



# Volunteer Handbook



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# Welcome!

## About ACCT Philly

ACCT Philly is the region's largest animal care and control service provider. Organized in November 2011 and assuming control of animal control operations in April 2012, ACCT Philly is a city-related, 501c3 nonprofit organization, contracted by the City of Philadelphia to provide animal care and control services. ACCT Philly was formed by the City, to serve the City and is overseen by the City of Philadelphia's Managing Director's Office.

Our animal control officers provide service to the city's more than 1.5 million residents, over 142.6 square miles, 24 hours a day, 365 days a year. ACCT Philly's facility in North Philadelphia handles more than 15,000 of the city's animals annually, from dogs and cats, to small animals, reptiles, birds and injured wildlife.

In addition to animal control and sheltering, ACCT Philly also supports a foster care program where community members provide temporary homes for sheltered animals and an extensive rescue partnership program where approved rescue partners accept ACCT Philly animals into their adoption programs. Other exciting ACCT Philly programs include a food pantry for low-income pet owners, trap-neuter-return for community cats, a unique Pen Pal and Kneady Cat program to assist dogs and cats at risk... and so much more!

Animal Care & Control Team of Philadelphia  
111 W Hunting Park Avenue  
Philadelphia, PA 19140  
(267) 385-3800

## Mission Statement

ACCT Philly's mission is to provide shelter, care and life saving efforts for homeless, abandoned, and abused animals and protect the health, safety and welfare of the citizens of Philadelphia, providing a benefit to all of the citizens of the City regardless of race or economic status.

## Core Values- T.R.I.C.E.P.

ACCT Philly is guided by the following core values:

- Transparency- We strive to be open and transparent in everything we do to build trust and mutual understanding.
- Respect- Our goal is to treat every animal and human with the respect they innately deserve.
- Innovation- The backbone of growth is innovation. To better serve the public, we embrace creative, innovation solutions and ideas.
- Commitment- We are fully invested in our promise to provide high quality services to the citizens and animals of Philadelphia.
- Empathy- Understanding feelings, needs, and struggles beyond our own critical to providing compassionate care.
- Professionalism- We pledge to fulfill our mission with superior efficiency, accountability and competency.

Everyone representing ACCT Philly is expected to follow these core values.

## Supporting ACCT Philly

ACCT Philly's lifesaving work with animals is supported through the generosity of thousands of donors each year. There are many ways you can support ACCT Philly beyond your volunteer service including:

- Make a donation [here](#)
- Become a Monthly Sustainer with automatic, monthly donations [here](#)
- Donate every time you shop online by clicking [here](#)
- Follow us on [Facebook](#), "like" and share our stories with your friends
- Follow us on [Twitter](#)
- Purchase one of the many items on our Amazon wish list [here](#)
- Purchase ACCT Philly swag via our [online shop](#)

## Purpose of Volunteer Policies

ACCT Philly volunteer policies are provided to offer guidance and direction to volunteers and staff engaged in ACCT Philly's Volunteer Program. These policies are intended to clarify the roles and responsibilities of volunteers and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Volunteers are not employees of ACCT Philly. ACCT Philly reserves the right to modify any volunteer programs or policies at any time.

## Philosophy Statement

ACCT Philly values the role that volunteers play in animal welfare and recognizes that volunteers help our organization meet the needs of the animals in our care and the community we serve. Our organization encourages active collaboration between staff and volunteers to maximize our life saving efforts and community engagement. With their wide array of experiences, skills, and knowledge, volunteers help to keep our mission going strong by supporting shelter operations, engaging positively with the animals in our care and the community as a whole, and helping ACCT Philly expand its programs, reach, and impact within Philadelphia.

## Scope of Policies and Procedures

Unless specifically stated, the volunteer program policies and procedures apply to all ACCT Philly volunteers, at all sites of operation and when representing the organization in public forums.

