**Oliver and Friends Farm Sanctuary Volunteer Program Policies and Procedures**

1. **Purpose of The Volunteer Policies and Procedures:**

Volunteer policies and procedures are provided to offer guidance and direction to volunteers and volunteer interns at Oliver and Friends. The policies are intended to clarify the roles and responsibilities of volunteers. The policies are for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Volunteers are not employees of Oliver and Friends. Oliver and Friends reserves the exclusive right to change any volunteer program policies and procedures at any time. Volunteers will be notified as to any changes and all volunteers will be responsible for adherence to the updated policy. Oliver and Friends may consider exceptions or requests for changes to these policies. Change or exception requests must be addressed in writing to oliverandfriendsfarmsanctuary@gmail.com. Final approval will be discussed and issued accordingly.

1. **Roles of The Volunteers**

Oliver and Friendsconsiders volunteers as partners in implementing the mission, vision, and values of the organization.

**Mission:** To rescue and rehabilitate animals from suffering, to foster kindness for ALL animals, and to educate the public in compassionate plant based living.

**Vision:** A world that fosters and inspires reverence and kindness for all animals and communities that work together for a peaceful and respectful relationship with all species.

1. **Definition of “Volunteer” and Categories of Volunteer Involvement:**
2. A “volunteer” is anyone who, without compensation or expectation of compensation, performs a task under the direction of and on behalf of Oliver and Friends. Volunteers are not employees of Oliver and Friends.
3. Volunteers of Oliver and Friends can be divided into the following categories:

#### **One-Time Volunteers**

These volunteers provide professional services, special event support, or service for one-time project(s). They are not regularly scheduled volunteers at Oliver and Friends. One-time volunteers may be exempt from certain policies, which will be noted in the appropriate sections of this handbook.

**Requirements:**

1. Sign a Confidentiality Agreement
2. Hours of volunteer service will vary and depend on the project
3. Sign a Volunteer Accident Waiver & Release of Liability
4. Complete a Volunteer Interest Form and Application

**Training**

Training/instructions (if necessary) will be provided either on the day of service, or in advance depending on the complexity of duties

**Limitations**

Not allowed to handle animal residents.

1. **Regular Volunteers**

These volunteers commit to regularly being a part of Oliver and Friends operations in the department of their choosing.

 **Requirements:**

1. Be able to commit to at least 8+ hours per month
2. Sign a Confidentiality Agreement
3. Complete a Volunteer Interest Form and Application
4. Sign a Volunteer Accident Waiver & Release of Liability

**Training**

1. Attend all volunteer meetings that pertain to the volunteer’s selected function
2. Shadow an Oliver and Friends staff member or volunteer leader within the area of selected department for initial training
3. Training/instructions (if necessary) will be provided either on the day of service, or in advance depending on the complexity of duties

**Limitations**

Animal handling depends on the volunteer’s selected department. Prior to handling residents, training is required.

1. **Internships**

Interns are selected to help on a specific project or program for a specified amount of time. They are recruited from an outside group or school.

**Requirements:**

1. Be able to commit to certain hours in a week depending on the position.
2. Complete an Internship application.
3. Sign an Internship Accident Waiver and Release of Liability
4. Interview with appropriate department head of Oliver and Friends

**Training:**

1. Attend all volunteer meetings that pertain to the intern’s selected function
2. Shadow an Oliver and Friends volunteer leader within the selected function
3. Training/instructions (if necessary) will be provided either on the day of service, or in advance depending on the complexity of duties

**Limitations:**

Animal handling depends on the intern’s department. Prior to handling residents, training is required.

1. **Volunteer Leaders**

Volunteer Leaders are experienced volunteers who provide training, guidance and support to fellow volunteers.

Volunteer Leaders act as ambassadors of the volunteer program and Oliver and Friends. They provide support to all volunteers and ensure consistency in care and safety protocols.

**Requirements:**

 Must demonstrate competency and excellence within their selected department

**Training:**

 Attend all volunteer meetings that pertain to the volunteer’s selected department

**Limitations:**

Animal handling depends on the volunteer’s selected department. Prior to handling residents, training is required.

