animals provide people with joy and offer recognized health benefits and unconditional love. The Society offers a variety of programs to help pets and engage people. For full details regarding all of The Anti-Cruelty Society's programs and services, visit our website at [anticruelty.org](https://anticruelty.org).

## OUR FUTURE

As one of Chicago's oldest animal welfare organizations, our legacy is as large as our hearts. Founded in 1899 by Rose Faye Thomas, what started with just a single meeting would grow to be an entire community selflessly committed to helping pets and educating people. In 2019, the Society celebrated its 120th anniversary of caring for and protecting animals. The Anti-Cruelty Society's comprehensive services and accomplishments range as deep as its roots. As we continue to evolve, our mission of helping pets and people has been and will always remain the same.

As we prepare for the next 120 years our sights are set on reimagining the future of animal welfare with the goal of building a truly humane Chicago.

## OUR CULTURE

The Anti-Cruelty Society fosters a culture of praise, engagement, trust and support as defined in our PETS Workplace Culture Agreement.

## PRAISE: DEVELOP POSITIVE RELATIONSHIPS

- Acknowledge everyone's contribution
- Coach one another with kindness
- Practice positive reinforcement with pets and people
- Celebrate successes, both big and small

## ENGAGE: INSPIRE THE COMMUNITY AND ONE ANOTHER

- Share your passion for our mission
- Communicate politely and listen actively
- Seek to understand diverse perspectives
- Maintain a sense of humor

## TRUST: BUILD AN ATMOSPHERE OF INCLUSION

- Practice "we" thinking
- Focus on shared goals and efforts
- Practice honesty and transparency
- Communicate openly across department lines

## SUPPORT: WORK TOGETHER TO FULFILL THE MISSION

- Identify opportunities and offer creative solutions
- Ask for help when needed and provide it to others
- Be proactive by seeking ways to assist your peers
- Innovate and be open to change

## OUR TEAM

The Society has a team of 120 team members, 600 volunteers, and 700 fosters who support the work of The Anti-Cruelty Society. Society personnel accomplish strategic goals set forth by the Board of Directors and President of The Anti-Cruelty Society. Our committed personnel work tirelessly 365 days a year to help pets and the people who love them.

The Volunteer Resources department was established to provide direct support to volunteer engagement efforts across the organization. The department, which resides under the umbrella of Community Programs, works to recruit, train, and retain volunteers to increase our collective impact. In addition to Volunteer Resources staff, the volunteer department includes Volunteer Trainers. These are volunteers who provide in-person instruction and ongoing support to their fellow volunteers.

# Our LOCATIONS

## OUR FACILITY

The work of Society personnel is centered in three locations: River North, South Loop, and the community. Our flagship location in River North at 510 N. LaSalle offers intake, clinic, adoption, education, and training services as well as our administrative center. Our Everyday Adoption Center in the South Loop is embedded within the PetSmart at 1101 S. Canal and offers adoption services. Beyond our two physical sites The Anti-Cruelty Society offers off-site programming in schools, parks, community centers, adoption partners, and more!

## LOCATIONS

### River North

312-644-8338

### Adoption Center:

510 N. LaSalle

Chicago, IL 60654

### Intake, Clinic, Education & Training Center:

169 W. Grand Ave.

Chicago, IL 60654

Services: Adoption, Animal Intake, Clinic, Field Services, Community Programs, Administration

**Parking:** Free parking is available in our private parking garage for patrons of The Anti-Cruelty Society only. The garage entrance is located on Wells St., just south of Grand Avenue. A ticket is not required to enter or exit the garage.

### South Loop PetSmart Everyday Adoption Center (in PetSmart):

1101 S. Canal St.

Chicago, IL 60607

312-588-0138 ext. 9

Services: Cat, dog, small animal adoptions

**Parking:** Our Everyday Adoption Center is located inside the South Loop PetSmart, lower level, south end of the South Gate Market. The PetSmart store entrance is below the Whole Foods Market, near the corner of Canal and Roosevelt. Parking is free in the lower level of the attached parking garage.

### PetSmart 7-Day Cat Center Locations:

#### PetSmart Kingsbury:

1415 N. Kingsbury St.

Chicago, IL 60642

312-279-2026

#### PetSmart Andersonville:

5210 N. Broadway St.

Chicago, IL 60640

773-250-0201

#### PetSmart Wrigleyville:

3740 N. Halsted St.

Chicago, IL 60613

773-289-5352

#### PetSmart Evanston:

2221 Oakton St.

Evanston, IL 60202

847 328-1814



# Key POSITIONS



[View all of The Anti-Cruelty Society's Position Statements here.](#)

## **Open Adoptions:**

The Anti-Cruelty Society is committed to providing an open door to pets and people. We are an “open adoptions” organization. Through this approach we embrace community members, encourage adoption, and equip adopters to set them and their pets up for a lifetime of success. We welcome everyone and acknowledge that the human-animal bond transcends socio-economic and cultural boundaries.

## **Embracing the Community:**

The Anti-Cruelty Society strengthens communities by celebrating, supporting, and uplifting the human-animal bond. Through the Community Care Initiative, the Society has focused on providing support to under-resourced communities to include the following:

**Preserve families** by providing safety nets that keep pets and people together

**Close service gaps** by bringing pet care resources directly to the community

**Cultivate compassion** by using a comprehensive community-based approach

## **Fear Free Animal Handling:**

The Anti-Cruelty Society uses a Fear Free approach to animal handling. Founded by Dr. Marty Becker, and developed by hundreds of experts in behavior, medicine, and handling, a Fear Free approach focuses on each animal's emotional wellbeing. Fear Free handling aims to reduce fear, anxiety, and stress while improving the experience of every human and pet involved.

## **Why do we utilize a Fear Free approach?**

Admission to any shelter or rescue is stressful for animals because of the abrupt change in their environment. The strange sights, smells, and sounds combined with the presence of unfamiliar people and animals cause uneasiness, thus almost all animals experience at least some degree of fear and anxiety following admission. Their day-to-day interactions may also be inconsistent and unpredictable, making it difficult for them to learn what to expect and more difficult for them adapt.

For all of these reasons, even short-term confinement in an animal shelter or rescue can cause severe fear, anxiety, and stress. Long-term, animals can suffer from social isolation, inadequate mental stimulation, lack of exercise, and chronic anxiety—all of which can negatively affect their physical and emotional health and lessen their chances of getting adopted. Tragically, some animals ultimately develop persistent or even lifelong emotional problems as a result of experiencing severe or chronic stress during a shelter or rescue stay. That's where Fear Free comes in.

The goal of the Fear Free approach is to improve the experiences of animals by educating shelter, rescue, and animal welfare employees and volunteers about the emotional needs of shelter pets. All volunteers and staff complete Fear Free training to learn how to apply key strategies and techniques designed to reduce the negative emotional states that are commonly experienced by shelter and rescue animals—including fear, anxiety, stress (FAS), and frustration—and increase their enrichment opportunities.

In addition to Fear Free training, volunteers receive in-person instruction that equips them to “responsibly self-select” the animals being handled. Volunteers also receive in-person training on “safe environmental handling” to help avoid accidents when handling animals outside of their enclosure. Our Volunteer Trainers work with each volunteer to build confidence before assisting in a level 1 program autonomously.

### **Euthanasia:**

Volunteers are key to helping us achieve our mission. As an integral part of our team, volunteers should be equipped with the knowledge and understanding to advocate for The Anti-Cruelty Society on all subject matter, including euthanasia. As with staff, volunteers and fosters should be trained to approach the topic in a way that shows compassion, openness, professionalism, and respect. This will allow us to continue to provide the best care possible while setting us up for healthy conversations within and beyond the shelter walls.