## Our Commitment to You

The staff members with ACCT Philly are all truly grateful for your dedication to our animals and our mission, and we want to ensure that you have a fulfilling and enjoyable experience. We will strive to:

- Provide you with adequate training and assistance so that you can be successful in your volunteer role within the organization.
- Communicate all expectations, policies, and procedures regarding the volunteer program.
- Respect your skills, knowledge, and individual needs.
- Be professional when you present concerns or suggestions.
- Treat you as a valued team member within ACCT Philly.
- Provide feedback in a timely manner to allow for collaborative communication

The ACCT Philly volunteer program is led by a Volunteer Manager and a team of individual program coordinators and managers. These staff members are responsible for the maintenance of all volunteer programs within their purview.

- Depending on the program/department, staff responsibilities may include but are not limited to:
- Recruit volunteers for specific organization needs and skill sets
  - Provide all new volunteers with orientation and training
  - Assist with scheduling of volunteers for specific events or programs
  - Maintain the safety and confidentiality of volunteers' records and personal information
  - Provide appropriate and regular recognition for active volunteers
  - Provide updated information about ACCT Philly activities and opportunities
  - Process requests from ACCT Philly staff for volunteer assistance, including volunteers for events, initiatives, or special projects
  - Provide written documentation of volunteer time or activities when requested

### **Your Volunteer Commitment**

When you serve as an ACCT Philly volunteer, we ask the following of you:

- Have regular access to the internet and a private email address.
- Respond to direct emails from volunteer program staff in a timely manner.
- Use the ACCT Philly Volunteer Center (known as Volgistics) to schedule volunteer shifts and log volunteer hours.
- Complete all required paperwork for general and individual volunteer programs.
- Keep your volunteer record updated with your current email address, phone number, and emergency contact.
- Complete any assignments for which you volunteer. If you cannot complete the assignment, please notify your staff supervisor or the volunteer manager.
- Stay within the parameters of your volunteer position(s) and assignment(s).
- Grant ACCT Philly rights to all photographic images, video, and audio recordings made for ACCT Philly or on our property.
- Follow the dress code outlined in this handbook when representing ACCT Philly at functions and events.
- Follow all shelter policies and procedures as outlined in the general volunteer manual and any subsequent training sessions or materials.
- Adhere to the Volunteer Code of Conduct outlined in this Handbook.

# ACCT Philly's Community Responsibilities

## Canine Policies

ACCT Philly is contracted by the City of Philadelphia to hold unwanted and stray dogs that come from within the city limits. Dogs owned or found outside of the city are the responsibility of other neighboring animal control providers. Philadelphia law prohibits dogs from roaming off-leash. A dog running loose is considered "at large" and "stray" if an owner can't immediately be identified.

ACCT Philly also holds dogs for other reasons under the instruction of different City departments such as under quarantine for the Health Department or for the Police Department for police activities.

ACCT Philly will work to find the fastest and most appropriate live exit for every animal while abiding by all hold requirements, whether they are made available for adoption to the public and/or available for qualified rescue partners to transfer into their own adoption programs. Unlike intakes, there are no residency restrictions for adopters or rescue partner agencies.

## Feline Policies

ACCT Philly is contracted to house unwanted cats that come from within the city limits. Just as with dogs, cats owned or found outside of the city are the responsibility of other neighboring animal control providers. Philadelphia law allows for owners to keep cats outdoors or as indoor/outdoor pets. ACCT Philly will accept sick, injured, or unaltered cats but healthy ear-tipped cats should be left in their home neighborhood to return home on their own.

ACCT Philly also holds cats for other reasons such as under quarantine for the Health Department. ACCT Philly will work to find the fastest and most appropriate live exit for every animal while abiding by all hold requirements, whether they are made available for adoption to the public and/or available for qualified rescue partners to transfer into their own adoption programs. Unlike intakes, there are no residency restrictions for adopters or rescue partner agencies.

As a general matter, stray cats entering ACCT Philly who are determined to be outdoor or community cats and are medically evaluated as qualified for release, will be sterilized (spayed or neutered), ear-tipped, vaccinated and returned to their home neighborhood. There are exceptions to this made by management, such as if it is not safe to release the cat back to that were made evident upon intake.

