

Code of Conduct for Staff and Volunteers

Our primary goal is to make sure the animals at HOPE Animal Shelter receive the most compassionate care possible.

Code of Conduct:

I will:

- Support the mission, goals, and efforts of HOPE Animal Shelter with a positive, helpful attitude.
- Treat all shelter staff, volunteers, and visitors with respect, courtesy, and cooperation.
- Treat all animals with kindness, respect, and patience.
- Exercise caution and common sense when dealing with shelter animals.
- Not engage in any unacceptable behavior as a HOPE staff member or volunteer. Unacceptable behavior includes, but is not limited to, engaging in rude behavior towards others, or using verbal, written, physical or visual means to harass any individual associated with or doing business with HOPE or the shelter.
- Observe all staff and volunteer, safety, and security policies and procedures. Report violations of policies or procedures to HOPE executive director and shelter manager. In the case of a significant safety issue, act immediately.
- Represent HOPE in a polite and professional manner at all times, especially to the public. Reserve criticism of shelter and HOPE for internal discussion.
- Abide by HOPE policies regarding photography, videotaping, and promotion of animals.
- Treat all records and paperwork regarding adoptions, impounding and surrendering of animals as confidential and not disclose any information to the public in any way including but not limited to electronic communications.

I understand that examples of actions while working or volunteering at HOPE which may result in my removal include, but are not limited to:

- Careless, negligent performance of staff and volunteer duties.
- Reporting for work or volunteer duties while under the influence of alcohol or drugs.
- Interfering with staff duties.
- Discourtesy to or harassment of a staff member, visitor, or another volunteer.
- Abuse, neglect, or disregard of animals and/or their care. This includes yelling/swearing at animals, use of unnecessary force or use of training equipment/methods or other items in an aggressive or punishing manner.
- Not reporting an animal bite incident to a supervisor immediately.
- Theft or misuse of HOPE property or funds.
- Any behavior that puts any person or shelter animal at a safety risk.

Dress Code:

- NO open toe sandals or heels
- NO bare feet
- NO shorts
- NO dangling earrings or jewelry (all are toys to a puppy or a kitten)

General Rules for all employees and volunteers

Animals are not to be handled without staff supervision. This means a staff member must be on site whenever any animals are handled. Staff will direct volunteers on which animals can be handled and how. This is necessary to keep both humans and animals as safe as possible.

There must always be a second person on site in case of an emergency (one of these individuals must always be a staff member).

Food or treats are not to be given to any animals without permission of a staff member. This is necessary to monitor the feeding habits and health of the animals.

All records and paperwork regarding adoptions, impounding and surrendering of animals is considered confidential and is not to be disclosed to the public in any way, shape, or form, including electronically. All files of animals, shelter operations, volunteers, community service, and personnel, are for staff and board member use only. NO EXCEPTIONS.

I have read and understand the above.

DATE: _____