

# VOLUNTEER HANDBOOK



A Private Charity Since 1881



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## WELCOME!

*Thank you for joining the Connecticut Humane Society's volunteer program. We request your cooperation in adhering to the policies outlined in this document. Use the blue links to navigate through the handbook or to learn more on the CHS website: [CThumane.org](http://CThumane.org).*

*We look forward to working with you and are always available to answer your questions.*

## HISTORY

The Connecticut Humane Society is the oldest animal welfare organization in the state. Gertrude O. Lewis, a senior at Hartford High School, founded CHS in 1881. Over the years, CHS has built a staff of over 85 caring professionals, utilized the help of thousands of volunteers, rehomed tens of thousands of animals, developed humane education initiatives and supported legislation that promotes the humane treatment of animals.

Whereas CHS used to focus primarily on pet intakes and adoptions, we now also focus on promoting pet wellness in the community and providing resources for families in crisis to prevent pet relinquishment.



## MISSION STATEMENT

The Connecticut Humane Society is the leading resource in the state for companion animal welfare, enriching the lives of families and communities through adoption services, medical care, education, and prevention of cruelty.

## FUNDING

CHS is a private, 501(c)3 non-profit organization that operates just in CT. CHS does not receive any funding from tax dollars. CHS is funded by donations from individuals, foundations and corporations, fees for services and from the interest on endowment investments. Learn more at [CThumane.org/donate](http://CThumane.org/donate).

## CORE SERVICES

### Pet Intake

Pets at CHS come from the public, municipal animal control and other animal welfare groups. CHS accepts companion animals: dogs, cats, small animals (rabbits, guinea pigs, gerbils, mice, rats, ferrets) and pet birds. CHS practices managed intake and accepts pets with health and/or behavioral issues that can be rehabilitated with available resources and safely placed in homes.

***Volunteer status does not guarantee acceptance of a pet for surrender. Volunteers are subject to the same intake process that applies to the public.***

### Animal Care

All pets receive a behavior evaluation, medical exam, necessary vaccines, testing for common illnesses and treatment for medical conditions. Dogs and cats are spayed or neutered and microchipped prior to adoption. Dogs are walked a minimum of twice a day, cats receive daily cuddling and play time and all pets receive daily enrichment and mental stimulation. Pets who cannot be adopted immediately may be placed in a temporary foster home. Behavior modification techniques are used to correct known behavior issues.

### Adoption Program

Information about the adoption process and adoption fees can be found at [CThumane.org/adopt](http://CThumane.org/adopt). Once an animal is cleared for adoption their profile will appear on the website. The day after adoption, they will appear on the Success Stories page: [CThumane.org/adopt/success-stories/](http://CThumane.org/adopt/success-stories/).

***If a volunteer is interested in adopting a pet that has not become available yet, they must speak to a manager. If the manager deems the adoption will be a good fit the animal will be on hold for the volunteer for up to 24 hours after the animal is cleared for adoption.***



### **Dog Training**

Dog training classes are offered for the public at the Newington shelter. The adoption fee for puppies under six months old includes six weeks of basic obedience post adoption.

### **Community Veterinary Services**

CHS' Fox Memorial Clinic is a low-fee vet clinic adjacent to the Newington shelter. Services include vaccination, surgery and general wellness care. A special assistance fund is used to further discount payment for owners in financial need on a case-by-case basis. Learn more at [CThumane.org/veterinary-services/](http://CThumane.org/veterinary-services/).

CHS also offers pop-up wellness clinics in areas of need around the state.

### **Pet Food Pantry**

CHS' Pet Food Pantry helps pet owners who are struggling to feed their pets. Food is donated by individuals and groups that coordinate collections. Learn about conducting a collection at [CThumane.org/pet-food-pantry-program/](http://CThumane.org/pet-food-pantry-program/).

### **Humane Education**

CHS offers educational classroom and scout programs for students. Information about the Humane Education program and forms to request a program are available at [CThumane.org/education-and-outreach/](http://CThumane.org/education-and-outreach/).