## Other Animals

ACCT Philly responds to requests for service regarding injured and immobile wildlife, reports of illegal animals being kept as pets or offered for sale, and wildlife presenting in immediate danger to health or safety such as wild animals inside the living space of a home. ACCT Philly will not pick up wild animals that are not confined to a humane trap or a room, they will not pick up animals that are inside of a residence's walls, ceiling, crawl spaces, etc.

"Other" animals are available to qualified transfer partners and in some cases, are adopted out, particularly if they are difficult to find placement for.

## Dog & Horse Licensing

ACCT Philly manages the dog and horse licensing programs for the City of Philadelphia and instructs all city

residents to obey the law and visit [www.phillydoglicense.com](http://www.phillydoglicense.com) to license their dogs.

### **Code Enforcement**

ACCT Philly Animal Control Officers work to educate and support the community in properly carrying for owned animals and enforce City of Philadelphia animal ordinances or “codes” when absolutely necessary. The penalties for violating Philadelphia’s City Codes include tickets and fines payable to the City of Philadelphia.

### **Carriage Trade**

ACCT Philly is involved, along with multiple other City departments, in the monitoring and licensing of the carriage horse operations and stables.

### **Lost & Found Reports**

ACCT Philly maintains a lost and found database for pets as well as a volunteer run [Lost and Found Facebook](#) page for Philadelphia and the immediate surrounding region.

### **What ACCT Philly Doesn't Do**

ACCT Philly is not a wildlife rehabilitation facility. We can refer you to [The Schuylkill Center for Environmental Education](#) with questions or information or the [Pennsylvania Game Commission](#) for more information.

ACCT Philly is not authorized by law to investigate or prosecute animal cruelty complaints. In Philadelphia the [Pennsylvania SPCA](#) conducts humane law enforcement investigations and accepts reports of abuse or neglect.

ACCT Philly does not have the legal authority to enter private property without permission or authorization, seize privately owned animals, obtain warrants, or make arrests.

ACCT Philly is not affiliated with The Schuylkill Center or the Pennsylvania SPCA.



# Program Information

## Orientation and Training

Individuals interested in volunteering will first [sign up](#) to attend a general volunteer orientation where they will learn about the shelter and ACCT Philly as an organization.

After orientation, anyone who has decided to proceed with volunteering with ACCT Philly will complete our volunteer application and wait for their application to be processed and approved.

Once your volunteer application has been approved, you will be contacted by a member of the volunteer management team, as well as specific program mentors or leaders who will give you your next steps for training.

Once you have been fully trained and given a name badge with clearance indicators you are free to schedule yourself for volunteer assignments or events through our online portal, [VicNet](#).

## Manuals & Volunteer Materials

All volunteers will have access to the digital copy of the manual for their volunteer location as well as any appropriate job descriptions and training materials for their program. Print copies can be provided upon request.

Volunteers can access all available job descriptions for open roles [here](#).

## General Information

- Familiarize yourself with, and abide by, all ACCT Philly policies and procedures as presented during orientation, during other trainings, and in written materials provided by ACCT Philly.
- Carry out instructions by staff members as requested.
- Engage with staff in a positive and respectful manner; be mindful of interacting with staff when they are performing tasks that require their full attention for health and safety reasons.
- Keep your contact information, including your emergency contact information, up-to-date at all times for your safety and review your information at least annually for accuracy.
- Complete all forms, waivers, and the code of conduct as required by your volunteer assignments before performing any volunteer work.
- Be mindful that volunteers may not take photos of staff engaging in work without their permission.

## Dress Code

All ACCT Philly volunteers are expected to adhere to the dress code outlined below regardless of volunteer location.