The Anti-Cruelty Society’s Euthanasia Position: The Anti-Cruelty Society is committed to providing an open door to animals in need. As an open admission shelter, we welcome animals in any condition. We are committed to providing the best quality of care so that each animal can achieve their best outcome while recognizing that, due to untreatable medical or behavioral concerns, not all animals can be rehabilitated or adopted. In some cases when alternative placement is not available or appropriate, euthanasia becomes the most humane option. The Anti-Cruelty Society strongly supports and only uses the most humane euthanasia methods available.

### **Background & History of Euthanasia in Animal Sheltering:**

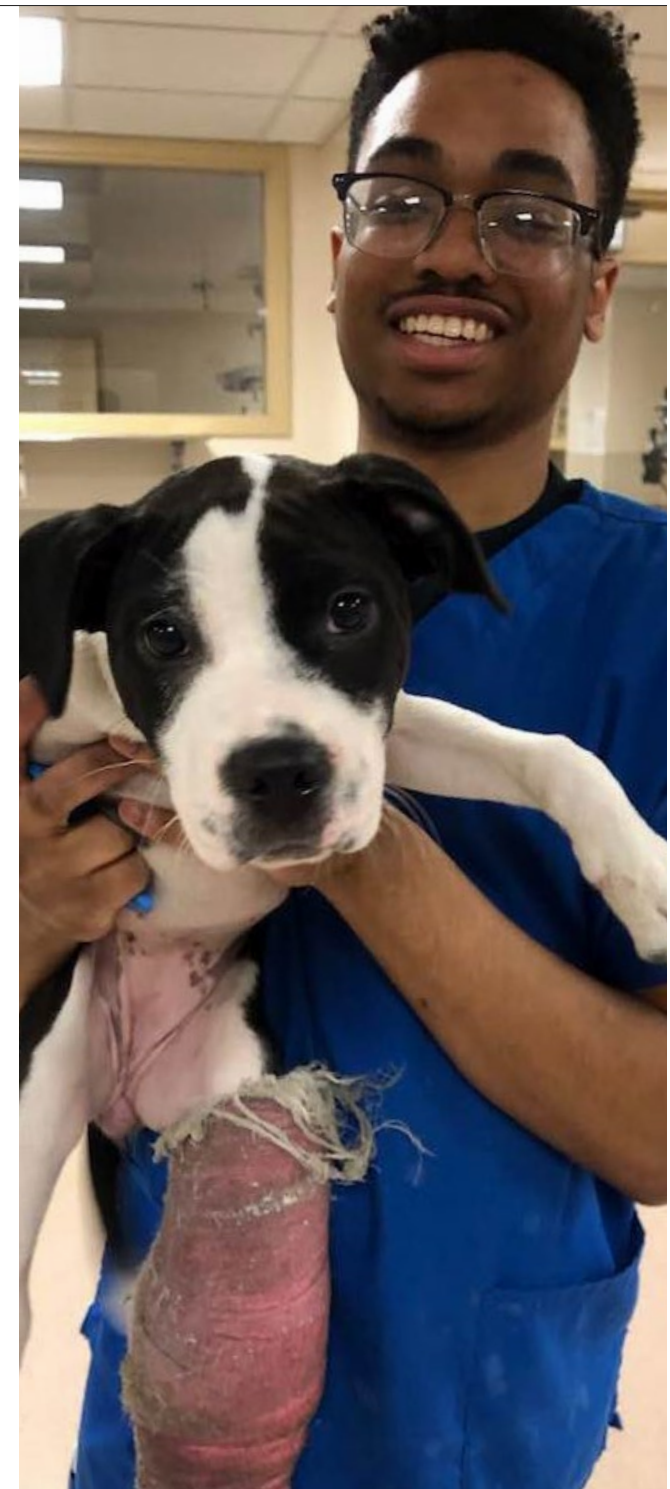
Euthanasia is more than just taking the life of an animal. It is a process involving the scientific and empathetic considerations of providing each animal with the least stressful and most peaceful death possible. The word “euthanasia” comes from the Greek term eu (meaning good) and thanatos (meaning death), thus “good

death”. Euthanasia is a drastic departure from practices of the nineteenth and early twentieth centuries. At that time, the primary reason for destroying dogs and cats was not pet overpopulation as we experience today, but rather rabies control. As advancements in veterinary science diminished the threat of this disease and others, the population of domesticated animals skyrocketed. The increase in pet numbers then introduced the need to develop methods for mass destruction of homeless animals in shelters. In the past century, many techniques were tried in search of better means of disposing of unwanted animals including drowning, gas chambers, electrocution and decompression chambers. Thankfully, the need for euthanasia has dramatically declined in the last 30 years, and the approach and process used to deliver euthanasia has drastically improved, making the concept of a “good death” now attainable in the animal sheltering field. Injection of sodium pentobarbital is the most recent and now most used technique for euthanasia and is the standard of care for The Anti-Cruelty Society.

### **Euthanasia Decision Concerns:**

As an open door shelter, The Anti-Cruelty Society is committed to providing compassionate care to any animal in need. Sometimes, due to medical or behavioral concerns, euthanasia is the most humane option. In the event that a volunteer has questions regarding the euthanasia of a specific animal, they should reach out to their department lead or Manager to share their concerns. Supervisors can then bring recurring issues or high profile concerns to the attention of the Euthanasia Working Group for review.

When asking a question about why a euthanasia decision was made or to obtain further clarification on a situation, team members are encouraged to follow the COPE approach. Staff and volunteers are asked to be: Compassionate: be kind and thoughtful Open: be honest about concerns Professional: remain composed and respectful Enlightened: be informed and read all available details.





# VOLUNTEERING at ACS

## VOLUNTEER REQUIREMENTS

### Requirements to Volunteer:

- At least 18 years of age
- Enjoys working with pets and people
- Supports our mission, vision, and values
- Completes the full volunteer training curriculum
- Committed to volunteering for 1 year, serving a minimum of 5 hours per month
- Supportive of our approach, which includes being an open-door shelter, practicing fear-free handling, facilitating open adoptions, and uplifting the human-animal bond

### Additional Qualifications:

- A commitment to helping pets and people
- An understanding and passion for animal welfare issues
- Positive attitude; eager to learn and develop skills
- Comfortable using a computer; active email address
- Ability to work well independently and within a team

## VOLUNTEER PROGRAMS

**Core Training:** this entry-level volunteer curriculum prepares individuals to help with the everyday animal sheltering basics, including:

- 1) Animal Body Language: identification for proper animal handling
- 2) Spot Cleaning: helps maintain clean, comfortable animal housing
- 3) Laundry: supports providing clean bedding to the animals in our care.

The Core commitment is 5 volunteer hours devoted to these important tasks and is a prerequisite to qualify for Level 1 Program Training.

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## LEVEL 1 PROGRAMS:

Once a volunteer has completed 5 hours of service in Core, they qualify to join a Level 1 program. As part of Level 1 training, volunteers complete Fear Free animal handling training online followed by a hands-on program-specific training session held onsite at The Anti-Cruelty Society. The following Level 1 programs are currently available:

**Adoption Matchmaker:** These volunteers assist the adoption team in making matches between pets and people to help place animals into their forever homes. Program hours correlate to adoption hours. The Adoption Matchmaker opportunity is available at the following sites:

- River North Adoption Center: 510 N. LaSalle
- South Loop Everyday Adoption Center: 1101 S. Canal
- PetSmart Partner stores: locations vary

**Animal Advancement:** These volunteers support animal training, exercise, and enrichment efforts at the River North Adoption Center. Volunteers work alongside the Animal Advancement team to assist the organization in providing the best care possible to shelter pets.

**Community Care:** coming soon!

## LEVEL 2 PROGRAMS:

Level 2 volunteers build upon the foundations of their Level 1 program to provide a higher level of support to staff. Volunteers learn advanced skills to provide elevated assistance to staff in special projects and operations. Volunteers who have completed 25 hours in their Level 1 program pre-qualify to begin Level 2 training in their program of choice from the list below.

**Adoption Matchmaker II:** Supports our Adoption Program at the highest level by assisting with adoption consultations while connecting with recent adopters through our post-adoption follow-up project to offer support to new pet owners.

