



STAFF/VOLUNTEER RELATIONSHIP GUIDELINES AND EXPECTATIONS

The following guidelines and expectations for staff/volunteer relations apply to, and should be practiced by, all Anti-Cruelty Society employees.

- ✓ *Staff is expected to courteously greet and welcome volunteers upon arrival to their shift.*
- ✓ *Staff is 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, hand-washing, 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.*
- ✓ *Staff should **ALWAYS** thank volunteers upon departure from their volunteer shift.*

Staff Evaluation of the Volunteer Program

EAS Staff:

Please take a few moments to fill out this evaluation of the volunteer program here at the shelter in order to provide feedback and any suggestions you may have about how to improve the way this critical program supports our work.

How well informed do you feel about what goes on the volunteer program?
(not very) 1 2 3 4 5 (very)

If you'd like to be more in the loop, what would be the best way to keep you up-to-date with what's going on? (*circle one*)

Email Memo Staff Meetings Other: _____

How do you view your role with regards to the volunteer program?

How well utilized do you feel the volunteers are?

(not very well) 1 2 3 4 5 (very well)

Are there ways you think they could be better utilized, or engaged in the work we do?

Are there areas of the program you feel could be improved, such as training, communication, retention, etc?

Any additional comments (feel free to continue on the back!):

Thanks for taking the time to share your thoughts!

Volunteer Supervision for Shelter Staff

What inspires people to volunteer? They want to help. Volunteers come to PAWS because they want to be a part of the work we do. It's our job to help channel their energy and enthusiasm into helping the way we want them to help. And, while many of our volunteers may not bring any animal welfare experience with them, they very likely have other great skills that we can utilize and put to work for PAWS.

Observing and Assessing Volunteer Needs

Informal observation is what you do as you walk through the shelter and interact with volunteers. There are many styles of observing and giving feedback, but this seems the most practical for our setting

If the volunteer:

Doesn't know or doesn't understand

Doesn't know how/has a skills gap

Has fear or anxiety

Has an attitude

You need to:

Clarify expectations, explain reasons for PAWS' policies

Train them/buddy them up

Offer support/smaller steps/mentoring

Give them a clear bottom line, respectfully and professionally

You are in a position that supervises volunteers, so it is important to remember that supervising is not counseling, and here's why:

- Supervisor has authority
- Purpose is to increase skills and knowledge and improve performance
- Focus is on agency expectations (not personalities!)
- Directed toward a specific outcome

Staff assignments:

- Make the commitment to take the time to step in, make suggestions, and make requests of volunteers.
- If you take issue with performance of a volunteer or something they've done, you need to address it immediately and then notify Hilary or a shelter manager. Documentation may be necessary
- Every staff person must commit to learning their volunteers' names and saying thank you to every volunteer every shift. Let them know what they're doing right!
- Communication isn't only about catching and correcting when something is done incorrectly, it's about passing along praise as well.

Remember:

Volunteers are here to help us! If you need something done, you only have to ask nicely. Many of you were volunteers before becoming staff—think back, and you'll remember how you were willing to help in any capacity. That said, don't forget that the primary benefit of

having so many great volunteers is that we're better equipped to provide customer service and animal care and the volunteers' priority is to help with that!

For CAS Animal Care Leads

Expectations

Volunteers are our partners. We greet them, make requests of them, give them guidance, give feedback, make requests if tweaking is needed, show them how to do things, thank them for their service and tell them good bye.

Learning names is critical

If you can't remember a volunteer's name, cheat with their name badge. If they're not wearing it, ask them to go get theirs to put on, and if they need a new one please have them leave a note in the inbox under the computer in the volunteer station and we'll make one for them.

T-shirts

Volunteers are required to wear their t-shirts while they're on duty at PAWS. If the weather is bad and the volunteer is spending time outside, they can wear a jacket or vest, but should have their name badge on the outer layer of their clothing. Volunteers who are working indoors can wear long sleeved shirts under their t-shirts or simply buy long sleeved volunteer shirts. Shirts can be purchased from Michelle or Hilary (or you can grab one—they're in the white cabinet to the left of Rus' office door). Volunteers must fill out one of the half-white sheets hanging on the inside of the cabinet; that form along with payment should be given to Hilary or Michelle, or passed along to your shelter manager to be put into the locked cabinet. Do not leave the payment on Hilary or Michelle's desks.

Shift meetings

Using the shift meeting outline form, these meetings should include updates about animals in care, reminders from memos when appropriate, fill in on special projects or cases, an intro to an animal that needs a push for adoption (what it's like, what it needs, what the story is). Meetings should start at about five minutes after the hour, and you can use the overhead page feature on the phones to ask volunteers to meet in the volunteer station or kennel kitchen. The meeting outline will then stay in the volunteer station for late arrivals to check in on. The meetings should occur at noon, 4 and 5 pm each weekday, and 11, 2 and 4 on weekends, and should include all animal care volunteers (both cat and dog care volunteers, including ISO volunteers, and front lobby assistants if possible). If volunteers do not show for their shifts, their absence should be noted on the volunteer absence log, which hangs on the bulletin board in the volunteer station.

Shift Assignments

The work done by kennel and cat room attendants has been broken up into assignments which vary depending on how many volunteers are working each shift. The required duties for one single kennel attendant working alone are different than if we have three or four people available to help.

Cat Care Volunteers

Cat volunteers need to know the status of projects going on (litter pans, making carriers, etc), any info about cats in the holding rooms that need attention, how many cats are in ISO and whether they will need to go and spend time down there at the end of their shift. ACL's should be sure to check in with the volunteers, and keep an eye out for safe animal handling as the volunteers are working.

Dog Care Volunteers

Remember: Kennel Attendants should be inside with the dogs, not outside with them during open hours. If there is more than one KA, it is permissible to assign **one** of them to take dogs out for play groups and potty breaks, but one KA must stay in the kennels **IN VIEW OF THE PUBLIC** in order to provide customer service to the folks coming into kennels. That means that the person taking the dogs outside is the same person who could be doing laundry/dishes etc.

Feedback

It's important we tell people how we want things done, and let them know if things aren't being done the way we'd like. We also need to give them feedback when they're doing things correctly. Be behaviorally specific: "Hey, thanks for the way you handled that customer, I know she had a million questions for you." Or "Wow, that stack of litter boxes was huge, thanks for knocking that out!" When you are requesting that a volunteer do a particular task differently, please remember to frame it as a request rather than an order, and try to explain to the volunteer **WHY** you're asking them to make a change, and what the reasoning is behind your request. We always have reasons why we're making a request—it's important to let volunteers know there is a method to our madness, and the reasons behind our request.

Resetting VIC

Sometimes the volunteer sign in computer goes off line and needs to be restarted. The username is vic; password is PawsVic#1016. If you see it's not working, please reboot the machine. It's a lot easier to do it right away than it is to have to manually enter those hours later on.

Extension 805

Extension 805 is the line volunteers use to leave messages about any absences or substitutions. The ACL is responsible for checking that line throughout the day to listen to messages, and make note of absences on the volunteer absence sheet that hangs on the bulletin board in the volunteer station. For some reason, the phone will sometimes say "Locked Out" on the display—if that's the case, you simply need to pick it up and hang up again, and it should clear.