- Volunteers must be easily identifiable to others. Therefore, volunteers must wear their volunteer shirt, lanyard and name badge at all times.
- Long pants must be worn at all times while volunteering, with the exception of the running team volunteers who have been trained. Skirt, shorts, or the like are not allowed while volunteering.
- Volunteers must wear closed toe shoes: sandals, flip flops and other open shoes are prohibited.
- Unprofessional clothing such as excessively short, tight or revealing items, midriff tops and clothing that includes offensive language, alcohol or tobacco logos are prohibited.
- For your safety, excessively loose-fitting clothing and hoop or dangling jewelry is prohibited while working with animals.

## Recording Hours

All volunteers must sign in and out when entering and leaving the building.

Hours can be logged at home via the [volunteer portal](#).

[Instructions](#) for signing into Volgistics and logging hours.

[Video demo](#) for logging hours.

## Ensuring your Safety

### Accident Reporting and Behavioral Changes Observed With An Animal

All injuries and accidents must be reported immediately to a supervisor or manager so that the appropriate accident forms may be completed, including a bite report, as required to be filed with the Health Department, when an animal bite occurs. Failure to report an injury or accident will result in corrective action and possible termination from the Volunteer Program.

In addition, observations regarding an animal's behavior and any changes to said animal's color level, kennel presentation, observations during handling and/or any incident that warrants possible restrictions on placement of said animal must be brought to staff attention via e-mail immediately.

Evaluations and behavioral changes should be submitted within 24 hours maximum to [dogbehavior@acctphilly.org](mailto:dogbehavior@acctphilly.org). Staff or approved volunteers with shelter software access will enter memos in the animal's record within 24 hours of receiving the information and print updated kennel cards if needed, so all information is available to all departments. This is critical for ensuring animals are placed appropriately and volunteers have all necessary information when interacting with animals at ACCT.

### Zoonotic Disease

Zoonotic diseases are those that can be transmitted from animals to humans and may be introduced or present in the shelter at any time. Potential agents of zoonotic disease transmission include fungi, bacteria, viruses, parasites and arthropods. The most important means to prevent disease transmission include: washing hands frequently (especially before eating or smoking) wearing long-pants and closed-toed shoes, wearing gloves when handling litter pans, food or water dishes or when cleaning up feces, urine or vomit and staying up-to-date with tetanus vaccinations. Persons with suppressed immune systems or other medical conditions may be more susceptible to zoonotic disease. If you have questions or concerns, we urge you to speak with your physician about your risks.

### Euthanasia

Euthanasia occurs at ACCT Philly and volunteers should be prepared to work in an environment where they will encounter animals facing euthanasia (death). It is ACCT Philly's goal to find a live release option for all animals entering the shelter and euthanasia is a decision that is not taken lightly. Animals are selected for euthanasia who have a medical or behavioral issue that may cause them to be less likely to be adopted or who are deemed unsuitable candidates for placement. This means that animals considered savable, having treatable or manageable conditions, may be euthanized (killed).

Animals may also be selected when:

- They present an imminent safety risk to staff, volunteers or visitors;
- Have a medical condition that ACCT Philly does not have the ability to treat or manage and for whom appropriate placement hasn't been found;
- Have a condition that is highly contagious and a risk to other animals in the shelter;
- Are at the end of their life or have an irremediable medical condition or injury as determined by veterinary staff.

Please show consideration to the shelter staff who are directly involved with making these difficult decisions. If you have a question about euthanasia or the selection process, please speak with the Volunteer Manager.

If you are not comfortable in this atmosphere, supporting ACCT Philly as it works towards a day when the needless killing of savable animals is ended, this may not be a positive volunteer experience for you. We encourage you to explore the volunteering options at one of the many other deserving animal shelters or rescue organizations in our region.

## General Conduct

### Respectful Behavior

As a member of the ACCT Philly Team, you are a representative of the ACCT Philly brand and image and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public and staff. Disrespectful or unprofessional behavior, harassment (sexual or otherwise), threats, disparaging remarks, promulgation of false information or narratives, discrimination or vulgar language will not be tolerated and you may be asked to cease your volunteer work as a result of such conduct. The code of conduct applies to online and/or written material as well as personal interactions with staff, other volunteers and members of the public.

