











VOLUNTEER ORIENTATION HANDBOOK








Key Objectives

-  **Know the Mission Statement**
-  **Know RVARs tax/charity status**
-  **Know the basic requirements of volunteering**
-  **Be familiar with the types of jobs available**
-  **Be familiar with waiver requirements**
-  **Know the *No Kill* philosophy in detail**
-  **Understand confidentiality and privacy requirements**
-  **Understand the behaviors that will not be allowed by volunteers**
-  **Understand RVAR policy on minors**
-  **Understand the dress code.**

Mission Statement

Round Valley Animal Rescue (RVAR) is dedicated to improving the lives of companion animals in our community, finding permanent and loving adoptive homes for the animals in our care, and promoting the human-animal bond. To achieve our mission we pursue the following goals:

-  develop a rescue / transfer program,
-  provide a safe haven for animals in transition,
-  serve as advocates for animals and their people,
-  educate the public about compassion and responsibility towards all animals, and
-  work to end animal overpopulation through spay/neuter programs.

Our organization strives to assure all incoming animals receive medical treatment and are rehabilitated, when necessary. RVAR is a 501(c)(3) non-profit organization and relies on the good will and generosity of its members, individuals, businesses, foundations and our local municipal governments.

Welcome!

Welcome to Round Valley Animal Rescue from the Members, Board of Directors and your new animal friends! We appreciate your interest in our volunteer program and share your desire to make the world a better place for the animals with which we coexist. As our community grows, so does our need for dedicated volunteers to assist us at the Thrift Store, the Shelter and to participate in other fundraising or educational activities.

Being a volunteer is extremely rewarding, educational, exciting, and fun. You can have a huge impact on the lives of these homeless animals. Raising funds, cleaning up a neglected animal, giving it a meal, a

blanket and a pat on the head will touch your heart and bring you back for more. They ask for so little, yet give us their unconditional love in return. It is so rewarding to see how the animals respond immediately to the love they receive while they are at the RVAR shelter. In many cases, this is the first time someone has really cared for them.

RVAR began in 2010. Because of the efforts of the volunteers, our animals are more loved and cared for, and, most important, animals that would otherwise be euthanized are saved. Thank you for giving your time and energy to make the lives of our furry friends special!

Board of Directors – Round Valley Animal Rescue

Why Does RVAR Need Volunteers?

Our organization could not exist without volunteers. Volunteers are an important part of our team. They are essential in providing the best possible care for our shelter animals. Volunteers who work directly with the animals can increase an animal's chances of adoption by providing additional human contact, thus making them more sociable and content. Volunteers also help us inform people of the aims and objectives of RVAR and promote responsible pet ownership.

The future of RVAR lies largely with its volunteers. We are all working for the animals.

Volunteer Benefits

As an active volunteer of RVAR, you will receive the following benefits:

- 🐾 On-the-Job Training
- 🐾 Invitation to an annual recognition event
- 🐾 A volunteer nametag
- 🐾 Letter of reference, upon request, for volunteers who have 5 months or more of continuous service with good attendance
- 🐾 The opportunity to learn and to assume a challenging responsibility
- 🐾 Personal fulfillment from serving in a meaningful and valuable way
- 🐾 Support of staff and fellow volunteers
- 🐾 Professional development

Volunteers are expected to do their work in a professional manner, to be constructive at all times, and should assist in any work they are asked to perform, as determined by their information form. They should refer visitors to Shelter staff if questions are asked and the proper answer is not known.

Volunteer Requirements

- 🐾 Volunteers are required to be at least 18 years of age. Individuals who are under 18 must be accompanied by a parent or guardian and have a signed permission form from a parent. The parent must be a volunteer in good standing.
- 🐾 Volunteers are required to work at least six hours per month with a minimum commitment of at least one year.
- 🐾 Volunteers are required to attend a general orientation and training session.
- 🐾 Volunteers are required to sign in and sign out each time they work at the Shelter.

- 🐾 Volunteers are required to use their own personal vehicle to transport any animal, except for situations in which the volunteer provides long-distance transfers or repeated frequent transportations.
- 🐾 Volunteers that foster any animal of RVAR will be provided food for the animal and will be expected to sign out food given to them. Any other cost will be the responsibility of the volunteer.