## **STATEMENT ON EUTHANASIA**

CHS has one of the lowest euthanasia rates in the nation. Euthanasia is only considered when a pet has a medical condition that is not treatable or a behavioral condition that prevents them from being safely adopted into the community. The staff members that have the difficult job of making those decisions have to look at each situation objectively to determine if an animal can be placed for adoption.

Euthanasia is a sensitive subject and there are many ideologies regarding its practice. The staff members who are involved in the decision making process do not make the decision to euthanize a pet lightly. Volunteers are asked to respect the decisions the animal welfare professionals must make when necessary.

## **GENERAL VOLUNTEER INFORMATION**

### **Volunteer Opportunities**

Volunteers assist in many capacities. Foster volunteers provide temporary care for pets in their own homes. Dog Walkers, Cat Cuddlers and Critter Cuddlers ensure the pets get exercise and socialization each day. Enrichment volunteers provide the pets with mental stimulation. Germ Busters, Cat Assistants and Laundry Room Assistants help keep the building and supplies clean and sanitized. Transport Drivers escort pets to and from



medical appointments. Ambassadors represent CHS at off-site events. These are just some of the many ways volunteers assist at CHS. Current openings are listed at [CThumane.org/volunteer](http://CThumane.org/volunteer). Speak with your volunteer coordinator if you are interested in getting more involved.

### **Volunteer Benefits**

- ❖ The ability to deduct mileage and other volunteer expenses when itemizing taxes.
- ❖ 1 free adoption after five years of consecutive service. Foster volunteers must foster at least two assignments per year to be eligible for this benefit. Eligibility must be approved by the volunteer department. Free adoptions are for an active volunteer's own household and may not be gifted to someone else.

### **Volunteer Newsletter**

The volunteer newsletter is our main way of communicating program updates, policy changes and reminders and new volunteer opportunities. Volunteers are expected to view the newsletter each month. If you opt out of CHS emails you will miss out on seeing this important information. Make sure to notify your Volunteer Coordinator if your email address changes.

### **Volunteer Portal**

CHS' volunteer portal allows volunteers to view their schedule and service hours. Upload the VicNet Volunteer Portal app from the [App Store](#) or [Google Play](#) or visit [CThumane.org/volunteerportal](http://CThumane.org/volunteerportal) to access the login page. Click the "Password Reset" link to create a password.

### **Volunteer Recognition**

Volunteer appreciation events are held annually. Each location recognizes a Shelter Volunteer of the Year and a Foster Volunteer of the Year. Recognition certificates are given to those who have reached their 10, 15, or 20+ anniversary with the organization.

## **VOLUNTEER PROTOCOLS & POLICIES**

### **Dress Code/Appearance**

Volunteers who work on-site must adhere to the dress code:

- ❖ Closed-toe, rubber-soled flat shoes with backs (sneakers or boots).
- ❖ Thick pants or shorts that come to the knees (no leggings, yoga pants or workout shorts).
- ❖ Uniform shirt.
- ❖ Name badge.

Short-sleeved uniform shirts and name badges are available for purchase at each shelter. Volunteers may request to have their pronouns on their name badge.

Additional items (sweatshirts, vests, jackets, etc.) may be ordered from the CHS volunteer store: [business.landsend.com/store/cthumanevolunteers/](http://business.landsend.com/store/cthumanevolunteers/)



Click "apply logo" before adding an item to the shopping cart. All items will have the CHS logo embroidered on them. In addition to the item cost there will be a charge for the logo plus shipping.

Volunteers working in any capacity with animals should not wear large hoop or dangling earrings, and if they have spacers in they must be solid. Other types of jewelry that may present a danger, e.g. long necklaces outside of shirt, are also prohibited. Excessive use of scents and fragrance is discouraged. Scented products can cause allergic and asthmatic reactions which can adversely affect the health of employees, volunteers, visitors and the pets.