The work staff and volunteers engage in at ACCT Philly can be mentally and emotionally taxing. It is imperative that this is not compounded by a persistent negative mindset. By joining the volunteer team you agree to give the benefit of the doubt to staff and other volunteers unless you have directly and objectively observed something that violates the employee and/or volunteer handbook or puts an animal's and/or person's health and safety at risk. Staff and volunteers of ACCT Philly are advocates of the animals in our care and understand we are all there for the same mission. You understand that conduct that negatively impacts the ACCT Philly team overall and which contributes to poor morale and a negative culture may result in removal from the program.

You agree to work collaboratively and respectfully with your fellow volunteers and ACCT staff.

You understand that while you are a contributing member of the ACCT team and we welcome your ideas and feedback to build a collaborative environment, overall decisions about program policies and procedures will be made by ACCT Philly staff.

### Non-Judgmental Policy

ACCT Philly's clientele is widely diverse in race, native language, socioeconomic status, education, background and other factors. ACCT Philly maintains a policy of treating all clients with respect and accepts that most people love their pets, even if they do not have the same resources to care for them as other

residents of our city. As an ACCT Philly volunteer, you will be asked to set aside all negative assumptions you may have about owners of unaltered pets or whose pets are not living in conditions, or are being cared for in ways that you are accustomed to keeping pets. The assumption that owners of unaltered pets or those whose pets are living in what you feel are less than ideal conditions, are irresponsible or uncaring is generally inaccurate.

### **Confidentiality and Privacy Policy**

ACCT Philly volunteers may have access to confidential information (e.g., name, address, financial information) about the organization's clients, donors, fellow volunteers, adoptive families, and rescue partners. It is of the utmost importance to ACCT Philly that this information is maintained at the highest degree of confidence, and that it is accessed only on a need-to-know basis. Any personal information regarding the former owner, adopter, or rescue partner for an animal can only be released by a manager. No physical documents can be turned over without a subpoena, which is handled by the Director of Field Services. For that reason, a volunteer's unauthorized use of confidential information may be cause for termination.

Volunteers who have specialized access to private information will be required to sign a Non-Disclosure Agreement.

### **Attendance Policy**

When you commit to a volunteer task or program you become a valuable member of the team and are vital to the success of that program or event. For that reason, we ask that you only commit to events or programs that you will be able to fulfill and feel qualified for. We understand that life happens and you may be unable to fulfill a task that you previously committed to. Please notify your program manager/coordinator as soon as you are able. Failure to notify the volunteer team may adversely affect your future participation in the volunteer program.

### **Parking**

The front parking lot is for the use of our public guests. Volunteers may park in the back employee lot or utilize on-street parking on Hunting Park Avenue.

### **Personal Phone Calls**

Personal phone calls using ACCT Philly's phone system are discouraged except in emergency situations. These calls, when necessary, should be brief and not tie up our phone system.

### **Tobacco Free Workplace**

ACCT Philly is dedicated to providing a healthy, comfortable and productive work environment for our employees, volunteers and visitors. As such, smoking is not permitted in any enclosed company facility or vehicle. Smoking is prohibited while handling animals.

This policy applies to all employees, volunteers, clients, contractors and visitors. Smoking shall be permitted in designated smoking areas, at a reasonable distance (e.g. 25 feet or more) outside any enclosed area where smoking is prohibited so as to ensure that secondhand smoke does not enter the area through entrances, windows, ventilation systems, or any other means.

