



Volunteer Handbook

Policies and Procedures

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MULTNOMAH COUNTY ANIMAL SERVICES

VOLUNTEER HANDBOOK AND GUIDELINES

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INTRODUCTION

Welcome to the MCAS Team!

We are so grateful that you've chosen to share your time and talents with the people and animals in our care here at Multnomah County Animal Services (MCAS). Multnomah County Animal Services (MCAS) is the county's sole public animal shelter and control agency. MCAS acts as the safety net for the community's lost, homeless, stray, injured, sick, neglected and abandoned animals. As a Volunteer at our organization, your dedication and compassion make a world of difference in their lives, and we couldn't fulfill our mission without you. With your collaboration, we can continue our mission to find a positive outcome for every healthy, placeable pet and improve the lives of both pets and people in our community.

This handbook is designed to be your guide as you embark on this rewarding journey. Inside, you'll find information about our shelter's policies, procedures, and expectations for volunteers. We'll also provide insights into the various roles available and the skills you'll need to succeed.

But more than just a rulebook, this handbook is a celebration of the incredible impact volunteers have on our shelter and the animals we serve. We hope it inspires you to embrace your role as an advocate for animal welfare and a champion for compassion.

Thank you again for joining our team. We're excited to have you on board!

MCAS Mission Statement

The mission of MCAS is to protect the health, safety and welfare of people and pets throughout Multnomah County.

MCAS Vision Statement

Lead the nation in compassionate care of animals while finding positive outcomes for all placeable pets through innovative shelter operations and community engagement.

MCAS Volunteer Mission Statement

Our volunteer program unites diverse individuals in a shared mission to improve the lives of people and pets in our community. Through teamwork, empathy, and action, we create meaningful and lasting positive impact.

Joining Our Team

This handbook summarizes many of Multnomah County Animal Services' (MCAS) policies and procedures, including the ones that you, as a Volunteer, must follow. A Volunteer's failure to comply with the policies and procedures contained in this handbook may result in a termination of the relationship between a Volunteer and MCAS. We are happy to provide further information or

clarification on this Handbook if needed. Please note that MCAS leadership and their designees may modify, rescind, delete, or add to the provisions of this handbook at any time.

Ambassadors for the Cause

When you join the MCAS team, you become an ambassador of our shared mission.

The following policies and procedures are the expectations for any party working with Multnomah County:

Anti-Harassment Policy (3-40)

MCAS's anti-harassment policy expresses our commitment to maintain a workplace that is free of harassment, so our employees, volunteers and guests can feel safe and happy. MCAS strives to create and maintain a work environment in which people are treated with dignity, decency and respect.

The county's policy is to prohibit workplace harassment and discrimination on the basis of race, color, sex including sexual assault, age, religion, national origin, political affiliation, marital status, sexual orientation, gender identity, gender expression, source of income, familial status, physical or mental disability, genetic information, pregnancy, pregnancy-related limitations, status as a uniformed service member, an expunged juvenile record, or other protected status in any personnel action and in accordance with applicable law, including Oregon Revised Statutes (ORS) 659.030 and ORS 649A.112.

Workplace harassment and discrimination is also prohibited based on association with a person in one of the classes listed in this paragraph. Prohibited harassment and discrimination based on disability includes perceived disability and record of a disability.

Prohibited workplace harassment and discrimination is unacceptable in the workplace, in any work-related setting outside the workplace and when using county owned equipment including vehicles and electronic devices such as computers, telephones, photocopiers and faxes. Volunteers who violate this rule are subject to disciplinary action, up to and including discharge.

Anyone engaged in sexual or other unlawful harassment will be subject to release from the Volunteer Program with MCAS. If a Volunteer, or any other individual who is associated with the Volunteer, believes they are the victim of harassment or have witnessed harassment of any kind, immediately notify the MCAS staff contact with the Volunteer Team.

MCAS will not tolerate any retaliation, harassment, or intimidation of any MCAS employees or volunteer(s) who makes a complaint under this policy or who assists in a complaint investigation. Any retaliation, harassment, or intimidation by a Volunteer may result in termination of the Volunteer's Relationship with MCAS.