***Volunteers who arrive with inappropriate attire will be sent home to change.***

### **Service Tracking**

Volunteers who work on site must sign in and out for each shift. These records are used for volunteer reports, to provide service logs upon request and to be in compliance with state laws if an animal tests positive for rabies. Foster start and end dates are recorded in the PetPoint database and records are available upon request.

### **Attendance**

Volunteers who work on site must commit to a set schedule and should show up reliably and on time for shifts each week unless advance notice is given. Frequent call-outs and "no show, no call" instances are disruptive to operations and create additional work for fellow volunteers and staff. If volunteers are not able to come reliably or need to change their schedule, they should speak with their volunteer coordinator.

The volunteer database is periodically updated and volunteers who have not been showing up reliably will be made "inactive" and removed from the volunteer roster. Once a volunteer has been made "inactive" they must re-apply and re-train to return to the program. Foster families must foster at least two assignments per year to remain active in the program.

We ask that you work scheduled shifts only and do not come in unscheduled.

### **Absence Notification**

Volunteers must notify their volunteer coordinator in advance if they are unable to make a scheduled shift. A minimum of one week's notice is ideal. Volunteers may be able to make up a missed shift on another day. Volunteers should notify their volunteer coordinator as soon as possible if unavoidably delayed for a shift.

### **Door Code**

Volunteers who have been given a door code must only use it when working a scheduled shift and must not share the code with anybody.



### **Scheduled Closings**

CHS closes for major holidays. Scheduled closings will be announced in the volunteer newsletter. On these days, scheduled volunteers are not expected to come in, but volunteers may sign up to help on a holiday.

### **Inclement Weather**

CHS occasionally closes for inclement weather. Scheduled volunteers will be contacted by e-mail if there is a closure or delay and a recording will be posted to the phone system. On these days, paid staff will care for the animals. Volunteers should not travel to CHS.

### **Injuries**

If a volunteer has an injury that could put them at risk for further injury or put the animals at risk, they should not come in for their volunteer shift until cleared by a doctor.

### **Leave of Absence**

Volunteers who have served for more than six months may request a “Leave of Absence” for up to six months. Volunteers on a leave will be removed from the schedule but will remain on our contact list. Volunteers may return at any time but must speak with their volunteer coordinator prior to return as their shift may have been filled. Volunteers who are not able to return at the end of six months will become “inactive.”

### **Resignation**

Volunteer employment at CHS is at-will and a volunteer may resign at any time and for any reason. Notification should be given to your volunteer coordinator. When possible, a minimum of two weeks’ notice should be given.

### **Confirming Volunteer Participation**

Volunteers may request documentation verifying their volunteer service, start and end dates and hours worked. Service reports can also be accessed from the [Volunteer Portal](#). CHS is not able to provide references based on a volunteer’s personality or make comments about their job performance.

### **Paid Employment**

Volunteers may view and apply for employment openings online at [CThumane.applicantpro.com/jobs/](http://CThumane.applicantpro.com/jobs/). *Volunteer status does not guarantee an interview or paid employment.*

### **Code of Conduct**

CHS is a place of business and volunteers should conduct themselves appropriately. Volunteers are expected to treat the staff and fellow volunteers with respect and must follow the directives of the staff. Inappropriate language will not be tolerated. Volunteers must understand that staff members are working and should limit personal conversation with staff while on duty. Clients should be dealt with in a non-judgmental manner and volunteers should not speak disparagingly about clients. All client data must be kept confidential. Names of clients are not to be discussed outside of the organization.





CHS aims to provide a safe and positive workplace for the staff and volunteers. Gossip creates a hostile work environment. Volunteers should speak with their volunteer coordinator to express any concerns. If the concern is regarding their volunteer coordinator, they should speak with the Operations Director.

