



Volunteer Code of Conduct

Last Updated: January 2019

The Fredericksburg Regional SPCA is a 501(c)3 nonprofit organization whose mission is to empower our community to join us in ending animal suffering through leadership and action, engagement and learning, compassionate care and adoption, affordable veterinary medicine and resources, and by having the conversation about what it takes to change our culture for the betterment of all living things.

This Code of Conduct asks that all volunteers:

- Represent the Fredericksburg SPCA in a polite and professional manner.
- Share and promote the culture, purpose, and objectives of the Fredericksburg SPCA.
- Demonstrate respect and kindness in all interactions towards our animals, staff, clients, donors, and other volunteers.
- Be prepared and ready to work to an acceptable standard.
- Treat each other with courtesy, sensitivity, tact, consideration, and humility, in accordance with social norms.
- Always share feedback or concerns in a respectable manner.
- Value our role in ensuring the safety of each other, the animals, and the community.
- Treat new volunteers and staff in a responsible, patient, and motivational manner.
- Recognize and congratulate the achievements of others.
- Endeavor to balance organizational and individual needs.
- Follow all Fredericksburg SPCA procedures and protocols as well as instruction given by trainers and supervisory personnel.
- Promote healthy and safe work practices during volunteer projects and training.

Causes for Reprimand

- Handling an animal in a manner contrary to the training you have received. Mishandling may include, but is not limited to not using provided equipment for dogs, using negative reinforcement and providing an unsafe environment for the animals.
- Incivility to volunteers, staff and the public. We pride ourselves on having an inclusive, compassionate community whose care extends not only to the animals but also the people within our community.

- Not showing up for a shift that you signed up for through Give Pulse without proper communication to the Volunteer Coordinator.

Although someone may give you direction, this is not considered a cause for reprimand. Reprimands are private, sit down conversations with the volunteer coordinator and potentially another staff member. Being reprimanded can lead to retraining or removal from a specific program.

Termination

- Violation of any Fredericksburg SPCA agreement.
- Any criminal activity on our property.
- The mistreatment of staff or volunteers deemed to threaten the compassion and trust within our community.
- Any animal cruelty.