Volunteer Job Descriptions

- 🐾 **Dog Care/Socialization:** Walk, brush, play with and perform general socialization and behavior training with dogs and puppies. Spot clean kennels as needed. Give water and/or food as needed.
- 🐾 **Cat Care/Socialization:** Brush, play with, or just sit with a cat in your lap. Provide general socialization for cats and kittens. Spot clean cages as needed. Give water and/or food as needed throughout the day.
- 🐾 **Bathing/Grooming:** The purpose of this program is to increase adoptions by presenting clean, happy dogs to their potential new families. Washing and drying dogs and cats, combing out matted fur, and trimming nails are the main grooming tasks. Prior experience grooming animals is a plus.*
- 🐾 **Foster Parenting:** Open your home to animals with special needs. It may be caring for puppies too young to enter the shelter environment, or nursing a litter of orphaned kittens, or provided extra attention to under socialized animals. Participation in the foster program may involve an additional application. It also may require an in-home visit by the Shelter Manager prior to becoming a foster parent.
- 🐾 **Special Events and Fundraising:** Assist in various RVAR special events and fundraisers. Make signs. Sign in event participants, distribute prizes, organize and set up informational booth.
- 🐾 **Clerical/Administrative Duties:** Assist in general administrative duties such as filing, data entry, copying, digital photography, posting notices, sending meeting and event notices to the local media, and processing items for on-line auctions such as the RVAR EBay store.
- 🐾 **Thrift Store Volunteer:** Assist in manning the front desk, taking in moneys, sort and set up donations, identify items that might be appropriate for Ebay sales, keep the premises clean.
- 🐾 **Shelter Assistant:** Assist in tasks such as general cleaning and maintaining inside/outside premises. *
- 🐾 **Assistant Shelter Manager:** be the right hand of the Shelter Manager. Perform many Shelter Manager tasks on or off site when the Shelter Manager cannot be directly involved.
- 🐾 **Animal Transporter:** Fuel expense reimbursement is available.
- 🐾 **Pro Bono Professional:** RVAR needs professional services such as veterinary, legal, accounting, carpenters, animal photographers, plumbers, electricians, painters and landscapers.
- 🐾 **Humane Educators:** Speaking at schools and other groups to promote animal welfare.
- 🐾 **Special Projects:** Organize a special project such as a donation drive (blankets, towels, newspapers, etc.) Make cat toys, collect fresh greens for small mammals, etc.

* Individuals fulfilling a public service requirement may only perform jobs marked with an asterix..

Round Valley Animal Rescue Information

Thrift Store
301 E Main St.
Springerville, AZ 85938
(928) 333-1166

Shelter
600 Lily Lane
Springerville, AZ 85938

Mailing Address
PO Box 1772
Eagar, AZ 85925

Time Commitment, Attendance & Schedules

Because Shelter staff workload is dependent upon a volunteer's time commitment, volunteers are expected to work according to the established schedule. They are generally not permitted to come in whenever they desire.

We ask that you commit a minimum of six (6) hours per month for at least one year. All hours worked must be recorded on the sign-in sheet located at the front shelter desk. Please notify the Volunteer Coordinator if you are going to be absent for a period of longer than one month. Schedules need to be turned in one month in advance and two hour blocks are required.

Hours of Shelter Operation*

M-F 11 AM - 5 PM

Sat. 10 AM - 12 PM

Sun. Closed to the public

We are also closed on several holidays.

*You may volunteer at the Shelter on any day with the permission of the Shelter Director.

Hours of Thrift Store Operation*

T-Sat. 10AM-4PM

Sun-M. Closed to the public

We are also closed on several holidays.

*You may volunteer at the Thrift Store during usual hours of operation.

No Kill Philosophy

Round Valley Animal Rescue is a private "No Kill Shelter" thus we do not have an open door policy. RVAR will not euthanasia animals to make room for incoming animals. RVAR will operate within its limited capacity for safety and health reason of our current animals and volunteers. We reserve the right to accept or decline any animal at any time. We will not accept animals for the purpose of euthanasia only. It is the owner's responsibility to weigh the pros and cons of surrendering a pet/animal.