**Animal Advancement II:** Provide exercise outlets, cat enrichment, dog playgroup support, and more specialized assistance to staff who provide shelter pets with daily enrichment, exercise, and care.

**Petography:** Capture photos of animals who are awaiting adoption.

**Clinic Patient Care:** Work directly with our clinic team to assist with the daily care of animals residing in our medical center. Chart symptoms, assist veterinary staff, and socialize hospitalized shelter animals. 25 hours in Clinic Patient Care prequalifies volunteers for entry into our Level 3 Post-Surgical Recovery program.

## LEVEL 3 PROGRAMS:

These programs provide specialized roles requiring vigorous training preparing you to provide skilled support to Tier 3 Staff efforts. Your volunteer trainer will work to develop you until complete confidence in your newly developed skills is attained.

### Special Projects:

The Anti-Cruelty Society offers additional opportunities to get involved, beyond the programs above, through a variety of Special Projects. These efforts provide animals and staff with additional support while providing a dynamic, customized experience to volunteers on our team. For more information about the projects below, contact Volunteer Resources at [volunteer@anticruelty.org](mailto:volunteer@anticruelty.org).

- Cat Trick Training
- Small Animal support
- Kitten Socialization Unit
- Busy Fingers sewing circle
- Cat and dog clicker training
- Special event assistance
- Pop-Up Pet Pantry support
- Dog Wellness Fair assistance
- Dog & Cat High Active Play
- Pet Patrol Craigslist outreach
- Clean & Preen dog grooming
- River North Pack Walks for dogs
- Puppy Parade and Puppy Pop-Up Support
- Cat Caravan PetSmart adoption program support
- And MORE!



# Volunteer TRAINING

**Step 1:** Submit a volunteer application. Create a profile on the “MyImpactPage” website to complete a volunteer application to begin training.

**Step 2:** Complete online training. Our online training curriculum provides you with a general overview of The Anti-Cruelty Society’s mission, vision, values, and guiding principles. You’ll learn more about the impact we make in the community, while learning more about the services and programs available to both pets and people. The online training also includes a review of the Volunteer Handbook.

**Step 3:** Attend Volunteer Orientation. Join us for an in-person orientation to learn more about volunteering while receiving a behind-the-scenes tour of the River North facility. When signing up for orientation you will be prompted to pay a training fee, which covers the cost of your Volunteer Welcome Kit. This kit includes your volunteer t-shirt, ID badge, and program-specific supplies and is provided once you’ve completed all 4 steps of the training curriculum. Training fee scholarships are available. Email [volunteer@anticruelty.org](mailto:volunteer@anticruelty.org) for details.

**Step 4:** Complete Core training. Learn the basics of spot-cleaning, laundry, and animal body language as you prepare to support staff to provide the core needs for animals in the shelter. You’ll also receive a review of animal body language, volunteer basics, and how to navigate the facility.

## VOLUNTEER BENEFITS

**Adoption Benefits:** The Anti-Cruelty Society prides itself on being an open door for pets and the people who love them. We recognize that the bond between an animal and person goes beyond our constituents and that members of our team may also fall in love with a pet. Volunteers of The Anti-Cruelty Society qualify to have their adoption fee waived after donating 60 hours of volunteer service to the organization. Volunteers are eligible to have one adoption fee waived, per calendar year. All traditional adoption requirements apply.

Volunteers who are interested in adoption must meet the following criteria to be considered:

- Be in good standing. The Adoption Experience team is instructed to reach out to Volunteer Resources to confirm adoption eligibility before finalizing an adoption contract.

Volunteers who are on probation, or undergoing disciplinary action, do not qualify for adoption. Volunteers are encouraged to reach out to their program supervisor and/or Volunteer Resources ahead of adopting a pet to ensure they are in good standing.

- Complete an adoption consultation. It is important that the adoptable pet is a good match for the volunteer and their household. The Adoption Experience team may postpone adoption should there be concerns regarding compatibility.
- Be current on Clinic medical bills. If a volunteer has outstanding medical bills at The Anti-Cruelty Society’s Clinic they are not eligible for adoption until all dues are paid.

**Foster Program:** The Anti-Cruelty Society’s foster program invites members of the community to put their compassion to action by housing a shelter pet. On-site volunteers may also participate in the program. Volunteers should schedule a training session with the Foster Services team to learn about foster-specific protocols and policies before taking part. Volunteers who are on probation, or undergoing disciplinary action, do not qualify for fostering.

**Retail Discounts:** As a Society volunteer, you will receive a 20% discount on merchandise purchased off the Society’s virtual retail store. This discount is intended for the use of volunteer for personal purchases and gifts only. Purchases on behalf of non-Society personnel are prohibited.

**Parking:** Society volunteers may park in the Society’s River North parking garage during regularly scheduled volunteer hours free of charge. Note that the garage is closed between 8 p.m. - 8 a.m. and that vehicles are not retrievable during this time. Volunteers providing assistance at the South Loop Everyday Adoption Center should park on the designated PetSmart parking level to avoid being tickets or towed. It is suggested you always lock your automobile and do not leave valuables in your vehicle. The Society is not responsible for theft, parking tickets, or damage to vehicles.

# Volunteer & Staff DYNAMICS

## Volunteer Development

Maintaining an effective and engaged volunteer workforce is a priority for The Anti-Cruelty Society. Not only do we want to involve volunteers in day-to-day operations - we also want to provide the tools necessary for growth. Volunteer development is a process that begins at orientation and continues through the end of your volunteer service.

To ensure volunteers have ongoing opportunities for development and organizational impact, The Anti-Cruelty Society offers a variety of programs and advancement opportunities. This includes advanced level programs, cross-training, continuing education, leadership opportunities, and more!

## Volunteer development benefits everyone by:

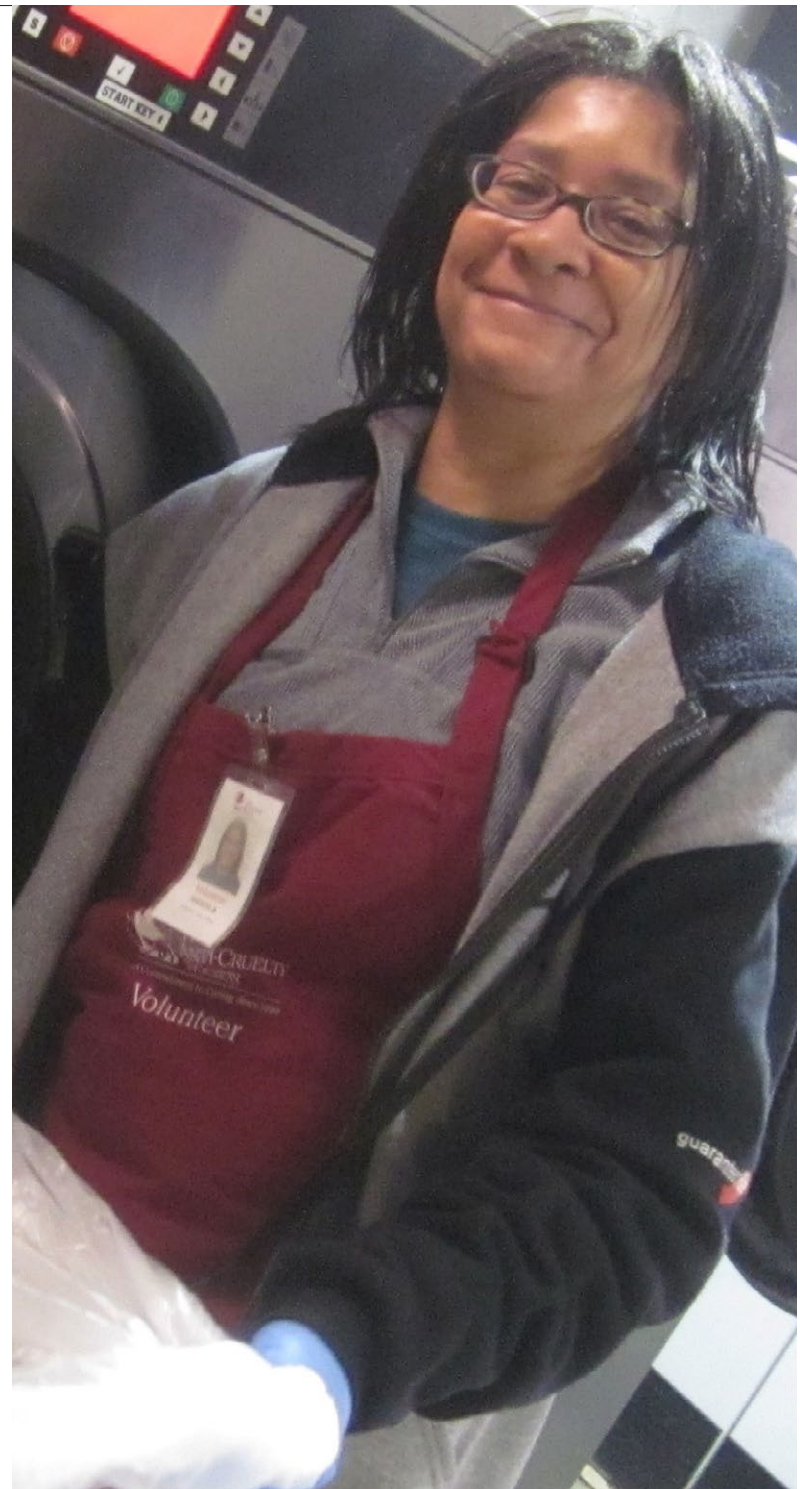
- **Elevating Animal Care:** Well-trained volunteers provide high quality, high impact service that elevates animal care across the organization.
- **Improving the Visitor Experience:** Volunteers committed to helping us build a culture of caring by improving the quality of services we provide to people.
- **Increasing Overall Impact:** Skilled volunteers build our capacity to provide support to more pets and people, amplifying our work to build a humane Chicago.