**Volunteers May Not:**

- ❖ Enter private areas of the building unless assigned and working a scheduled shift.
- ❖ Photograph or publicize pets that have not been cleared yet for adoption.
- ❖ Advertise pets or speak to the media on behalf of CHS.
- ❖ Give medical or training advice to the public while acting as a representative of CHS. Instead, direct customers to the website or have them call and speak to a staff member.
- ❖ Act as a representative of CHS with other organizations or rescue groups.
- ❖ Plan events or submit fundraising grants without prior approval.

**Visitors**

Volunteers may not bring family members, friends or pets to CHS, for safety and liability reasons.

**Personal Phones**

Volunteers should not use personal phones while working. Phones should be set to silent and can be used in the break room. At no time may a volunteer use a cell phone to call, text or listen to music while handling an animal.

**Break Room Etiquette**

Volunteers may use the break room to take short breaks. Staff members on break are not available to answer work-related questions.

**Personal Questions**

Staff (including veterinarians) are not able to answer medical or behavioral questions or provide advice regarding personal pets. Please contact your own veterinarian or trainer for questions regarding your own animals.

**Personal Belongings**

Lockers are available for volunteers. All locks and items must be removed at the end of the shift. Lockers are cleaned out periodically and unclaimed items will be donated. CHS is not responsible for loss of or damage to personal property.

Food and drinks may be stored in the break room refrigerator. Items should be labeled with the volunteer's name and removed at the end of the shift. Items left in the refrigerator will be discarded.

**Adherence with Occupational Safety and Health Administration (OSHA) Policies**

OSHA laws are in place to protect workers' health and safety. CHS may be fined if not in compliance. According to these regulations, volunteers:



- ❖ Must wear required protective equipment when using cleaning chemicals and must only put cleaning chemicals into properly marked containers.
- ❖ Must return cleaning chemicals/safety equipment to the room they came from.
- ❖ Must not have food or drinks in any animal care areas of the building. Food and drinks may be stored and consumed in the break room. Covered beverages may be kept at the front desk.
- ❖ Must not bring in any products (lotions, etc.) for shared use. All products must have a Manufacturer's Safety Data Sheet on file.
- ❖ Must not store food or drink in refrigerators or freezers that are for animal use.

## **STAYING SAFE WITH ANIMALS**

Anytime people work around animals there can be a risk of injury. For the safety of the staff and volunteers it is important that volunteers:

- ❖ Do not handle animals marked "Staff Only."
- ❖ Do not handle animals that are displaying warning signs such as hissing, growling, barking aggressively or avoiding contact.
- ❖ Do not walk dogs that are too strong for them.
- ❖ Do not stick fingers in cages.
- ❖ Do not allow their face to come into close contact with the animals. Some animals may feel threatened by this and will bite in response.
- ❖ Do not sit or lay on the floor with dogs. Instead, kneel with one knee up.
- ❖ Alert the staff if an animal is acting strangely or aggressively.
- ❖ Use the safety techniques that were demonstrated during training.

### **Reporting an Accident**

Any accident or injury (including bites and scratches) that takes place on or off the premises, which involves a CHS animal or occurs during an "off location" shift, must be reported to the manager on duty *immediately* for state law compliance and to ensure that nobody else is hurt.

Volunteers will be asked to complete an incident form. First aid stations are located in each shelter. It is advisable that volunteers follow up with their own physician following any bite incidents to prevent infection.

## **INFECTIOUS DISEASES**

CHS has many procedures in place to limit disease-spread amongst animals and prevent the spread of zoonotic diseases which can pass from animals to people. Any animal exhibiting signs of contagion will be sent to a quarantine area and volunteers will not be allowed to handle those animals. However, there is always a risk when handling any animal. To limit the risk of disease-spread, it is imperative that volunteers:



- ❖ Wash hands or utilize sanitizer after every animal interaction.
- ❖ Immediately report any bite or scratch to the manager on duty.
- ❖ Refrain from handling any pet marked “Staff Only.”
- ❖ Report to staff any animal that is acting strangely or exhibiting signs of illness.
- ❖ Handle all pets according to CHS safety policies.

