**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.