## Volunteer Recognition

The Society recognizes volunteers who donate their time and talent to the institution with anniversary pins beginning with 5 years of service and upwards in five-year increments. In addition, The Anti-Cruelty Society hosts an annual Volunteer Celebration to honor the service of volunteers across the organization. The organization also features a quarterly Volunteer Spotlight, which showcases individual volunteer' accomplishments in our digital media.

## Volunteer Supervision

The Anti-Cruelty Society aims to create a community of caring. We are committed to creating a professional and respectful working environment for both volunteers and staff. Once a volunteer completes their program training, they begin to report directly to the department leads and Managers in their work areas. This allows volunteers to fully integrate into their department teams which enables the building of relationships between volunteers and staff. Volunteer Resources continues to be available to support volunteers, similar to how a Humane Resources department supports paid staff. In the event that a department leader is not able to resolve an ongoing concern, volunteers are invited to connect with Volunteer Resources for additional support.





# DYNAMICS (Cont.)

## Staff & Volunteer Engagement

To foster a positive work environment for the volunteer and staff, volunteers are asked to observe the following guidelines:

- Volunteers should be respectful of all staff requests and instructions.
- If unsure of a policy or procedure, volunteers are asked to speak with a department lead for clarification.
- Staff is assigned specific duties and tasks for their working shifts. These responsibilities sometimes rotate and change week to week. Please be mindful of each staff member's current role and any time constraints they may be under.
- If you have an unpleasant or negative interaction with any staff member while volunteering at The Anti-Cruelty Society, please contact your area's department lead or Manager to address your concerns. If they are unable to provide you with the support you are seeking, follow up with the Volunteer Resources department.

## Staff Guidelines and Expectations

**Regarding Volunteers:** The following is the current set of guidelines to which staff are asked to adhere to in regard to volunteer interactions. These have been included in this handbook for volunteer reference.

- Staff are expected to courteously greet and welcome volunteers upon arrival to their shift.
- Staff are expected to inform and guide volunteers on The Anti-Cruelty Society's current policies and procedures in a respectful manner.
- If a question regarding a policy or procedure is uncertain – staff should seek correct information on the volunteer's behalf from management.
- Staff must set a good example for volunteers by diligently following The Anti-Cruelty Society's policies and procedures. This includes, but is not limited to, handwashing, waste disposal, and following the Appearance policy.
- Staff should carry themselves in a polite and professional manner to ensure that they are approachable.
- Staff should always be available to assist volunteers with any questions, concerns or issues that may arise.
- Staff may be asked by a manager to assist a new volunteer by helping to answer questions and/or further educate them in animal handling techniques.
- Staff should notify their manager regarding any consistent problems with volunteer performance.



# Volunteer COMMUNICATION

## **Better Impact**

The Better Impact Volunteer Scheduling Program is your actionable portal to important Society updates, alerts on individual programming and social media news. The portal is where you will read about ongoing volunteer activities, schedule your shifts, log your hours, expand your training, and explore! All of your volunteer activities are found in [Better Impact](#).

**Email Communications:** Department Leads and Managers may reach out to volunteers in their area directly with special communications, requests for support, or protocol updates. If a response is required, we ask volunteers to reply within 48 hours to time sensitive requests.

**Volunteer Newsletter:** Each week the Community Programs Department sends out a digital newsletter which chronicles upcoming events, organizational updates, special projects opportunities, Society news, and more. The announcements are compiled as

an added resource to help volunteers remain engaged and connected throughout their service. Volunteers should take the time each week to review the newsletter's contents and address questions that may arise to the Volunteer Resources Department.

## **Volunteer News Page**

The Volunteer News Page on the website provides a bi-monthly forecast of upcoming events, current site conditions, new volunteer initiatives, and a catalog of volunteer activity descriptors.

## **The Anti-Cruelty Society Volunteers on Facebook**

Volunteers are invited to join a private Facebook page to share their favorite animals, hear or provide tips and tricks, and hear the latest on special volunteer opportunities or news.

Every day we're celebrating success for the cats, dogs, and all animals small on [The Anti-Cruelty Society Volunteers on Facebook so, join us!](#)





# Compassion **FATIGUE & BURNOUT**

Volunteering within an animal welfare organization can be difficult work even with the reward of knowing you're helping us help animals in need. No matter how much volunteer work you complete it may seem that there's always more work to come and more that can be done. For this reason it's important to acknowledge the potential for volunteer burnout and compassion fatigue.

Compassion Fatigue is defined as emotional exhaustion, caused by the stress of caring for traumatized or suffering animals or people. Some of the animals volunteers work with may be coming from previous homes where they were neglected or abused. Other animals may be coming from industrial breeding facilities, like puppy mills. And yet, other animals may have been at the shelter for an extended period of time and may be becoming depressed or anxious. In other cases, volunteers may find themselves working with animals whose health or temperament begins to degrade and who may be

euthanized. Whether it is working with under-socialized or depressed animals, or coming to terms with a euthanasia decision, volunteers may find themselves emotionally stretched, which is when burnout or compassion fatigue can set in.

Volunteers and staff are urged to focus on the positives to prevent emotional exhaustion. What can you do to make each animal as comfortable as possible during their stay with us? What programs or projects can you participate in to help the organization help more animals? In addition to focusing on the positive, and being pro-active, volunteers are encouraged to preserve a good work/life balance. Exercising and maintaining healthy habits will help volunteers cope with the stressors that result from caring for others. Should you find yourself emotionally exhausted and on the verge of burnout, do not hesitate to reach out to the Volunteer Resources Department, which can offer additional resources to help you navigate fatigue.



