



# CHICAGO CANINE RESCUE'S VOLUNTEER POLICIES AND CODE OF CONDUCT

Chicago Canine Rescue (CCR) is committed to observing ethical and legal standards, and the principles of respect, compassion, fairness and dignity in all its sheltering interactions as well as in its interactions with volunteers, employees and the public. Volunteers are needed to help the shelter staff at CCR by walking dogs, transporting dogs, socializing dogs, cleaning, and helping the public's interactions with dogs. Volunteers are also needed to assist CCR with off-site activities like fundraisers and other events. Dedicated volunteers are essential for helping CCR uphold its commitments and CCR is grateful for each dedicated volunteer.

-Volunteers must be at least 18 years of age to volunteer with CCR.

-Volunteers may visit CCR from 10a.m. to 7 p.m., 7 days per week.

-Volunteering in the animal care industry can be both rewarding and emotionally draining. When deciding to volunteer, be sure to consider the emotional impact of working with animals in a shelter.

-Volunteers are required to have the following:

- Ability to work well both independently and within a team
- Ability to anticipate and effectively cope with the emotionally charged situations that are common in animal care: exposure to animals that have been homeless, neglected and/or abandoned as well as accepting the difficult reality that in some cases, animals may be euthanized. Volunteers are not involved in euthanasia or decisions related to euthanasia.
- Ability to distinguish emotional and physical boundaries within CCR.

-Volunteer candidates will need to complete the following documents:

- Volunteer waiver of liability
- Acknowledgment of CCR Volunteer Policies and code of conduct.

-Volunteer candidates must attend a group and or private training meeting.

-A minimum commitment of 5 hours per volunteer, per month is preferred.

-Volunteers are advised to cover as much skin as possible to avoid scratches and exposure to illness. Long pants and close-toe shoes are required. Do not wear: Crocs, flip flops, shorts, skirts, dresses, hats that obscure your identity or accessories that can be inadvertently caught or pulled. When in doubt, use common sense when dressing for the shelter.

-Volunteers must observe CCR's photo / video policy: CCR allows volunteers to photograph and video animals outside, in the lobby and in meet and greet rooms for the purpose of facilitating adoptions of animals. Kennels and animals in kennels or other shelter areas should not be photographed or posted online.

-CCR reserves the right to limit the number of volunteer hours volunteers work at the facility.

-Admittance to **restricted areas** of the shelter is not permitted without express permission from an authorized CCR staff or administrator. These restricted areas include anywhere outside the lobby and meet and greet rooms.

-The point of contact for complaints or suggestions regarding volunteering or shelter activities is a volunteer's team leader. Concerns and questions should be brought to that person first. Complaints regarding a staff member or an issue with a CCR policy, should be brought immediately to the attention of the shelter manager for resolution.

- Volunteers must wash hands often, especially between handling animals or when visibly dirty or contaminated; before eating; after using the restroom; before and after direct animal contact or contact with bodily fluids.

- If at any time while at the shelter or off-site event or program, a volunteer (or an animal the volunteer is handling) experiences any exposure, including a bite, scratch or any break in the skin by an animal, the volunteer is required to notify a CCR staff member IMMEDIATELY. Exposure may include, but is not limited to: abrasions, breaks, bites or scratches. Failure to notify a staff member may result in a volunteer's permanent removal. It is recommended that any volunteer who has suffered any exposure, wash the wound completely and thoroughly with antibacterial soap for at least five (5) full minutes and see a physician for follow up attention.

-If urgent medical attention is required, an ambulance will be called. Following state law, the animal will then be placed on quarantine.

-Any volunteer involved in an incident may be required to attend an additional training prior to returning to volunteer.

## CHICAGO CANINE RESCUE'S VOLUNTEER CODE OF CONDUCT

All volunteers agree to abide by the following Code of Conduct:

- I will abide by all rules, policies and procedures in the CCR Volunteer Policy.
- I will treat each CCR Staff member, fellow volunteer, and member of the public with respect & dignity.
- I will treat all animals with compassion & respect, and NEVER intentionally harm an animal.
- I will not disrupt or interfere with the daily work of CCR employees except for emergencies, or engage in confrontational, discourteous, or harassing behavior.
- I will not enter restricted areas of the facility unless I request and obtain permission
- I will not speak on behalf of CCR to any representative of the media.
- I will abide by CCR's policies regarding photography, videotaping, and promotion of the animals.
- If I am unsure of an answer, policy, or procedure, I will ask my volunteer coordinator or CCR staff member.
- I will alert a CCR staff member of any health, behavioral or kennel-condition concerns that I may have about any animal in the facility.
- I will abide by all CCR rules, policies, and procedures regarding the treatment, training or care of animals at the facility, in foster care, at special events and in programs.
- Should I have a concern/complaint with staff or another volunteer, I will report this to CCR's Shelter manager.
- I understand that I may be removed from a volunteer program and be prohibited from volunteering with CCR for violating any one of CCR's volunteer policies or its code of conduct.
- I understand that examples of actions while volunteering at CCR that may result in my removal include, but are not limited to:
  - Careless, negligent performance of volunteer duties.
  - Reporting for volunteer work while under the influence of alcohol or drugs.
  - Interfering with staff duties.
  - Discourtesy to or harassment of a staff member, visitor, another or volunteer.
  - Abuse, neglect, or disregard of animals and/or their care.
  - Not reporting an animal exposure incident to a Supervisor immediately.
  - Violations of any other provision of the Volunteer Policies and Code of Conduct

**Acknowledgement of Chicago Canine Rescue's  
Volunteer Policies and Code of Conduct.**

I understand that my signature below indicates that I have read, understand and received a copy of Chicago Canine Rescue's volunteer policies and code of conduct.

I understand that my volunteer service can be terminated by CCR management or administration for my failure to abide by the volunteer policies and code of conduct.

I understand that the volunteer policies and code of conduct described herein are subject to change at the sole discretion of the rescue. I understand that these documents supersede all previous volunteer materials.

I understand my name, email and/or phone number will be shared with other members of the CCR volunteer coordinators for future notifications.

I have read and understand all of the above statements.

\_\_\_\_\_  
Volunteer's Printed Name

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
CCR Representative Printed Name

\_\_\_\_\_  
CCR Representative Signature

\_\_\_\_\_  
Date