

Rights

- To be treated as a co-worker
- To be given a suitable assignment
- To know as much about the organization as possible
- To receive training for your job
- To have regular evaluations of your volunteer performance
- To be given sound guidance and direction
- To be given promotion and a variety of experience
- To be heard
- To be recognized

Responsibilities

- To give as much notice as possible if you cannot make your volunteer commitment
- To be on time
- To be willing to learn and participate in an in-depth orientation
- To continue to learn on the job
- To ask questions if you are unsure of anything
- To have a clear understanding of the needs of the animals you are assisting
- To respect confidentiality
- To be sincere in your offer of service and believe in the value of the job to be done
- To be loyal to the organization you work with
- To maintain the organisations' dignity and integrity with the public
- To carry out duties promptly and reliably
- To accept the guidance and decisions of the Committee, Kennel Manager and the Volunteer Coordinator
- To understand the function of staff, maintain a smooth working relationship with them and to stay within the bounds of volunteer responsibility
- To follow the chain of command established at the Branch

Benefits

As an active volunteer at HAWS you will receive the following benefits:

1. Training and support of staff and fellow volunteers
2. An annual recognition event
3. A volunteer name tag
4. A letter of reference upon request
5. The opportunity to learn and to assume a challenging responsibility
6. Personal fulfillment from serving in a meaningful and valuable way
7. The opportunity to purchase a HAWS volunteer t-shirt

Answering Questions from the Public or Media

As a volunteer for the HAWS, you are acting as a representative and ambassador for the Society. On occasion you may be asked questions regarding Society policies, philosophies, or services that you do not feel comfortable with or qualified to answer. In these instances, please refer the inquiry to the Chairman or Kennel Manager. It is perfectly acceptable to say: "I am a volunteer, I do not know the answer to your question", or "I do not know, but I would be pleased to find my supervisor for you."

Any inquiries from the media must be referred to the Chairman

Euthanasia

Euthanasia is a difficult, but inevitable part of animal welfare and rescue. Our main goal at HAWS is to achieve zero euthanasia of healthy, adoptable animals in our care.

Decisions regarding the adoptability of animals are made by two or more trained shelter staff, including the Kennel Manager. Animals who pose a significant risk to other animals or to humans must be humanely euthanized in order to protect public safety. If an animal has behavioural issues and HAWS does not have the resources or the necessary resources do not exist in the community to help the animal, these animals may also have to be euthanized. Personal attachments to certain animals and empathy for those who must be euthanized is absolutely understandable, but final decisions regarding euthanasia cannot be open for debate with volunteers. We encourage the volunteers to let the staff do their jobs without criticism or judgement as a euthanasia decision is emotionally difficult for everyone involved. If you are uncomfortable with euthanasia, you may wish to consider volunteering in a capacity which helps the mission of the Society

Volunteer Disciplinary Policy

Termination Procedures

If, at any time, a volunteer violates HAWS policies or is deemed unfit for volunteering for any reason, the organization reserves the right to terminate his or her association with the organization in accordance with the Volunteer Disciplinary Procedure provided for in this policy.

Every effort will be made to:

1. Provide clear warning and notice to volunteers
2. Conduct an investigation before terminating a volunteer
3. Apply the termination ruling fairly and equally
4. Find alternatives to termination whenever possible

Disciplinary Procedure

Shelter Volunteers report directly and take direction from the Kennel Manager. The following disciplinary procedure will be followed when, in the opinion of the Branch Manager or the Volunteer Coordinator, the conduct of a volunteer is inappropriate:

First Occurrence: Verbal warning

Second Occurrence: Written warning

Third Occurrence: Suspension

Fourth Occurrence: Dismissal

The Chairman will be informed at all stages and brought in prior to the dismissal stage.

OBJECTIVES AND AREA OF OPERATIONS

The Society exists to promote animal welfare and prevent animal cruelty within the boundaries of Madibeng, for which purpose funds may be raised locally, nationally or internationally. The Society endeavours to:-

- 1 Provide a safe haven for lost, stray, abused or neglected animals, or to refer such animals to another appropriate organisation.
- 2 Find new homes for such animals where they can receive quality care.
- 3 Provide inspections of premises where animal abuse or neglect has been reported. Where appropriate, Inspectors may issue advice and/or warnings to the person(s) responsible for the welfare of animals under their control, and, where necessary, put into motion the confiscation of abused or neglected animals.
- 4 Promote the correct and humane care, nutrition, treatment, training and handling of animals, in accordance with good animal welfare standards.
- 5 Educate and inform Society Members and the general public on animal welfare issues.

- 6 Co-operate with other Societies or Associations with similar objectives to achieve our common aims.
- 7 Pursue such other lawful aims in the field of Animal Welfare as may be determined by the Committee on a day-to-day basis.

VOLUNTEER AGREEMENT and CODE OF CONDUCT

As a volunteer for HAWS:

In signing this statement, I agree to abide by the policies and procedures of HAWS during my time as a member of the volunteer staff. I will conform to all rules and regulations commonly applying to employees of HAWS, including safety, discrimination, harassment, and confidentiality.

I will confide all comments, questions, suggestions, whether positive or negative, to the Kennel Manager

I agree to hold harmless HAWS its agents, employees, directors and insurance carriers from any and all claims, damages, and judgments which I may have now or in the future against HAWS in all matters pertaining to my service as HAWS volunteer member including, but not limited to, personal injury.

I certify that I have never been convicted of any crime or misdemeanor involving animal cruelty, neglect, or abandonment.

I further agree to (please read and initial each line):

- * Support the mission, goals and efforts of HAWS with a positive attitude.
- * Approach my volunteer job responsibilities with professionalism.
- * Treat all animals with kindness.
- * Promote goodwill by handling contacts with staff, other volunteers, customers, and visitors in a spirit of courtesy and cooperation. Be positive and creative in my efforts to resolve problems.
- * Report to my volunteer job physically and mentally fit for duty.
- * Provide appropriate notice of unavoidable absence or lateness.
- * Deal fairly with all HAWS colleagues, co-workers, supervisors, customers, visitors, volunteers, etc., without regard to their gender, race, ethnicity, religion, creed, age, sexual orientation, marital status, national origin, ancestry, citizenship, military status, veteran status, handicap or disability.
- * Only serve as agency representative in the community or media spokesperson when authorized to do so by the Committee.
- * Correct, when possible, misleading or inaccurate information and representations made by others concerning HAWS policies, practices and procedures.
- * Maintain and safeguard the confidentiality of all business, donor, employee, volunteer and animal records, credit and financial information, and/or any information relating to the operation of the agency that is not known or readily accessible to the public.
- * Observe all safety and security rules in the performance of my volunteer job duties.
- * Report accidents, injuries, fire, theft or other unusual incidents immediately after occurrence or discovery.
- * Avoid engaging in any conduct that is or could be perceived as a conflict of interest. Refrain from using HAWS property, services or supplies for personal reasons unless given prior permission by the Chairman

In order to remain in good standing, I understand that I am required to consistently adhere to the Volunteer Code of Conduct.

Signature

Date