



**Alter-Actions Inc.**

# **Volunteer Handbook**

Welcome to Alter-Ations' Inc.'s Volunteer Program! Being a volunteer is extremely rewarding, exciting, educational, and fun. You can have a huge impact on animals' lives. We would like to thank you for choosing to participate in our programs. As a volunteer, you are a valuable asset to our organization and to the dogs and cats in our area.

*The heart of a volunteer is not measured in size,  
But by the depth of commitment to make a difference.*



**Alter-Ations Inc.**

**Mission Statement:** Establish and administer a low cost spay/neuter program for the cats and dogs in the Coulee Region; establish and administer a trap, neuter, vaccinate, return program (TNVR) for cats in the Coulee Region; support programs that improve the bond between pets and their caretakers.

**Programs:**

**Spay/Neuter** – this includes the CATsNIP Clinic which operates the second Saturday of every month, as well as the on-going dog voucher program.

**Pet Food Pantry** – supplies pet food to 4 local food pantries for distribution to pet guardians in need.

**Rabies Compliance and Wellness Clinics** – periodic clinics held at various locations, targeted towards pet caretakers in financial need.

**Volunteer Jobs include:** CATsNIP Clinic Day duties; Transporter for CATsNIP Clinic; Transporter for Pet Food Pantry distributions; office and clerical, including web site updates; media adviser; fundraising and special events; bookkeeper; T/N/R assistant

## **Code of Conduct**

Alter-Ations, Inc. and the CATsNIP Clinic expect all employees and volunteers to be dependable, professional, and courteous when representing our organization. This expectation insures a pleasurable experience for all employees and volunteers and earns the respect of the general public, which increases support for our programs.

All employees and volunteers are expected to abide by the Code of Conduct when representing Alter-Ations, Inc:

- Treat all people with dignity and respect at all times;
- Be responsive, engaging and helpful to the reasonable requests of work colleagues and members of the general public;
- Respect and be sensitive to an individual's cultural and ethnic background;
- Actively discourage any form of harassment or unlawful discrimination;
- Insure your personal appearance and presentation is clean, tidy and appropriate for the job performed.

## **CUSTOMER SERVICE**

Impressions are lasting! It is Alter-Ations' goal to provide all of our supporters, donors and customers with the best possible service, so that we may continue to help pets and their people. It is important that each person who comes in contact with a representative of our organization be dealt with in a professional, courteous and pleasant manner.

## **PHONE COURTESY**

The response to a caller over the phone is very important as it may be the first contact they have with our organization. All calls should be answered or returned promptly and professionally. Exercise courtesy and thoughtfulness when assisting the caller. The phone is a means of promoting the work of our organization and providing guidance so we can assist more pets.

## **ATTIRE**

Employees and volunteers should wear attire that is appropriate for the job they are performing, while keeping in mind that they are representatives of Alter-Ations and may come in contact with donors and the media.

## **PUNCTUALITY & ATTENDANCE**

Employees and volunteers are expected to arrive at their scheduled shift ready to start. If you are unable to make your shift, we request at least 24 hours notice so that we can make arrangements for others to assist. We value your time and want to insure that scheduled employees and volunteers can rely on being able to start and leave at their designated time.

## **MEDIA**

All media calls or visits should be directed to the President or one of the Board members of Alter-Ations, Inc.

## **CONFIDENTIALITY**

You may have exposure to confidential information regarding our organization, clients, veterinarians and donors. Such information should not be shared and shall remain the property of Alter-Ations, Inc.

## **SMOKING**

Alter-Ations, Inc. endeavors to provide a healthy environment for our employees, volunteers and the pets, and therefore prohibits any form of tobacco to be consumed at the CATsNIP Clinic or while assisting at any event. Additionally, no smoking is allowed within twenty-five (25) feet of any doors, windows or air intakes.

## **DRUG & ALCOHOL FREE WORKPLACE**

Alter-Ations, Inc. takes seriously the problem of drug and alcohol abuse and is committed to providing a substance abuse free workplace for its employees and volunteers. No employee or volunteer may use, possess, sell, transfer or purchase any drug or other controlled substance which may alter an individual's mental or physical capacity while working with Alter-Ations. The exceptions are aspirin or other nonsteroidal anti-inflammatory products (NSAIDs), and legal drugs which have been prescribed to that employee or volunteer and being used in the manner prescribed. Employees and volunteers must consult with a doctor about the medication's effect on their ability to work safely, and promptly disclose any restrictions to the volunteer coordinator. Volunteers need not disclose underlying medical conditions.

## **HARASSMENT & DISCRIMINATION**

Alter-Ations, Inc. will not, under any circumstance, condone or tolerate conduct which may constitute harassment. It is our policy that all employees and volunteers have the right to work in an environment free from any type of illegal discrimination, and expressly prohibits discrimination or harassment based on race, color, religion, creed, gender, pregnancy, age, national origin, ancestry, physical or mental disability, marital status, sexual orientation, military or veteran status.

## **VIOLENCE & WEAPONS IN THE WORKPLACE**

Alter-Ations, Inc. is committed to providing a safe work environment free from intimidation, threats or violent acts. This includes threatening, hostile behavior, physical abuse, use of weapons or bringing weapons to the clinic, or any other act that is inappropriate in the workplace based on management's opinion. In addition, jokes or offensive comments about violent events will not be tolerated.

## **SEXUAL HARASSMENT & OFFENSIVE BEHAVIOR**

Any employee or volunteer found to be engaged in the conduct of sexual harassment will be subject to immediate discipline up to, and including, discharge. Sexual harassment is defined as:

- Unwelcome sexual advances or requests for sexual favors as a term or condition of employment or volunteering;
- Basing an employment decision on submission or rejection by an employee of unwelcome sexual advances, requests for sexual favors, or verbal or physical contact of a sexual nature;
- Creating an intimidating, hostile or offensive working environment or atmosphere either by:
  - (a) verbal actions, including calling employees or volunteers by terms of endearment; using vulgar, kidding or demeaning language, or
  - (b) physical conduct which interferes with an employee's or volunteer's work performance.

It is also expressly prohibited for an employee or volunteer to retaliate against employees or volunteers who bring sexual harassment charges or assist in investigating charges. Retaliation is a violation of this policy and may result in discipline, up to and including termination. No employee or volunteer will be discriminated against or discharged due to bringing or assisting in the investigation of a complaint of sexual harassment.

## **ACCIDENT REPORTING**

All volunteer injuries must be immediately reported to one of the Board members (if present) or to the volunteer in charge of the event at the time of the injury.