# Volunteer **POLICIES**

## **Dress Code**

You are a valued member of The Anti-Cruelty Society's team and we are an organization that takes great pride in the image we project both internally and to the communities we serve. Your appearance makes a lasting impression on our guests and stakeholders, and we want that impression to reflect favorably on you and the Society. In addition, for safety and security reasons, it is paramount that volunteers follow our dress code policy. Volunteers earn the opportunity to volunteer in our non-public areas by gaining approval from volunteer trainers during program training. Approved volunteers are allowed to handle animals without staff assistance, meaning clear identification of volunteer personnel is of tantamount importance. Please be sure to come prepared to volunteer in the shelter environment by observing the following dress code:

**Volunteer t-shirt:** this uniform item shows that you are an approved volunteer at-a-glance

**Volunteer ID badge:** this part of the volunteer uniform identifies you as part of our team

**Closed-toe, sturdy shoes:** this keeps you safe and gives you traction on wet surfaces

**Slacks, pants, or jeans:** this protects your legs should you encounter a jumpy animal. Note that skirts and shorts are not allowed on-site for volunteers who are handling animals.

Please note that volunteers who arrive for a shift out of dress code may be asked to cancel their shift.

## **Scheduling & Time Management**

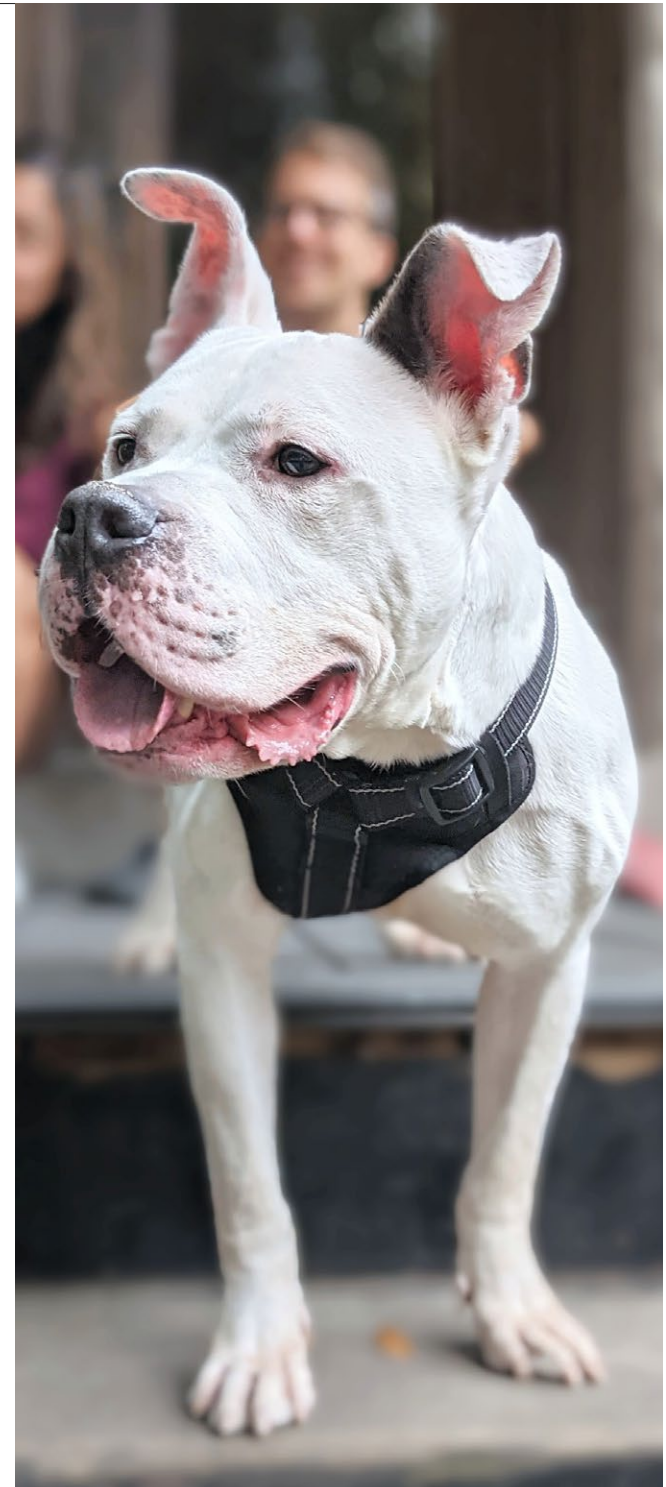
**Volunteer Shifts:** Volunteers across all programs are required to pre-schedule their shifts at least 24 hours in advance. This allows leadership to adjust

staff schedules and assignments as needed to provide proper program or service coverage. Each volunteer program has a pre-designated time frame for completing volunteer shifts. Some programs take place on weekdays. Some programs are available only in the mornings while others in the evenings. Please refer to your program-specific manual for guidelines for your particular area.

**Attendance:** The Anti-Cruelty Society staff team relies on volunteers to help with critical care and program efforts across the organization. For this reason, it is crucial that volunteers follow-through on their scheduled shifts. Volunteers who are unable to follow through with their scheduled assignment should cancel their shift as soon as possible. If the cancellation is taking place less than 24 hours from the shift, the volunteer should directly contact their supervising staff member via email or phone to alert them to their absence. Volunteers who do not attend a scheduled activity repeatedly without notice may be removed from their program.

Volunteers are asked to only work in their trained volunteer program as authorized. At no time should a volunteer bring an unauthorized guest with them for a volunteer program activity unless previous approval has been granted by either the volunteer's supervisor or Volunteer Resources.

Volunteers who are not fulfilling their minimum of 5 monthly hours of service will be contacted by the Volunteer Resources Department to ensure regular engagement. In instances where there is a minor dip in hours, volunteers are welcome to make up for lost time in the future months. Volunteers who are chronically missing their 5 hour minimum may be asked to resign from their program unless other accommodations are made.





# Volunteer **POLICIES** (Cont.)

**Recording Service Hours:** Volunteers are required to record their hours in their volunteer profile each day that they serve with the organization. Hours can be logged at the computer station in the volunteer office or from a personal device. The website is located at the following URL: [myvolunteerpage.com](http://myvolunteerpage.com)

Logging your hours is important as it helps us assess volunteer impact and program needs. In addition, total hours are reported monthly to national databases and are used for grant applications. We also use logged hours as reference in preparation for our annual Volunteer Appreciation Week held each April. Instructions on how to log your services hours can be found in the appendix at the end of this handbook.

**Ending Volunteer Service:** Volunteers looking to end their volunteer service should contact a member of the Volunteer Services Department to complete an exit survey. These surveys allow exiting volunteers to anonymously share their insights and suggestions with staff in order to improve the volunteer experience.

**Volunteer Emeritus Status:** Long-term volunteers who are retiring from their service but still want to be involved in our growing community of caring; Volunteer Emeritus! These are volunteers who have served our organization faithfully for 5 years or more or have taken part as volunteer Mentors or Trainers.

## **Emeritus Volunteer benefits include:**

- Open invitation to volunteer appreciation events
- Represent the Society at special events
- Continued receipt of the Volunteer Newsletter
- Society special alerts
- Continued use of Volunteer Facebook page

## **Using the Volunteer Office**

The Volunteer Office was created to provide volunteers with a central location where they can store personal items, acquire program supplies, socialize animals and mingle with fellow volunteers. To help us maintain a welcoming, clean and clutter-free space, please follow the guidelines below.

- Lockers are provided to volunteers for use while working a shift at The Anti-Cruelty Society. Volunteers are to bring their own locks to secure personal items. Lockers should be emptied, and locks removed at the end of each shift.
- Purses and wallets should not be left in the volunteer office unless placed and locked in a locker. The Society is not responsible for any lost or stolen items.
- If you are looking to donate supplies, please bring them to the Welcome Team at 510 N. LaSalle. Please do not leave miscellaneous donations in the Volunteer Office.

