

SPCA of East Texas

Volunteer Guidelines



1. All volunteers must be 18 years or older.
2. Volunteers are required to attend interviews, orientations, and training as the SPCA of East Texas deems necessary. Volunteers are required to commit to a regular weekly schedule.
3. Volunteers should be polite and helpful at all times.
4. All people and animals are to be treated with respect and courtesy. Volunteers are required to adhere to the rules explained in the training as it pertains to animal handling.
5. Volunteers should refer questions from the public regarding SPCA of East Texas policies to the staff only. Volunteers should maintain confidentiality in regards to SPCA clients and business.
6. Volunteers must accept the guidance and decisions of the professional staff person responsible for volunteer activities.
7. Volunteers are responsible for keeping track of their schedules. Reasonable notice is required if unable to make a volunteer shift.
8. For safety reasons, volunteers are required to wear appropriate attire when working with animals. Volunteers are required to purchase and wear an SPCA of East Texas t-shirt (approximately \$10) during their volunteer shift.
9. Volunteers assigned to use an SPCA vehicle are required to have good driving records. If you drive your vehicle for SPCA use, we will need to verify a current driver's license, driving record, and proof of auto insurance before driving any SPCA vehicle or conducting SPCA business in your own car.
10. Volunteers should not be in any unauthorized area of the SPCA without the proper training or supervision. Guests of volunteers are not allowed to accompany the volunteer during their shift.
11. Volunteers shall agree to the SPCA's right to release them for unsafe practices, for not following the procedures described in orientations and training sessions, or for any behavior that is inappropriate for SPCA of East Texas business.
12. Any accident or injury to either a person or animal should be reported to an SPCA of East Texas manager immediately.

SPCA of East Texas agrees to:

1. Provide an orientation, training, and continuing education as available for the assigned position.
2. Assign a staff person to supervise volunteer activities.
3. Provide extended opportunities, when available, for those volunteers who are interested and qualified.

Volunteer Initials: _____ **Date:** _____