### **Keeping Personal Pets Healthy**

Pets at CHS may be carrying diseases that can be transmitted to pets at home. Volunteers should take the following precautions to prevent the transmission of disease:

- ❖ Keep their pets at home up-to-date on their vaccinations or vaccine titers.
- ❖ Wash their hands thoroughly at the end of their shift.
- ❖ Leave their shoes at the door so they do not track germs into the house.
- ❖ Change their outfit before greeting their pets.

### **Ringworm**

Ringworm is a fungal infection of the skin that can pass from animals to people. It is spread through direct contact with a person or animal who is infected or by coming in contact with an infected object such as towels, clothing, toys, etc. Animals who appear healthy may start to show symptoms of a ringworm infection at any time. An infected animal may have areas of missing fur.

On a human, symptoms usually appear 4-14 days after contact and you may notice scaly, itchy lesions that may or may not be in a ring formation. Seek medical advice if symptoms are present. Volunteers who have ringworm should notify their volunteer coordinator. To prevent its spread, lesions must be covered while working in the shelter and volunteers with ringworm or who have had ringworm in their home must take a break from fostering CHS pets.

It is important that volunteers follow our disease prevention guidelines to prevent the transmission of ringworm not only to other pets in the building but also to lower the risk of transmitting it or passing it to pets at home. To learn more about ringworm and to see photos of what it looks like, visit the Center for Disease Control's website:

<https://cdc.gov/fungal/diseases/ringworm/index.html>.

### **Giardia**

Giardia is a microscopic parasite that causes diarrhea. Humans can contract Giardia from animals by handling infected feces and then inadvertently swallowing the Giardia germs. Pets who test positive for Giardia will have a posted sign on their cage and volunteers must wear gloves when handling these animals and should wash or sanitize their hands immediately once the gloves are removed.

### **Bite Quarantine**

Animals that have bitten are handled in accordance with state rabies laws. Depending on their vaccination history, either euthanasia for rabies testing or a 10-day quarantine may be required. Animals in quarantine will have a “Staff Only” sign on their cage.



Volunteers *must* follow the directives on these signs for their own safety and the safety of those around them. Minimum contact is mandatory to avoid additional bites/exposures.

### **Pre-Exposure Rabies Vaccines**

Pre-exposure rabies vaccinations are designed to protect people from unknown exposure to rabies. These shots are not required to become a volunteer. Anyone who handles animals is encouraged to find out more about pre-exposure rabies vaccinations by consulting with their primary care physician.

### **Infectious Disease Management**

Staff and volunteers must follow strict cleaning and disinfecting protocols to limit the spread of infectious disease.

- ❖ Footbaths (foam disinfecting mats) are used throughout the building. Volunteers should step on the footbath whenever they pass by one. If working in a room where contagious animals are housed, volunteers *must* step on the footbath on the way into and out of the room or wear disposable shoe coverings.
- ❖ Color-coded room signs indicate the level of illness in each room. Volunteers must follow the posted instructions. Volunteers must not enter rooms coded orange or red.
- ❖ Frequent hand washing is required when working with the animals. Volunteers must wash their hands thoroughly after each cat interaction, but before handling the paperwork for that animal. Volunteers must wash hands or use hand-sanitizer between walking dogs.
- ❖ Pet waste must be picked up when dogs are walked outside.
- ❖ Cleaning tools (brooms, squeegees, etc.) must only be used in the room they are kept in. Color-coded tape indicates which room they belong in.

## **EMERGENCY PROCEDURES**

In case of an emergency, such as fire, volunteers should immediately evacuate the building from the nearest exit. Volunteers should not evacuate animals from the building. Fire department personnel will evacuate the animals if appropriate.

## **SOCIAL MEDIA POLICY**

### **Online Social Networking**

Volunteers are encouraged to follow CHS on Facebook, X and Instagram and can share and repost CHS postings. Volunteers should use good judgment to maintain the reputation of CHS. Once something is posted it is often difficult to retract. When posting about CHS:

- ❖ **Do** post information about pets who are available for adoption; link directly to the pet's profile on the CHS website.