- Please keep the office as neat as possible and clean up directly after finishing a project.
- If you are socializing an animal in the Volunteer Office Quiet Time Suite, please be sure to use the “loose cat,” “loose dog,” or “loose rabbit,” sign on the door so that others entering the space know there is an animal present.
- Volunteers are responsible for cleaning up after each pet in the space. Basic cleaning supplies are available in the office while a mop bucket and maintenance closet can be found directly outside the office door. Volunteers are responsible for changing out dirty mop water as needed. Instructions on how to do so are posted.

# Organizational POLICIES

## **ZERO TOLERANCE HARASSMENT POLICY**

The Anti-Cruelty Society is committed to maintaining an environment which is free of discrimination. Accordingly, the Society will not tolerate any form of harassment, unlawful discrimination, or intimidation regardless of protected status against our team members by anyone, including managers, supervisors, coworkers, executives, members, volunteers, vendors, clients, customers, or third parties.

The Society defines harassing conduct as any unwelcome conduct, verbal or physical, based on race, color, religion, sex, national origin, age, disability, genetic information, veteran status, marital status, parental status, pregnancy, sexual orientation, gender identity, political affiliation or belief, or any other prohibited factor. Harassment includes unreasonable interference with any person's work performance, actions that create an uncomfortable hostile or abusive work environment, and actions that result in a service decision affecting the team member, which is based upon the team member's acceptance or rejection of such conduct.

Everyone at the Society is responsible for assuring that our workplace is free from prohibited harassment and is expected to avoid any behavior or conduct that could reasonably be interpreted as prohibited harassment. This policy is consistent with The Society's commitment to equal service opportunity.

## **SEXUAL HARASSMENT**

Sexual harassment deserves special mention. Prohibited sexual harassment is defined to include unwelcome sexual advances, requests for sexual favors, and other verbal, written, or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly as a term or condition of the individual's service, or
2. Submission to or rejection of such conduct by an individual is used as the basis of a service decision affecting that individual, or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Sexual harassment may involve individuals of the same or different gender. Examples of conduct which may constitute sexual harassment include, but are not limited to:
  - Unnecessary touching, patting, hugging, pinching, or brushing against a person's body;
  - Staring, ogling, leering, gestures, or whistling at a person;
  - Sexually explicit statements, threats, or demands for sex, repeated sexual flirtations, advances or propositions, or subtle pressure for sexual activity; comments, questions, jokes, teasing, or anecdotes;

- Graphic comments about a person's clothing or body;
- Sexually suggestive objects, cartoons, posters, letters, notes, invitations, or
- Pictures in the workplace;
- Offensive use of electronic mail or telephone communication systems; or
- Other physical or verbal conduct of a sexual nature.



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## **PROCEDURES FOR COMPLAINTS, INVESTIGATIONS, AND CORRECTIVE ACTION**

The Anti Cruelty Society takes all claims of discrimination, intimidation, and harassment seriously. If you feel you have witnessed or been the victim of any of the above, please reach out to the Volunteer Resources department immediately.

All team members, including volunteers, are responsible to help assure that the Society's workplace is free from discrimination, harassment, and intimidation regardless of protected group status. All team members have an obligation to promptly report any conduct that is inconsistent with this policy and which they are the subject of, learn of, or witness. We encourage team members to report incidents of harassment before they become severe or widespread. Any team member who believes they have experienced or witnessed any conduct that is inconsistent with this policy is to immediately notify their supervisor, department director, department vice president, Volunteer Resources, Human Resources, or the President.

If the team member feels comfortable, they are encouraged to inform the person in the workplace whose conduct the team member finds unwelcome or offensive. However, under no circumstances is a team member required to report the harassment to a person believed to be responsible for harassing activity. All complaints and reports will be

promptly and thoroughly investigated by Volunteer Resources and Human Resources. All team members shall have an obligation to cooperate in any investigation of a complaint of harassment, including providing any and all information concerning such complaint of which the team member may have knowledge. Failure to do so may be a violation of this policy. If an investigation confirms that a violation of the policy has occurred, the Society will take prompt and effective corrective action up to and including termination of service. Such disciplinary actions will be placed in the team member's personnel file.

The Anti-Cruelty Society's Anti-harassment and Sexual Harassment Policy and procedures are constructed to take reasonable care to prevent and quickly correct harassment. Complaints of harassment, investigation of complaints of harassment, and any corrective action taken in response will be kept confidential to the extent possible. The Society forbids any reprisal or retaliation against a team member for filing a good faith complaint of harassment or for supporting or assisting, in good faith, another team member in pursuing a complaint, or filing a discrimination charge. Anyone experiencing or witnessing any conduct he or she believes to be retaliatory should immediately report it to any of the individuals named above. The Society will not retaliate or discriminate against any team member for exercising any rights under this policy.

# CODE of CONDUCT

We are confident in the professional abilities of all our team members, and we expect everyone to follow basic common-sense rules of conduct that will protect the interests and safety of all visitors, volunteers, staff team members, and the organization. Obviously, certain actions and forms of behavior are considered unacceptable and may result in disciplinary action – including suspension or termination from volunteer service. A determination or appropriate disciplinary action will take into consideration the circumstances surrounding the incident and the volunteer's overall record including services history, performance reviews, and disciplinary record. While it is not possible to list all forms of unacceptable behavior, the following are examples of unacceptable conduct that may result in disciplinary action including termination of service:

- Theft
- Falsification of records or statements
- Working under the influence of alcohol or illegal drugs
- Fighting or threatening violence
- Vulgar or threatening language
- Disruptive activity
- Negligence or improper conduct leading to damage or loss of property
- Insubordination or other disrespectful conduct
- Violations of safety or health rules
- Smoking in prohibited areas
- Sexual or other harassment
- Possession of dangerous or unauthorized materials or weapons
- Excessive absenteeism/tardiness or absence without notice

- Unauthorized absence from work station
- Unauthorized use of telephones, mail system, or other society equipment
- Unauthorized disclosure of society business or confidential information
- Violation of personnel policies • work performance below required standards
- Any conduct that interferes with the smooth operation of any society department

## DRUG AND ALCOHOL USE

The Anti-Cruelty Society has adopted the provisions of the Drug Free Workplace Act of 1988. Immediate disciplinary action will be taken against any team member found to be intoxicated, in possession of illegal drugs, or under the influence of drugs while on duty. This may include suspension or dismissal from service.

## RESOLVING PROBLEMS

Our goal is to provide a positive work environment in which all team members are treated fairly and consistently in all matters relating to their service. We also encourage an environment that promotes open dialogue. As is the case with any diverse group of people, occasional misunderstandings or conflicts may arise.

If a situation arises that affects your ability to volunteer in your program, or that has a potentially negative impact in general, we encourage volunteers to attempt to resolve the concern directly with the party involved when appropriate. If a volunteer is uncomfortable holding the conversation on their own, they are encouraged to connect with their department lead or Manager for support. If you feel that the proposed

resolution does not resolve the concern adequately, and wish to pursue the issue further, prepare a statement, including a description of events and any specific suggestions for solving the issue, and submit it to Volunteer Resources for review. The Volunteer Resources team will review the concern with management to seek an effective resolution.

For matters regarding animal euthanasia, Volunteer Resources is available for consultation regarding outstanding concerns in specific occurrences. Please contact The Volunteer Resource Manager by emailing: [etostadoanticruelty.org](mailto:etostadoanticruelty.org) to arrange.



# Disciplinary PROCEDURES

In order to maintain a productive and cohesive working environment which advances the Society's ability to provide care to the pets and people we serve, it may be necessary for the Society to take corrective action against team members, including volunteers who violate policies and procedures, or who fail to meet the expectations set forth in their individual volunteer program guidelines. In the event that you violate policies or otherwise fail to meet the Society's expectations, the Society will take appropriate corrective action according to the severity and specific nature of the infraction.

Depending on the specific circumstances surrounding the infraction, the Society may issue the volunteer an oral warning, a written warning, suspension of volunteer service, or a termination of service.