We will make every attempt to shelter, foster, and adopt every adoptable animal. Adoptable animals are defined as healthy or treatable non-vicious social animals. When the shelter is full or an animal needs treatment RVAR will seek other reasonable solutions to assist in placing the animal in a safe environment. RVAR reserves the right to limit breed or breed mix intakes.

RVAR intake will adhere to the RVAR surrender policy both on surrender and found animals. Once an animal has been accepted by RVAR, there are several factors that determine if and how long they will be

available for adoption. These include, but are not limited to: health and overall condition of the animal, medical issues, and the behavior of the animal. RVAR will keep in mind that animals surrendered go through a detachment phase. Some detach immediately and adjust to their new situations immediately. Other animals may take weeks/months or may never go through the detachment phase. The animal's behavior will be constantly re-evaluated daily with foster parents and shelter staff. Because adopting out an aggressive animal is a liability for all, we will not foster or adopt out these animals.

If the animal's health or behavioral conditions become questionable for any reason, at any time, and RVAR finds that the animal cannot be safely fostered or adopted, the following two (2) options are available:

1. Owner can claim their animal within 48 hours of notification that the animal cannot be safely adopted or fostered with RVAR. OR
2. Owner will sign the surrender form and understand that the animal could be euthanized due to medical/behavioral issues that may be currently present or be found at any time.

Strays animals turned in will be reported to the local animal control. Those who surrender a stray must sign a surrender form acknowledging that the animal is a stray not a neighbors pet. Dogs and cats are considered personal property. Hence, knowingly surrendering someone's pet is illegal and is punishable by AZ law. Any stray that has medical/behavioral problems will be euthanized or turned over the local animal control shelter. All attempts will be made by RVAR volunteers to locate the owners of the animal. After a waiting period of five days with no response to the attempted contacts, RVAR will put the animal up for adoption. It is essential that each volunteer understand and fully support this concept. Therefore, some animals will not be taken into the shelter or foster programs.

It is also essential that each volunteer understand that RVAR is in place to support abandoned animals, not humans who are unwilling to accept the financial responsibility that comes with pet or animal ownership. Although RVAR may offer (when finances and grants permit) low cost wellness, preventive health and spay/neuter programs, we are not in a position to offer free medical care, feed or other services to individuals who keep their animals.

Training

All volunteers are required to attend the general training session when scheduled. This session covers customer service, adoption assisting, outreach, special events training, handbook review, and the policy and procedure manual as well as basic animal care, including dog, cat, and equine basic disease management.

Accident Policy

RVAR makes every effort to provide a safe working environment volunteers. However, occasionally, accidents occur. As a volunteer, you are required to report any accident to the Volunteer Coordinator immediately. A waiver of liability must also be signed by each volunteer.

Conduct

As a representative of RVAR, it is important that you be familiar with its policies and procedures. When dealing with customers, you must always be polite, courteous and helpful. It is the policy of the RVAR to provide a workplace that is free from discrimination and harassment, and one that promotes equal

opportunity and equitable treatment. Any type of harassment or discrimination based on a person's race, religion, color, national origin, gender, sexual orientation, HIV status, etc. is prohibited.

Each volunteer is expected to represent RVAR to the public in a positive manner. Failure to support the code of conduct and the policies and procedures in detail may result in termination of volunteer service.

1. Adoptions by Volunteers

Volunteers who adopt are required to go through the same adoption process as the general public.

2. Dress Code

Volunteers are representative of RVAR. A volunteer nametag is included in the participation fee, and will be provided to each volunteer. Volunteers are required to wear their nametag when volunteering at RVAR both the Thrift Store and Shelter, or when volunteering at any RVAR special event. Volunteers should not wear open toe shoes or shorts. All clothes should be neat and clean. Long pants and sneakers are preferred.

3. Smoking

Smoking is not permitted in any area inside or outside of the shelter, except in specifically designated areas. Smoking is not permitted in any part of the Thrift Store facility.

4. Alcohol/Drug Use

RVAR is a drug free workplace. The following activities are prohibited on RVAR premises or while conducting RVAR business: the lawful manufacture, distribution, possession or use of a controlled substance. Volunteers are not permitted to be on duty after having used a controlled substance which has not been legally prescribed by a health care practitioner. Marijuana including medical marijuana is prohibited explicitly. No volunteer shall report for duty while impaired from the consumption of alcohol. Violation of this policy will result in immediate dismissal from the volunteer program.