- ❖ **Do** be respectful of fellow volunteers, co-workers, clients and competitors. Do not post anything derogatory.
- ❖ **Do not** post information or photos about pets that are not currently available or pets owned by clients of the Fox Clinic.
- ❖ **Do not** post anything confidential, including the names of clients and information regarding euthanasia decisions or intake decisions.

### **Blogging and Personal Websites**

Follow the guidelines above as to what should and should not be discussed on personal websites and blogs. If a volunteer mentions CHS on a personal blog or website it should be clear to their readers that the views expressed are theirs alone by including this or similar wording: *The views expressed on this website/blog are mine alone and don't necessarily reflect the views of the Connecticut Humane Society.*

If you have a question about CHS or its practices, ask your volunteer coordinator for help in getting the correct information. Please don't use social media as a platform for that.

## **IT POLICY**

Volunteers who are granted access to CHS' database should keep all passwords confidential and should only access information necessary to complete their job. Computers and business equipment are for business purposes only. Volunteers should not use company technology to view personal e-mails, make personal phone calls or for any personal benefit. Volunteers should not have any expectation of privacy in anything that is created, stored, sent or received using CHS technology.

Volunteers are prohibited from using any technology to view, listen to or communicate offensive, defamatory, or disruptive content. Such content includes, but is not limited to, material of a sexual or sexually suggestive nature, racial, ethnic, or gender-specific slurs, or any other visual, audio, and/or verbal content that offends or is intended to offend someone because of their age, sex, religion, national origin, disability or other lawfully protected trait.

## **SMOKING POLICY**

Cigarette receptacles are located at the front of all CHS buildings for use by visitors. Staff/volunteer smoking stations have been set up in an inconspicuous place on the grounds.

## **DRUG AND ALCOHOL USE POLICY**

No employee or volunteer may be under the influence of any illegal drug or alcohol while in the workplace, while on duty or while operating a vehicle or equipment owned or leased to CHS.



The unlawful manufacture, possession, distribution, transfer, purchase, sale or use of alcoholic beverages or illegal drugs while on CHS's property, or while on duty or while operating a vehicle or machine leased or owned by CHS is strictly prohibited. Failure to comply with these policies may lead to termination from the volunteer program.

Volunteers may use physician-prescribed medications, provided that the use of such drugs does not adversely affect job performance or the safety of the volunteer or other individuals in the workplace.

## **HARASSMENT/SEXUAL HARASSMENT POLICY**

Consistent with legal and ethical obligations, CHS prohibits harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, pregnancy, disability, status as a Vietnam-era veteran or other veteran as well as any other category protected by an applicable federal, state, or local law. This prohibition also includes sexual harassment. CHS will take strong disciplinary steps, up to and including discharge, against any employee or volunteer who engages in conduct which violates this policy.

With this policy, CHS prohibits not only actions which are severe enough to be unlawful but also conduct and comments that do not violate state and federal law, but which are still inappropriate in the workplace. No person in CHS is exempt from this policy.

### **Definition of Harassment**

Harassment consists of unwelcome or unsolicited verbal, written or physical conduct based on personal bias including actions based on race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, pregnancy, disability, status as a Vietnam-era veteran or other veteran as well as any other category protected by an applicable federal, state, or local law, that are sufficiently severe or pervasive so as to unreasonably interfere with an individual's work performance or create an intimidating, hostile or offensive working environment.

Sexual harassment includes unwelcome sexual advances, request for sexual favors and other such verbal, written or physical conduct of a sexual nature. It exists where a co-worker, superior or non-employee of the Society exercises or threatens to exercise his or her authority to affect the job, duties, earnings or career of another person working at the Society (including prospective staff or volunteers) in order to obtain a sexual favor. It also exists when unwelcome conduct of a sexual nature is sufficiently severe or pervasive so as to unreasonably interfere with an individual's work performance or create an intimidating, hostile, or offensive working environment.