- **Verbal Warning** - Your immediate program supervisor, or another departmental supervisor, will communicate to you an outline of the areas of concern. The procedure for correcting problems will also be proposed. A written copy of this discussion will be provided to you. You will be required to reply receipt of document, indicating that you have received it and that you understand its meaning. Refusal to sign documentation is considered a voluntary resignation. You have the right to attach your written comments to this document. Copies of this and related documents will be kept in your personnel file.

- **Written Warning** - Your immediate program supervisor and Volunteer Resources will meet with you to discuss problem areas. At this time, you will receive a written description of the problem, a summary of any previous warnings, an outline of the corrective action required, and stated time period for making improvements. You will be required to sign this document, indicating that you have received it and that you understand its meaning. Refusal to sign documentation is considered a voluntary resignation. If you want, you have the right to attach your written comments to this document. Copies of this and related documents will be kept in your personnel file.
- **Suspension of Service** – Your immediate program supervisor and Volunteer Resources will meet with you to provide a corrective action statement instructing you on how your conduct must change to avoid further disciplinary action. You will be required to sign this document, indicating that you have received it and that you understand its meaning. Refusal to sign documentation is considered a voluntary resignation. Depending on the severity of the infraction, suspensions may vary in length. You may also be suspended pending the outcome of an ongoing investigation in which case the duration of the suspension will be contingent upon the duration of the investigation. Copies of this and related documents will be kept in your personnel file.

- **Termination** - If you fail to correct the problem within the stated period of time, or continue to commit the stated infractions your service will be terminated. In cases where, after investigation, the Society determines that a team member's behavior has harmed or has created a risk of harm to the health, safety, welfare, or property of its team members, animals, visitors, and reputation of the Society, the Society reserves the right to suspend or terminate a volunteer's service immediately.

# Team Member RESPONSIBILITIES

As a service organization, the key to our success is the level of service and the professional image we project to the public. In a sense, each of us has three basic responsibilities – to care for the animals, to serve the public, and to work with others as part of a team. The following information is provided to ensure everyone within our organization knows what is expected of them so we continue to maintain our traditionally high levels of service and performance.

## **CONFIDENTIALITY**

As a volunteer, you may see or hear things about which the general public is not aware. In order to avoid misinformation and misunderstanding, use sound judgment before sharing any information and speak with your program supervisor when in doubt. This applies to publicly sharing photos or other information on social media platforms. Every volunteer is a representative of the Society and is responsible for portraying correct information, as appropriate. Inquiries regarding any present or former volunteer should be directed to Volunteer Resources.

## **CONFIDENTIAL INFORMATION**

The research, data, files, correspondence, results, materials, plans, designs, and ideas of this organization are the property of the Society and should never be given to an outside concern except through normal channels and with appropriate authorization. Such confidential information includes, but is not limited to, the following examples:

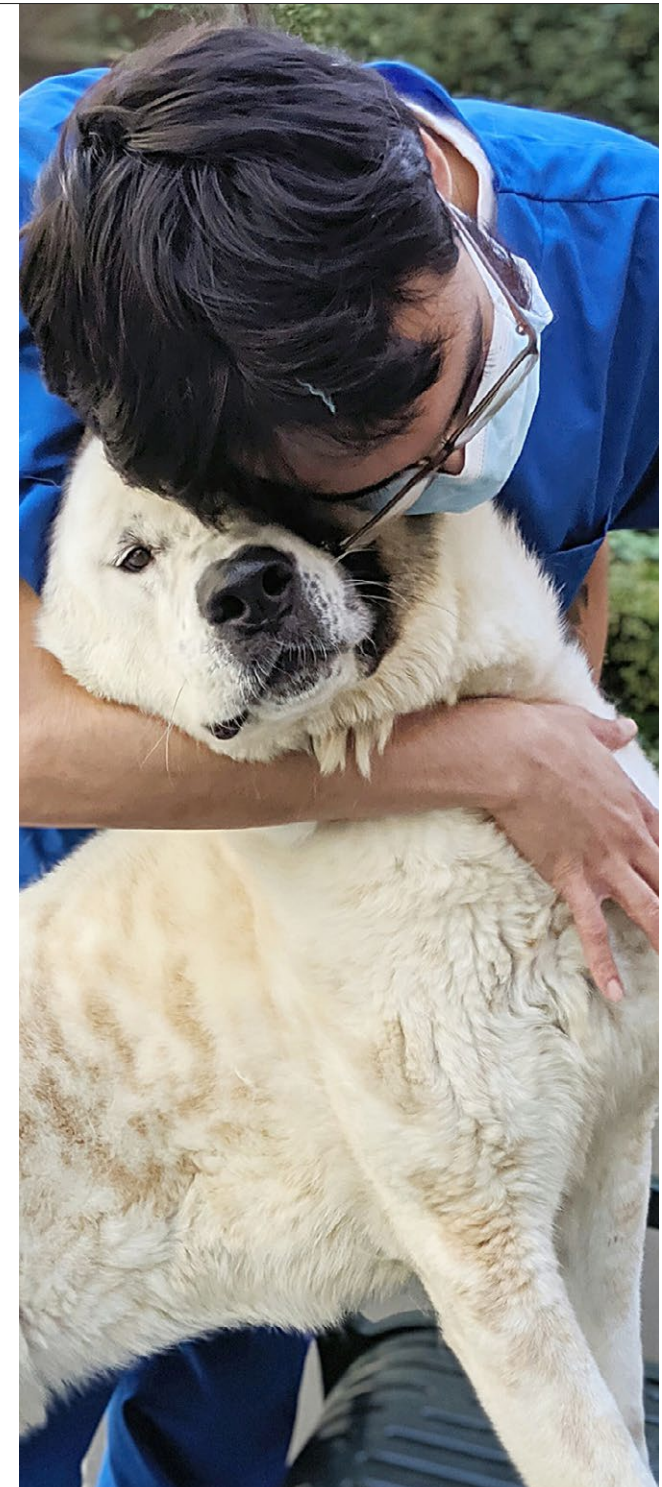
- Scientific research
- Pending proposals and projects
- Animal records
- Development strategies
- Compensation data
- Adopters and donor information
- Financial information
- Animal photos (in non-public areas) any improper transfer, removal, damage, or disclosure of information, even though it is apparent that a team member has not personally gained by such action, constitutes unacceptable conduct

## **INCIDENT REPORTS**

Unfortunately, incidents such as animal bites or scratches, thefts, accidents, and acts of vandalism occasionally occur. In order to take steps to reduce the likelihood of such events from occurring in the future, all incidents must be reported to the program supervisor immediately. The Volunteer Resources Department will coordinate necessary follow-up action if needed.

## **LOSS OF PERSONAL PROPERTY**

The Society does not compensate volunteers for loss or damage to personal items left at a workstation, locker, office, or in your automobile. Volunteers must be responsible in securing their personal property.





# Team Member **RESPONSIBILITIES** (Cont.)

## **PROTECTING YOUR HEALTH**

Protecting your health and the health of the animals is very important. On rare occasions, it may be possible for certain diseases to be passed between humans and animals. To reduce this risk, all Society personnel – including volunteers, student interns, fellows and researchers – who have direct animal contact must notify their program supervisor or Volunteer Resources if any of the following conditions are present:

- You are pregnant
- You are immuno-compromised as the result of any medication you are taking or as the result of any disease
- You are taking any medication that may impair your performance if you have been exposed to, currently suffer from or exhibit any symptoms or signs of any disease which can be transmitted between humans and animals, masks and gloves must be worn while working in animal areas. This includes, but is not limited to:
  - Recurrent or persistent diarrhea
  - Upper respiratory infections such as a cold or flu
  - Oral fever blisters or cold sores

## **SAFETY**

The Society makes every possible effort to ensure the safety of our guests and team members. You should constantly observe all safety rules and immediately report any dangerous situations. Correcting potentially unsafe conditions and work habits can prevent accidents. If an injury occurs, no matter how minor, follow all accident procedures and immediately report it to your program supervisor or Volunteer Resources.

