



Freckles' Friends Volunteer Program Guide

Thank you for volunteering!

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Section 1: About Freckles' Friends Pet Shelter, Inc.

Freckles' Friends Pet Shelter, Inc. was established by Durward and Kimberly Brantley in May of 2006. Our primary mission is to raise funds to build a quality, progressive, no-kill shelter for the DeKalb/Smith County area. We define 'no-kill' as 'no adoptable pet will be killed.' Part of this mission includes promoting spay/neuter programs in order to reduce pet overpopulation as part of the no-kill philosophy because no birth is the first step to no kill. Founding board members were: Durward Brantley, Kimberly Brantley, Patricia McCracken and James Pemberton. Current board members are Durward Brantley (President), Patricia McCracken (Vice President), Dr. Mark Burke, DVM (Community Member), Lisa Lewis (Community Member) and Kimberly Brantley (Secretary/Treasurer).

Freckles' Friends Pet Shelter, Inc. received 501c3 non-profit status from the IRS on August 30th of 2006. All donations of money or goods to Freckles' Friends are tax deductible.

Current programs and services offered by Freckles' Friends include:

- Mobile Spay Station visits (co-sponsored by Freckles' Friends and the Humane Association of Wilson County)
- Low Co-Pay Spay/Neuter Assistance Vouchers
- TNR (Trap, Neuter, Release) Program for Feral Cats
- Web Site Courtesy Pet Listings

Other programs may be added upon expansion of our volunteer program.

At this time, Freckles' Friends is an ALL VOLUNTEER organization. We have no paid staff positions. Our volunteers are crucial to the work that we do and we have many volunteer opportunities available for any pet lover interested in serving the community. At the same time, we are aware that as representatives of Freckles' Friends, our volunteers can greatly influence public opinion of our organization which can determine the eventual success or failure of our goals. Therefore, we have compiled this Volunteer Program Guide as a means of communicating the standards expected of our volunteers. Please thoroughly read this Guide and ask any questions you may have regarding the policies it contains.

Section 2: What Freckles' Friends is Looking for in a Volunteer

A "volunteer" is anyone who without compensation or expectation of compensation beyond reimbursement of expenses incurred in the course of his or her volunteer duties performs a task at the direction of and on behalf of the organization. A "volunteer" must be officially accepted and enrolled by the organization prior to performance of the task. Unless specifically stated, volunteers shall not be considered as "employees" of the organization.

Freckles' Friends strives to develop a volunteer population that mirrors the diversity of the community. This diversity will better allow us to understand and serve our community and affirmative efforts will be made to achieve that diversity. We are looking for any pet lover who can spend a few hours each month in activities such as fund-raising, pet transport, pet care, etc. and duties may range from posting flyers, cleaning a flea market booth or organizing a yard sale to carrying feral cats to be neutered.

If you feel you can help in any way and are willing to do your best to represent Freckles' Friends in a positive manner at all times, we invite you to apply. All volunteers are expected to attend regular volunteer meetings and to assist in raising funds to further the goals of Freckles Friends.

Freckles' Friends also accepts as volunteers those participating in student community service activities, student intern projects, alternative sentencing programs, employee volunteer programs, and other volunteer referral programs. Friends, relatives and family members of volunteers are encouraged to volunteer. All individuals will go through standard volunteer application procedures. Clients may be accepted as volunteers where such service does not constitute an obstruction to or conflict with provision of services to the client or to others. Relatives of clients may also serve as volunteers but will not be placed in a position of direct service or relationship to members of their family who are receiving services. Board members are accepted and expected to act as direct service volunteers whenever appropriate. Donors will be given an opportunity and encouraged to volunteer and volunteers will be given opportunities to make a financial contribution.

Section 3: What Our Volunteers Should Expect from Freckles' Friends

The productive engagement of volunteers requires a planned and organized effort. The function of the Volunteer Program Director is to provide a central coordinating point for effective volunteer involvement within the organization and to direct and assist efforts to provide more productive services. The Volunteer Program Director bears the responsibility for maintaining liaison with other programs in the community and assisting in community-wide efforts to recognize and promote volunteering. The Volunteer Program Manager bears the primary responsibility for planning for effective volunteer deployment, for assisting in identifying productive and creative volunteer roles, for recruiting suitable volunteers, and for tracking and evaluating the contribution of volunteers to the organization.

The Volunteer Program Director will work with all levels and programs of the organization to plan, develop and manage a unified and consistent process for the involvement of volunteers. He or she is also responsible for providing volunteers with a quality volunteering experience. The Volunteer Program Director will be involved with the Board of Directors in all organization decisions likely to affect volunteers.