1. **Volunteer Proposed Projects and Events**

All projects and events that may utilize Oliver and Friends volunteers, including volunteer committees, must follow the same Oliver and Friends policies and procedures that apply to all other Oliver and Friends volunteer activities. Projects may include but are not limited to fundraisers, education opportunities, outreach opportunities, etc.

1. **Scope of Volunteer Involvement**

Oliver and Friends may ask volunteers to participate in all programs and activities that are deemed appropriate, provided these volunteers possess the required levels of skill (if necessary) and are willing to work that particular event.

1. **Volunteer Management Procedures**
2. **Record Maintenance**

Each volunteer at Oliver and Friends will fill out the daily logbook using a sign-in sheet that shall include dates of service, duties performed at Oliver and Friends, and track their volunteer hours. Original volunteer applications for active volunteers will be kept on file.

1. **Non Harassment And Anti-Violence Policy**

Oliver and Friends is committed to providing a work environment free of unlawful harassment. It is the policy of Oliver and Friends that hostility, threats, intimidation, assaults and/or violence will not be tolerated. Oliver and Friends policy also prohibits sexual harassment, and harassment based on race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, gender, sexual orientation, age, or any other basis protected by Federal, State or local law. Oliver and Friends’s anti-harassment and anti-violence policy applies to all persons involved in the operation of Oliver and Friends and prohibits unlawful harassment by any volunteer of Oliver and Friends, including any person doing business with or for Oliver and Friends.

In order to insure a safe, productive work environment at our grounds, it is necessary that this policy be strictly enforced. If a volunteer is aware of any type of harassment, hostility, threat, intimidation, assault or violence to or by a volunteer of Oliver and Friends, they are asked to please contact a staff member immediately. Because we desire to stop harassment or violent behavior before it occurs, it is important to know some of the early warning signals.

The following are a few possible indications of potential violence in the work environment. Volunteers are asked to please notify a staff member if they are concerned that workplace violence may occur. Oliver and Friends needs each volunteer’s assistance in reporting violations of this policy, and in maintaining a safe and productive work environment.

1. Intimidating others, or instilling fear in co-volunteer.
2. Verbal threats of harm, e.g. predicting that bad things are going to happen to a co-volunteer.
3. Threatening actions such as menacing gestures or flashing concealed weapons.
4. Obsessive behavior in the form of holding a grudge against a co-volunteer, or in some cases, a fascination with an unrequited romantic interest.

Harassment includes, but is not limited to, the following behavior:

1. Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments.
2. Visual conduct such as derogatory and/or sexually oriented posters, calendars, photography, cartoons, drawings or gestures.
3. Physical conduct such as assault, unwanted touching, blocking normal movement, or interfering with work because of gender, race or any other protected basis.
4. Threats and demands to submit to sexual requests as a condition of continued program participation, or to avoid some other loss, and offers of benefits in return for sexual favors.
5. Retaliation for having reported or threatened to report harassment, or for initiating or assisting in any action or proceeding regarding unlawful harassment or discrimination.

All threats of violence or harassment will be taken seriously. If any volunteer believes that they have been unlawfully harassed, that person should submit a complaint to Oliver and Friends as soon as possible after the incident. The complaint should include details of the incident or incidents, names of the individuals involved, and the names of any witnesses. We will investigate all harassment allegations.

Upon completion of the investigation, a determination will be made, and the concerned parties will be notified of the outcome. If Oliver and Friends determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved, including action to prevent any further harassment. This may include counseling for the alleged perpetrator, discipline, and/or discharge of the perpetrator, additional security measures, or other appropriate action under the circumstances and as provided by law.

1. **Conflicts of Interest**

Oliver and Friends’s volunteer applicants who have conflicts of interest with the mission, vision and values of Oliver and Friends, or develop a conflict of interest during their volunteer service, and promote or use that conflict to the detriment of any of Oliver and Friends’s operations, may be asked to take a break in providing service. Volunteers who undermine the mission of Oliver and Friends, or work to the detriment of our policies and procedures, operations or programs may be asked to take a temporary break , or asked to discontinue their service at Oliver and Friends entirely in the event that an amicable resolution cannot be met.