## **INSPECTIONS**

While we understand the need to store personal and business-related items when volunteering, the Volunteer Office lockers, remain the property of the Society. If there exists reasonable suspicion that those stored items could pose a risk of liability or harm to the Society, its team members, its animals, or its guests, the Society reserves the right to inspect them with or without advance notice.

## **SMOKING**

Aside from recognized health hazards, smoking is offensive to many people – both team members and visitors. Therefore, smoking is prohibited in all indoor locations and within 15 feet of entrances.



# TECH & COMMUNICATION Policies

## USE OF THE SOCIETY COMPUTERS

The computers, software, Internet access and related equipment (including facsimile machines) of the Society may not be used for any purposes other than those purposes authorized by the Society. Loading non-business related software programs, such as games, from a CD/flash drive or onto the hard drive is strictly prohibited. Volunteers are expected to cede their use of Volunteer Office computers to fellow volunteers or staff who require it for Society business.

## USE AND DISCLOSURE OF WORK PRODUCT AND INFORMATION

The computer software, data, information and materials present on the Society's computer systems are for your use solely in connection with your Society responsibilities. These materials are confidential and proprietary to the Society. Unauthorized copying, use, or disclosure is prohibited.

## INTERNET

Access to the Internet from the Society's facilities and on equipment provided by the Society is to be used solely for the Society's business purposes. Team members are prohibited from accessing or otherwise using the Internet to send, receive or view information or to participate in activities which are harassing, intimidating, offensive or discriminatory in

nature. Accessing, viewing or participating in (i) adult or sexually related materials and (ii) weaponry, militia or artillery-related materials are strictly prohibited. Team members are prohibited from downloading information from the Internet. Many of the materials are protected by copyright laws. Although Internet users may have a limited license to view the information, use, or redistribution of the information may be unlawful.

## MEDIA RELATIONS AND SOCIAL MEDIA POLICY

The Anti-Cruelty Society promotes and maintains an appropriate and professional identity and image. Release of textual or pictorial information is carefully coordinated and timed, based on the needs of the Society. Team members are expected to convey the appropriate position of the Society when representing the institution at public-speaking engagements, conferences, or other functions, or whenever they have the opportunity to publicly share information, orally or in print, related to the business of the Society and on behalf of the Society. Even well-meaning comments can inadvertently harm the Society's reputation. To ensure clear channels of communication with the media the following procedure is expected:

- Direct all media requests for a statement, comment or other opinion on behalf of The Anti-Cruelty Society to Society Staff. This includes requests from

print, television, radio, or Internet organizations. The Society will respond to the news media in a timely and professional manner, only through designated spokespersons.

- Discussion of internal Society business or any confidential or sensitive issues related to Society business is prohibited, including sharing information with print, electronic, or digital media. This includes, but is not limited to the Society's general animal welfare issues, crisis communications, finance, personnel (such as team member medical information and personnel files), and donor issues. In addition, photographs taken of animals during the course of a volunteers work assignment are property of The Anti-Cruelty Society.

Events may occur that will draw immediate attention from the news media, and media may contact volunteers directly. It is imperative that one person speaks for the Society to deliver an appropriate message and avoid giving misinformation. If contacted by the press to speak on behalf of the Society, volunteers should answer "I am not authorized to comment for The Anti-Cruelty Society. Let me arrange to have our Public Relations team contact you" Then, alert a staff member of the request for comment.

# TECH & COMM Policies

## (Cont.)

### **SOCIAL MEDIA MANAGEMENT**

Given the global reach of the Internet and the ability for information to spread rapidly through social media, it is important to follow The Anti-Cruelty Society's social media policy to protect individuals and the Society. As with any electronic communication, always use good judgment and follow Society policies when utilizing social media.

Onsite Volunteers have a dedicated and private Facebook group: The Anti-Cruelty Society Volunteers. You are invited to share your successes or updates with your fellow volunteers in this private group.

Volunteers may not publicly share any media captured in these non-public spaces for personal use: Dog Holding Rooms 1, 2, and 3. Cat Holding Rooms 1, 2, 3, 4, and 5. Any of our Clinic Animal Treatment & Animal Intake areas.

Volunteers may share any media captured from our public spaces for their personal use: Cat & Dog Adoption Rooms, Adoption Garden, Shelter, Clinic, and Community Outreach Lobbies.

Volunteers who want to post comments in response to Society content must identify themselves as such and are asked not to make negative remarks about the Society or its animals on any social media channel. Concerns should be brought to department leadership or Volunteer Resources for private resolution.

### **TEAM MEMBER EXPECTATIONS**

Team members who utilize social media and choose to identify themselves as team members of the Society may not represent themselves as a spokesperson for the Society. Accordingly, team members are strongly encouraged to state explicitly, clearly, and

in a prominent place on the site that their views are their own and not those of the Society or of any person or organization affiliated or doing business with the Society.

- Team members may not refer to The Anti-Cruelty Society by name when publishing any personal promotional content and/or providing examples of any personal promotional content. This section does not prohibit team members from including the Society's name, address and/or other information on their social media profiles.
- Team members should respect all copyright and other intellectual property laws. For the Society's protection, as well as their own, it is critical that team members show proper respect for all the laws governing copyright, fair use of copyrighted material owned by others, trademarks, and other intellectual property, including the Society's own copyrights, trademarks, and brands.
- Team members must not post copyrighted information without advance written reprint permission. Designated team members are responsible for ensuring that employer-sponsored social media conforms to all applicable Society rules and guidelines. These team members are authorized to remove immediately and without advance warning any content, including offensive content such as pornography, obscenities, profanity, and/or material that violates Society standards including EEO and/or mutual respect policies.
- Team members may connect with other team members over social media, however, any requests to connect with another team member must come from the team member of lower rank. Team members of the same rank may request each other. For example, a manager may request a director, but a director may not request a manager. A team member should never feel obligated to accept a friend request or follow request from a fellow team member.



# TECH & COMM Policies (Cont.)

## ANIMALS ON PERSONAL SOCIAL MEDIA

Volunteers are permitted to post information about animals on social media if they are available for adoption or, in the case of a foster animal, the animal care and clinic teams have determined the animal will most likely have a live outcome. Fosters must disclose the animal is not available for adoption. If euthanasia is the outcome of a shelter or foster animal, we ask that you do not discuss this on personal social media platforms. Natural deaths may be explained if necessary. If you have questions on how to respond to a comment as a result of your social media post, contact Volunteer Resources to put you in touch with the Director of Marketing.

## PERSONAL USE OF SOCIAL MEDIA FOR THE ORGANIZATION

Team members are encouraged to share, retweet, like or love any post from The Anti-Cruelty Society. We need your help to spread the work about the great work we do and the animals we care for. Team members can support our public relations and social media efforts in the following ways:

- **Be a “scout” for compliments and criticism.** Society team members are some of our most vital assets for monitoring the social media landscape. If you come across positive or negative remarks about The Anti-Cruelty Society online that you believe are important, forward them to the Volunteer Resources so they can be shared with the Marketing and Communications department.

- **Sharing.** Team members are welcome to share photos and information that portrays the Society in a way that supports our mission on the social media channels.
- Posting photos from non-public areas of the Society on personal social media is prohibited. This includes intake, holding, clinic, and surgery. Photos taken in non-public areas of the building are to be treated as confidential information.

## PRIVACY IN COMMUNICATIONS

All equipment made available to team members is provided for the efficient completion of work-related assignments. Computers, electronic mail, voicemail, Internet access, telephones, facsimiles, and other equipment furnished by the Society are to be used solely for the Society’s business purposes. Team members are prohibited from using their computers, electronic mail, voicemail, Internet access, facsimiles, or other equipment furnished by the Society to send harassing, intimidating, offensive or discriminatory messages. Although the Society does not regularly monitor such communications; the Society expressly retains the right to access these communications, in accordance with applicable law, at any time for any reason without notice to team members. A team member has no reasonable expectation of privacy in such communications.



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# NOTES...