### **Causes for release from service**

The following conduct is prohibited and will result in release from volunteer service:

- Causing injury, distress, death or the inappropriate handling of an animal;
- Horseplay or behavior that endangers other persons or property;
- Deliberate or careless damage of property of ACCT Philly or other persons;
- Disregarding safety or security policies; unsatisfactory performance, “cutting corners” or otherwise not following procedures;
- Theft, attempted theft, removal, or unauthorized use or possession, of property of ACCT Philly (including sheltered animals) or other persons including items found on the premises;
- Giving ACCT Philly merchandise or services at a discount or free of charge without authorization;
- Solicitation or accepting compensation from other volunteers, clients or others, (i.e., monetary “tips”, “gifts”, “gratuities”, products or services);
- Bringing or using alcoholic beverages on ACCT Philly property, or using alcoholic beverages while engaged in ACCT Philly business on ACCT Philly’s premises except where authorized;
- Possession or use of illegal drugs;
- Fighting or using obscene, abusive, or threatening language or gestures;
- Unauthorized possession of weapons on ACCT Philly premises (or while conducting ACCT Philly business offsite) while volunteering;
- The commission of a crime or engaging in criminal conduct while on ACCT Philly property, or while conducting ACCT Philly business offsite;
- Engaging in any behavior that recklessly or willfully violates the rights of others while on ACCT Philly property or while conducting ACCT Philly business offsite;
- Making or implying threats of violence against ACCT Philly staff, volunteers, clients, or the organization as a whole.
- Withholding information or providing misleading information to staff and/or the public regarding the behavior and welfare of the animals in our care.

### **Company and Personal Property**

Equipment provided to you by ACCT Philly should not be used for personal use, nor removed from the physical confines of ACCT Philly – unless it is approved for use in off-site volunteer activities. Be sure to safeguard any personal belongings brought to ACCT Philly or off-site locations. ACCT Philly cannot reimburse you for lost or stolen property.

### **Harassment Policy**

ACCT Philly strictly adheres to a policy to have a workplace that is free of harassment, sexual or otherwise, and ACCT Philly will not tolerate any such conduct or behavior. ACCT Philly intends to provide an environment for staff, volunteers and visitors that is pleasant, professional and free from intimidation, hostility or other offenses which might interfere with the performance of ACCT Philly’s day-to-day activities. Unlawful harassment of any sort – verbal, physical, visual – will not be tolerated.

Any volunteer who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to a supervisor. When management becomes aware of the existence of harassment, it is obligated to take prompt and appropriate action.

## **Working with ACCT Philly**

### **News Media Requests**

ACCT Philly is in the news regularly, and sometimes representatives from the media will ask

volunteers for interviews or information while they are on duty. Volunteers should inform the media representative that they are a volunteer and cannot speak on behalf of the agency then direct the media request to the Director, Development and Communications or e-mail [media@acctphilly.org](mailto:media@acctphilly.org). Volunteers should take care not to present themselves as representatives of ACCT Philly. The term “media” includes all TV, radio, film, video, Internet, or other outlets, as well as reporters, producers, photojournalists, filmmakers, and anyone else associated with these media. Volunteers are not allowed to contact any representatives from the media in regard to ACCT Philly, its pets, or matters involving the organization. This includes posting information to the media’s social media pages. If you have any questions or ideas for media, volunteers can reach out to the Director, Development and Communications.

### **Name and Logo Use & Social Media**

ACCT Philly understands that many of its volunteers have personal blogs, Facebook accounts and other social media profiles or accounts. To ensure that information is not misinterpreted as official ACCT Philly communications, ACCT Philly’s logo and name may not be used by volunteers or others, as a part of a profile photo for any social media account, website, blog or other communication. Likewise, ACCT Philly’s name may not be used in or as a part of personal email addresses created at Gmail, Hotmail or other email accounts, nor be used for social media presences without written approval from the Director, Development and Communications.