1. **Representation of Oliver and Friends**

Prior to taking any action, or making any statement that might affect or create an obligation for Oliver and Friends or disseminating information obtained from Oliver and Friends that is not otherwise available to the public, volunteers must obtain written clearance. All media interactions and all fundraising activities must be approved in advance by Oliver and Friends. Such actions and statements may include, but are not limited to:

1. Posting information as described above that is obtained from Oliver and Friends, or personal information concerning or identifying other volunteers, or false information about Oliver and Friends on any internet site, such as Facebook, Twitter, Craigslist, Instagram etc.
2. Public statements or statements to the press while appearing to represent Oliver and Friends.
3. Attempting to create a coalition on behalf of Oliver and Friends with other organizations without prior permission from Oliver and Friends.
4. Lobbying individuals, groups, organizations, or government bodies or representatives (i.e.: rescues, veterinarians, behaviorists, trainers, etc.) on behalf of Oliver and Friends
5. Making agreements involving any contractual or financial obligations on behalf of Oliver and Friends.
6. Using the logo, name or image of any animal in Oliver and Friends care on any promotional or informational materials.
7. Using the Oliver and Friends name to organize meetings, gatherings or social events without prior notification and permission from Oliver and Friends.
8. Fundraising for any other company or organization using Oliver and Friends’s name or animals.
9. Publication or use of any confidential information as described in Section E below without written consent from Oliver and Friends.
10. **Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as volunteers for Oliver and Friends, whether this information involves a single volunteer, client, animal, other person, or overall organization. Failure to maintain confidentiality may result in asking the volunteer to discontinue their service. All volunteers will be required to sign a Confidentiality Agreement before volunteering at Oliver and Friends. Confidential information includes but is not limited to: animal and client information from our system, whether gained through the course of volunteer service or from other internal sources, shelter photographs, all records, files, forms, applications, mail lists, passwords, security codes, correspondence, messages or any other entities belonging to Oliver and Friends and/or bearing the Oliver and Friends logo and/or name. Such information is the sole property of Oliver and Friends and may not be disseminated, used, published or sold without written consent.

1. **Work Assignments**

Volunteers are assigned to various duties according to the department picked by the volunteer. If a volunteer is interested in helping in any other area, they should notify a staff member.

1. **Dress Code**

Volunteers are asked to present a clean and neat appearance. Dress codes vary by volunteer activity and season, and must be followed for the volunteer’s safety and for the safety of the residents.

1. Please dress warmly during the winter months. Cover-all (highly recommended), or snow pants, gloves, warm boots and hats are highly recommended. It can be very cold in the working areas, and at times it may be slippery or snowy on the grounds.
2. Only low heeled, closed toe shoes may be worn with non-slippery soles.
3. Attire must be neat, clean, and without any offensive language or graphics.
4. When working directly with the residents, no purses or any type of shoulder bag should be worn, only hands-free bags, such as backpacks or fanny packs.
5. Jewelry must be kept to a minimum. Dangling earrings or necklaces may not be worn for the safety of the residents.
6. **Drug and Alcohol Policy**

Oliver and Friends has a zero tolerance policy for drug and alcohol use on property. Oliver and Friends has a significant interest in promoting a safe and productive atmosphere for all volunteers. The use of or being under the influence of illegal drugs on sanctuary premises, or while conducting Oliver and Friends business is inconsistent with Oliver and Friends policy and is prohibited. Consumption of alcoholic beverages while on premises is likewise prohibited unless authorized by Oliver and Friends solely at a corporate function/event. However, under no circumstances is intoxication allowed while on premises or while conducting business.

1. **Cell Phones and Other Electronic Devices**

The use of cell phones and other electronic devices is strictly forbidden when directly interacting with any residents. This is for the safety of the resident and the person interacting with the resident. Volunteers may use these devices only when not interacting with residents.

1. **Absenteeism**

Our residents are counting on volunteer help. Volunteers must make every effort to show up and be on time for their committed volunteer hours. We recognize that there may be times when a volunteer’s absence or tardiness cannot be avoided. In such cases, it is the volunteer’s responsibility to email or telephone Oliver and Friends staff or volunteer leadership prior to any absence or tardiness, or as soon as possible directly after.