The use of disability-related or racially derogatory jokes or comments, racial or religious epithets, or ethnic slurs which have the effect of creating an intimidating, hostile or offensive work environment, and insults or intimidation demonstrating age bias, are also examples of the type of conduct prohibited by this policy. These examples are not all inclusive.



### **Reporting Policy**

Every CHS employee and volunteer is responsible for making sure that our workplace is free from all forms of prohibited harassment. Any person who experiences or witnesses harassment by anyone at CHS, including supervisors, co-workers, volunteers, or any other person affiliated with the Connecticut Humane Society, must report the harassment to his or her shelter manager, the volunteer manager, or director of human resources.

### **Prohibition for Retaliation**

CHS prohibits retaliation against any person for having raised a complaint of harassment in good faith. No one will be retaliated against for reporting harassment or discrimination. CHS encourages everyone to report harassment or discrimination of any kind immediately.

### **Procedure for Handling Complaints**

Complaints of prohibited harassment will be investigated as promptly and confidentially as possible. The allegations of the complaint and the identity of the persons involved shall be maintained on a confidential basis, subject to the need to conduct a full and impartial investigation, remedy violations, monitor compliance and administer the policy. The investigation will include discussion with the complaining party, the complained-of party, and witnesses. A written report will be completed with recommendations concerning remedial action, if necessary. The executive director and director of human resources will determine the appropriate corrective action, if any, notify the complained-of party and the complaining party of the decision, and implement that decision.

Further, it is the right and obligation of an employee or volunteer to report any complaints to a shelter manager, the volunteer manager, or the HR director.

## **DISCIPLINARY PROCESS**

Connecticut State Law does not require a non-profit agency to accept or retain a volunteer that is deemed a poor fit for the agency.

### **Unsatisfactory performance**

CHS values the compassionate and fair treatment of volunteers and will attempt to correct performance issues. Performance may be deemed unsatisfactory if a volunteer violates established policies and procedures, fails to complete tasks in a competent, timely manner or fails to maintain an adequate attendance record. Volunteers will be notified if there is a lack of satisfaction with their performance and will be given instructions to correct the issue. In some instances, volunteers may be reassigned to a more appropriate job. If performance continues to be unsatisfactory, the volunteer will be notified and will receive a written warning. If the volunteer fails to correct their performance after a written warning, the volunteer will be dismissed from the program. Volunteers may request additional training for their job at any time.



### **Misconduct**

Misconduct is grounds for *immediate* dismissal by the volunteer coordinator.

Misconduct includes, but is not limited to:

- ❖ Inhumane or mistreatment of animals
- ❖ Impolite or belligerent attitude
- ❖ Stealing, dishonesty, or falsification of any CHS records
- ❖ Violating the drug and alcohol use policy
- ❖ Deliberate destruction of CHS or employee property
- ❖ Sexual harassment towards a customer, volunteer, or staff member
- ❖ Possession of weapons on CHS premises
- ❖ Sharing confidential information

### **OTHER WAYS TO HELP**

- ❖ Sign up for monthly giving or learn about leaving a lasting legacy for animals while planning your estate: [CThumane.org/donate](https://CThumane.org/donate)
- ❖ Donate supplies: [CThumane.org/wishlist](https://CThumane.org/wishlist).
- ❖ Organize a fundraiser or collection drive: [CThumane.org/serviceprojects](https://CThumane.org/serviceprojects).
- ❖ Check if your employer offers matching gifts for volunteer service. Many companies offer grant money to non-profits where their employees volunteer.

### **FINAL NOTE**

Thank you for taking the time to learn about the volunteer program. This manual is a reference guide but does not cover every scenario. Make sure to read the monthly volunteer newsletter for updates about the organization, policy changes and new volunteer opportunities.

Please notify your volunteer coordinator if any of your contact information changes.

We welcome suggestions for improving our operations. Ideas should be brought to your volunteer coordinator or may be submitted through the [Virtual Suggestion Box](#).