### **Representation of ACCT Philly**

Volunteers should take care not to present themselves as representatives of ACCT Philly and may not do the following without explicit written permission from the Development and Communications office:

- Reach out to businesses, foundations or similar entities to request support on behalf of or for ACCT Philly and/or animals in its care.
- Enter or make any contractual or financial agreements or obligations on behalf of ACCT Philly
- Use ACCT Philly’s logo or name on printed or electronic materials including webpages or social media profiles
- Fundraise using ACCT Philly’s name, logo or public materials such as photographs or videos
- Make any public statements, written or verbal, appearing to represent ACCT Philly
- Lobby individuals, groups, organizations, government bodies or elected officials on behalf of ACCT Philly

### **ACCT Philly Volunteer Facebook Group**

#### **Ways to use the Facebook groups:**

We encourage all ACCT volunteers to post information, photos, and videos that can help promote ACCT Philly’s animals! We use these items to help promote and advocate for those animals on our main organizational Facebook page, as well as other social media outlets. Pictures and information can make all the difference in how quickly an animal can be adopted!

- Any non-urgent behavioral questions, or procedures/protocol questions can be asked on the Facebook groups
- Happy stories, and informative articles are also encouraged!
- “Thank you’s” and shout outs to volunteers/staff is ALWAYS encouraged!

### **Ways NOT to use the Facebook groups:**

- Posting concerns or complaints, or disparaging remarks about an individual, including staff members, volunteers/fosters, adopters or members of the public.
- Sharing complaints/disagreements/concerns about ACCT Philly's policies, procedures, or euthanasia decisions. These items should be discussed with an appropriate staff person. If you are unclear on who to reach out to, please contact the Volunteer Manager.
- Posting emergency or urgent needs. The appropriate parties are unlikely to see these posts in the time necessary and volunteers should follow up through appropriate communication pathways especially for situations arising outside of open hours.

In general, ACCT Philly respects the rights of volunteers to use online forums on their personal time as a medium of self-expression, and it is not our intent to police the online activity of our volunteers.

### **Other Online Forums:**

If you choose to publish content related to ACCT Philly on any online forum, we require that volunteers observe the following rules:

- Volunteers are not authorized to speak on behalf of ACCT Philly or represent that they speak on ACCT Philly's behalf. Volunteers may not post content that states or implies that the volunteer's opinions reflect the opinions of ACCT Philly or are endorsed by ACCT Philly.
- Volunteers must abide by all existing ACCT Philly policies when using online forums.
- Volunteers are prohibited from posting any information or commentary about ACCT Philly that may be reasonably viewed as disparaging of ACCT Philly. .

### **Photographs & Video**

Periodically, volunteers are asked by ACCT Philly staff or representatives to be included in photographs and/or video for marketing purposes; agreement for the use of your image is implied as part of your volunteer agreement. In addition, volunteers may be asked to take photographs or video for marketing purposes. Volunteer photographers and videographers waive all right to compensation for work produced for ACCT Philly or on ACCT Philly property.

### **Applicability of Other Handbook Policies**

While the above are to help you in your interactions on social media, violations of other policies occurring on social media will be enforced as set forth in the Handbook.

### **Resignation and Termination**

We hope that you find your volunteer experience engaging and enjoyable and that you will remain with us for many years. If you do find it necessary to resign your volunteer assignment, please contact the Volunteer Manager or the direct program manager to notify them of your plans. We understand that the ability and desire to volunteer changes throughout a person's lifetime and we promise to support your decision.

On occasion we find it necessary to ask volunteers to leave our service. We reserve the right to terminate a volunteer's service for any reason including, but not limited to, violation of policy as

outlined in this manual, volunteer trainings or subsequent communications.

Service of volunteers is at the sole discretion of ACCT Philly. Volunteers who fail to meet the standards of the organization or of their individual program may be coached, counseled and/or released from service. ACCT Philly may, at any time and for whatever reason, decide to release a volunteer or terminate a volunteer program. Please refer to the Grievance, Discipline, and Dismissal Procedure outlined in this Handbook for further details.

*When our system shows three months or more of inactivity you may be removed from the system. If you plan on taking a leave of absence please inform the Volunteer Coordinator.*

### **Grievance, Discipline, and Dismissal Procedure**

All general ideas, questions, or concerns can be communicated through the form in our volunteer portal, [VicNet](#), or directly to the Volunteer Manager by emailing [volunteer@acctphilly.org](mailto:volunteer@acctphilly.org). Any emergent issues should be addressed in person with the appropriate supervisor or manager if the Volunteer Manager is not available. Please reference ACCT Philly's [organizational chart](#) to see who to speak with in these instances. All matters submitted via the volunteer portal will be responded to within 72 hours not including scheduled weekends or time off.