If a volunteer knows they are going to be absent for an extended period of time, they should contact staff or volunteer leadership in advance so other arrangements can be made to cover their volunteer hours.

1. **Language**

Volunteers are requested to not use inappropriate or insolent language to any other volunteer or staff member of Oliver and Friends or to any person conducting business with Oliver and Friends, including members of the public.

1. **Activity Records**

Individual volunteers are responsible for signing in and out daily and for recording their volunteer duties and hours. All volunteers, including one-day volunteers working on special projects and/or events, must have Volunteer Accident Waiver & Release of Liability releases signed in advance.

1. **Friends and Relatives**

Volunteers are welcome to bring friends or family members with them during their scheduled volunteer shifts, but will need to **pre-arrange** this with Oliver and Friends staff or volunteer leadership **before** arrival. The friends or relatives will need to sign a Volunteer Accident Waiver & Release of Liability form and sign in/out for Oliver and Friends records. A volunteer’s friends or relatives will need to be with the volunteer at **all** times.

1. **Minors as Volunteers**

The minimum age to volunteer with a parent/guardian is 13. Volunteers between the ages of 13 and 18 need to work alongside an adult. Volunteers who are over the age of 18 can volunteer at Oliver and Friends unsupervised.

1. **Accident or Injury**

Any injury to a volunteer or to an animal, including but not limited to animal bites, falls, or slips, should be reported immediately to Oliver and Friends. In all of these instances, an Incident Report will need to be completed immediately and submitted. If a volunteer is injured at an event, they should contact Oliver and Friends staff or volunteer leadership immediately. It is essential that all incidences of animal bites be reported immediately to Oliver and Friends management. Volunteers are not covered by Oliver and Friends’s insurance policies for injuries they incur as a result of their volunteer activities.

1. **Volunteer Training and Development**
2. **Orientation and Guidelines**

All volunteers must attend a general orientation that covers the mission, vision and values of Oliver and Friends. The volunteer applicant must complete a volunteer application and sign a release form. If interested in daily care, feeding and maintenance, they must be trained in these specific tasks from a qualified staff member or volunteer leader.

1. **Volunteer Involvement in Orientation and Training**

Experienced volunteers may be asked to assist with the design and delivery of volunteer orientations.

1. **The Relationship Between Volunteers and Oliver and Friends**
2. **Volunteer Relationships**

Volunteers are considered to be an integral part of implementing the mission and programs of Oliver and Friends, each volunteer contributing a valuable and complementary role.

1. **Lines of Communication**

Volunteers need to have a complete understanding of their work assignments to ensure success. Volunteers will have access to all appropriate information if required. To keep the lines of communication open, volunteers are expected to read Oliver and Friends volunteer group updates, emails/messages/texts from staff, and read all whiteboards and stall cards DAILY and BEFORE any duties are started. If there is and confusion, DO NOTHING and contact an Oliver and Friends staff member or volunteer leader.

1. **Concerns, Complaints and Suggestions**

Volunteers are encouraged to discuss any concerns related to their volunteer assignment with Oliver and Friends staff or volunteer leadership. Secondarily, they may take their concerns, complaints or suggestions to Oliver and Friends. Written documentation is requested (email is acceptable) for any serious concerns or safety matter.

1. **Unable To Continue Volunteering At Oliver and Friends**

Volunteers are under no contractual obligation to continue their service at Oliver and Friends. It is requested that volunteers who are unable to continue their service provide advance notice and reason to Oliver and Friends staff or volunteer leadership. We are counting on your help and will need to find a replacement, please respect your commitment and give us notice.

1. **Reasons for requesting the volunteer to take a break from or complete dismissal from providing service at Oliver and Friends**
2. Cruelty to animals
3. Failure to be respectful of other volunteers
4. Failure to follow Oliver and Friends policies and procedures
5. Harassment of any kind
6. Volunteering under the influence of drugs or alcohol
7. Utilizing Oliver and Friends property for any illegal or unauthorized purposes

**Please sign and date acknowledging that you have read and agree to the terms and conditions of the Oliver and Friends Volunteer Handbook and your position volunteering with Oliver and Friends. Please return this page to Oliver and Friends staff.**

**Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**