5. Violence in the Volunteer Setting

All volunteers and visitors should be treated with courtesy and respect at all times. Conduct that threatens, intimidates any other volunteer, customer, or member of the general public at any time on the premises will not be tolerated. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be immediately dismissed from the volunteer program and reported to the local authorities.

6. Privacy

Any information pertaining to RVAR records and cases which you may become privileged to (including names, addresses, phone numbers, etc.) as a result of your position is confidential and may not be discussed with others. Under certain circumstances, we may be prohibited from discussing with you certain specific details regarding cases that are under investigation or pending criminal court action and cases of protective custody of an animal. Volunteers are specifically

prohibited from discussing any aspect of RVAR records and cases with any representative of the media or public. A Confidentiality Affidavit must be signed.

Performance Review Evaluation

Volunteers receive a performance evaluation at regular intervals. The evaluation allows staff to gather feedback on programs, and can be used to give job skills recommendations for a volunteer. Evaluations benefit both the volunteer and the organization. It is a chance to make suggestions and to be acknowledged for your efforts.

Discipline & Termination Procedures

Violations of the Conduct, Alcohol/Drug Use or Violence Policy will result in immediate termination from the program. If at any time, a volunteer violates the policies of RVAR, or is deemed unfit for volunteering for any reason, RVAR reserves the right to terminate his/her association with our organization. Poor performance, disruptive behavior, habitual tardiness or absenteeism, or falsification of work hours by student volunteers or community service workers, will result in termination. In most situations, any problems brought to the attention of the Volunteer. Every effort will be made to:

- ✎ provide clear warning and notice to volunteers
- ✎ conduct an investigation or determination before terminating a volunteer
- ✎ apply the termination rule fairly and equally
- ✎ find alternatives to termination wherever possible.

For community service workers and students, the Volunteer Coordinator will contact the probation officer or teacher to inform them of the termination.

Resignation

We strongly encourage volunteers to complete the term of their commitment. However, circumstances may not make this possible. Please notify the Volunteer Coordinator as soon as possible if you are unable to fulfill your term..

MEMBER/VOLUNTEER APPLICATION



Dues Date/Amt
(attach to form)

Name _____ Date of Birth _____
Address _____
City, State, Zip _____
Home/Cell Phone _____
E-Mail Address _____

Please choose your area(s) of interest from the following list:

- | | | |
|--|---|---|
| <input type="checkbox"/> Dog Care/Socialization | <input type="checkbox"/> Special Events and Fundraising | <input type="checkbox"/> Shelter Assistant |
| <input type="checkbox"/> Cat Care/Socialization | <input type="checkbox"/> Public Relations | <input type="checkbox"/> Animal Transporter |
| <input type="checkbox"/> Bathing/Grooming | <input type="checkbox"/> Clerical/Administrative Duties | <input type="checkbox"/> Pro Bono Professional. |
| <input type="checkbox"/> Foster Parenting | <input type="checkbox"/> Thrift Store Volunteer | <input type="checkbox"/> Humane Educators |
| <input type="checkbox"/> Animal Intake and Adoptions | | <input type="checkbox"/> Special Projects |

Please provide a contact person in case of an emergency:

Emergency Contact: _____
Relationship: _____
Home/Cell phone: _____

Please list the days and times you are available to volunteer:

Please provide any additional skills you may have that will assist us in finding your volunteer position:

Acknowledgement

I fully understand and agree that I am providing my services in a volunteer capacity without any expressed or implied promise of salary or employment benefits. I agree to perform my volunteer duties to the best of my ability and to adhere to guidelines detailed in the Volunteer Handbook. I recognize that working with animals places me at physical risk, and agree to assume that risk. Therefore, I hereby completely release and entirely discharge RVAR, its agents and its Board of Directors and other volunteers from any and all claims and causes of action of negligence or gross negligence that I or another might have or bring relating to or arising from any injury or damage that I should sustain while assisting RVAR or in connection with my volunteer work for RVAR.

Volunteer's Name (printed): _____

Volunteer's Signature: _____ Date: _____