When submitting a grievance, it is important to note which department is involved and whether this is a policy and procedure question or a personal or personnel complaint.

- Policy and Procedure Grievances, Questions, and Ideas: Grievances in this category will relate to ACCT Philly policies, active procedures, and overall shelter operations. Volunteers should note that submitting a grievance in this category may not result in policy changes but will always lead to open and transparent communication, meaning we will share what we can, when we can.
- Personal/Personnel Complaints and/or Follow up: Grievances in this category will relate to the working relationships between staff and volunteers as well amongst the volunteer team. Volunteers should note that while all grievances will be carefully reviewed and considered, a grievance in this category may not result in disciplinary action against the offending party. If disciplinary action is taken, the volunteer airing their grievance will not be entitled to specific details surrounding disciplinary action or decisions made by the Volunteer Manager with regards to staff and volunteers.

Policy and Procedure Grievances:

1. Once a grievance has been submitted, the volunteer can expect a response confirming receipt within 72 hours. Depending on the nature of the grievance, the volunteer may receive a written response via email or a request to meet in person or via Zoom.
2. Staff will have collaborative discussions with volunteers when addressing grievances even in instances when a policy or procedural change is not possible.

Personal and Personnel Grievances:

1. Once a grievance has been submitted, the volunteer can expect a response confirming receipt within 72 hours. Depending on the nature of the grievance, the volunteer may receive a written response via email or a request to meet in person or via Zoom.
2. If the grievance is personnel related (either staff or another volunteer in the program), the volunteer manager will collect information from both parties regarding the concern.
3. When possible, a face-to-face meeting will occur with the volunteer, additional personnel mentioned in the grievance, and Volunteer Manager to discuss the grievance and come to



resolution. When a meeting with all involved parties is not possible, warranted, or requested, the Volunteer Manager will speak with both parties separately.

4. The Volunteer Manager will follow up with the volunteer airing their grievance within two weeks of receiving the complaint to discuss resolution. Volunteers will not receive specific details about disciplinary measures taken with other volunteers or staff.

#### Addressing Concerns within the Volunteer Team:

- Staff will respectfully address any concerns directly with the volunteer in the moment or as soon as possible after the event. ACCT Philly staff are authorized to correct volunteer action if it directly contradicts organizational policies and procedures, standards of care, or safety protocols. Staff who are uncomfortable correcting behavior or who are unable to address a concern in the moment should follow up immediately with the Volunteer Manager who will ensure a timely conversation takes place.
- ACCT Philly reserves the right to dismiss a volunteer at any time for any reason.
- ACCT Philly appreciates the talents and service of volunteers and reserves such immediate dismissals for serious situations.
- ACCT Philly provides opportunities for volunteers to correct mistakes, etc. and will issue documented warnings to volunteers when necessary. The number of warnings and when dismissal occurs is based on the severity and frequency of infraction and at the discretion of ACCT Philly management.

Any violation of the terms of the ACCT Philly Volunteer Handbook may result in termination or suspension from the Volunteer program. If evidence of violation is brought to the Volunteer Manager or Director of Animal Welfare, the Volunteer in question may be placed on a volunteer hold, pending suspension or termination, for the duration of a 14-day reviewal process. The Executive Director will review all evidence of the violation to determine Volunteer's ongoing status with ACCT Philly.

Volunteers may appeal suspensions or terminations. Any appeal should be addressed to the Executive Director within fifteen days of the suspension or termination action. The Volunteer may be required to meet onsite to attend the appeal process and agree to comply with all requests and disclose necessary information to accommodate an objective and informed decision. The Executive Director shall have full discretion on whether the action will be upheld.