An annual budget for the volunteer program shall be formulated by the Volunteer Program Director and submitted to the Board of Directors in December for approval. This budget shall cover recruitment efforts, conduct of possible background checks, provision of recognition and all other areas of operation.

The Volunteer Program Director is encouraged to engage in professional development activities. These include participation in professional associations, attendance in training and conferences, webinars and other educational activities. There are many free training resources and webinars available from PetSmart and the Humane Society of the United States. Budgetary support shall be provided to such development activities and should be included in the annual budget request.

The Volunteer Program Director shall conduct a regular evaluation of the volunteer involvement system and shall provide bi-monthly reports to senior leadership and the board of directors on current operation and future needs.

Section 4: Similarities Between Paid Staff and Volunteers

Volunteers are crucial to this organization and the pets and people that we serve. Volunteers have the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of the organization.

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, volunteers should be included in and have access to all appropriate information, materials, memos, meetings and client records relevant to the work assignments. Primary responsibility for ensuring that the volunteer receives such information will rest with the Volunteer Program Director. Lines of communication should operate in both directions, and should exist both formally and informally. Volunteers should be consulted regarding all decisions that would substantially affect the performance of their duties.

As appropriate, volunteers shall have access to property of the organization and those materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for the volunteer task.

Liability and accident insurance is currently not provided for volunteers engaged in the organization's business. Volunteers should check with their own insurance agents regarding the extension of their personal insurance to include community volunteer work.

Just as with paid staff, volunteers should attempt to improve their levels of skill during their terms of service. Additional training and educational opportunities will be made available to volunteers when appropriate. This information may include both additional information on performance of their current volunteer assignment as well as more general information, and might be provided by either Freckles' Friends or by assisting the volunteer to participate in educational programs provided by other groups. Prior approval from the Board of Directors is required if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is sought.

Standards of performance (in development) shall be established for each volunteer position. These standards list the work to be done in that position, measurable

indicators of whether the work was accomplished to the required standards, and appropriate timeframes for accomplishment of the work. Creation of these standards will be a joint function of the Volunteer Program Director and the volunteer assigned to the position and a written copy of these standards should be provided to the volunteer along with a copy of the position description at the beginning of the assignment.

Volunteers shall receive a periodic evaluation to review their work. The evaluation session will review the performance of the volunteer, suggest any changes in work style, seek suggestions from the volunteer on means of enhancing the volunteer's relationship with Freckles' Friends, convey appreciation to the volunteer, and ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of his or her responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. The evaluation session is an opportunity for both the volunteer and the Volunteer Program Director to examine and improve their relationship and effectiveness.

Volunteers who do not adhere to the rules and procedures of the organization or who fail to satisfactorily perform a volunteer assignment may be subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Volunteer Program Director.

Possible grounds for dismissal may include, but are not limited to, the following:

- Gross misconduct or insubordination
- Being under the influence of alcohol or drugs
- Theft of property
- Misuse of Freckles' Friends equipment or materials
- Abuse or mistreatment of clients (the public) or co-workers
- Misrepresentation of Freckles Friends
- Failure to abide by Freckles' Friends policies and procedures
- Failure to meet physical or mental standards of performance
- Failure to satisfactorily perform assigned duties

Decisions involving corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing their concern or grievance.

Section 5: Final Words

Thank you again for your interest in volunteering with Freckles Friends. We greatly appreciate any and all assistance towards the furtherance of Freckles Friends mission of raising funds to build and operate a quality shelter, to promote spay/neuter to reduce pet over-population and to promote humane values within our local communities. We hope that you will feel welcome in our organization and that you will find a sense of fulfillment in helping your neighbors (or at least their pets) and your community.

Read, sign and turn in to Freckles' Friends Volunteer Program Director or Supervisor.

I have received the Freckles' Friends Volunteer Program Guide and agree to read it thoroughly. If I cannot or will not fulfill the reasonable expectations of Freckles' Friends Pet Shelter, Inc., I will promptly contact the Volunteer Program Director and discuss the possibility of supporting Freckles' Friends in another capacity.

Print Name _____

Signature _____

Freckles' Friends Volunteer Application

(please print)

Name _____

Address _____

Phone where you may be contacted _____

Email address _____

How many pets do you have? Dogs _____ **Cats** _____

Other _____

**How many hours per month can you reasonably be expected to work?
(Please include preferred days and times.)**

Do you have a vehicle in which 3 or more pets can be safely transported?

What would you like to see Freckles Friends accomplish?

In which current Freckles Friends program would you like to work?

Signature