Maintaining a Professional and Respectful Workplace (3-47)

Employees and Volunteers at every level of the county are personally responsible for creating and maintaining a work environment that is respectful, professional and free from inappropriate and abusive workplace behavior. MCAS holds any Volunteer or Volunteer Affiliate to this same expectation. Examples of inappropriate workplace behavior include, but are not limited to, comments or behaviors to or from an individual or group that disparage, demean, threaten, intimidate, humiliate, abuse authority, sabotage work, or show disrespect for another employee, volunteer, supervisor/manager, subordinate, customer, contractor or visitor in the workplace, unless otherwise protected by law. The reasonable person standard shall be applied when determining whether this policy has been violated.

Inappropriate workplace behavior does not include:

- Counseling, disciplinary discussions or job performance evaluations, including constructive critique, coaching and feedback regarding an employee's conduct or work performance [whether between supervisor(s), managers(s) and/or co-workers(s)]; and/or
- A direct or assertive style, including high workplace expectations; and/or
- Legitimate responses to situations that require immediate action and may require a stern and frank conversation;
- Differences of opinion and non-aggressive conflicts and problems in working relations; and/or
- Legitimate law enforcement activities.

Any volunteer or intern (paid or unpaid) found to have engaged in workplace behavior that violates this policy will be coached, or depending on the severity and/or frequency of the behavior, may be dismissed from their volunteer assignment or internship

Conflicts of Interest (3-30)

As a supporter of and volunteer for MCAS, a Volunteer should avoid any outside activity that could negatively affect the independence and objectivity of your judgment, interfere with timely and effective performance of your duties and responsibilities, discredit MCAS, or conflict/appear to conflict with MCAS' best interest. The success of MCAS rests on its reputation and the goodwill of the community. Unless expressly authorized, no outside activity should involve the use of MCAS assets, funds, materials, facilities, or time or services of other MCAS affiliates. Violations of this policy may result in release from the Volunteer's relationship with MCAS. If a Volunteer is asked to take part in an activity that conflicts with the vision and philosophies of MCAS, or if a potential or actual conflict of interest arises, please reach out to a MCAS Foster Team member.

Social Media

As a volunteer at MCAS, you play a vital role in promoting our mission to care for and advocate on behalf of animals in need. We recognize the importance of social media as a tool for communication and community engagement, and we encourage volunteers to use social media responsibly while respecting the rights and dignity of all individuals. For that reason, we ask and expect you to use

good judgment when contributing to MCAS' official pages and groups as well as your own personal accounts, particularly when your posts are related to MCAS, MCAS projects, and MCAS partners.

We encourage the sharing of stories and promotion of our mission through social media, but assert that volunteers cannot speak as official representatives of Multnomah County Animal Services. Regardless of the platform or page, when engaging with others via social media regarding situations related to Multnomah County Animal Services, our events, efforts, or animals, we have the following expectations:

Respect and Compassion: Volunteers are expected to demonstrate respect and compassion for all individuals, including fellow volunteers, staff, clients, and members of the community, in their social media interactions. Avoid engaging in disrespectful, offensive, or inflammatory language or behavior.

Confidentiality and Privacy: Volunteers must respect the confidentiality and privacy of shelter operations, clients, and animals. Refrain from sharing confidential information, including personal data, medical records, or sensitive details about shelter operations, on social media platforms.

Representing the Shelter: Volunteers should clearly indicate that their views and opinions expressed on social media are their own and not necessarily reflective of Multnomah County Animal Services official stance. While volunteers are encouraged to share positive experiences and stories about their volunteer work, they should avoid speaking on behalf of the shelter or making commitments or statements that could be construed as official shelter policy.

Maintain professionalism: Do not allow discussions of opinions, positions, or a situation or a debate to devolve into personal attacks, fights or flame wars that would reflect poorly on you or the organization; any doubts about the appropriateness of a post should be passed along to your coordinator for evaluation. If you feel that an individual's comments need to be addressed by MCAS, please reach out to mcas.volunteer@multco.us.

Accuracy and Integrity: Volunteers should strive to ensure the accuracy of information shared on social media platforms. Verify facts and sources before sharing information related to animal welfare, shelter activities, or advocacy efforts to maintain credibility and integrity.

Compliance with Laws and Policies: Volunteers must comply with all applicable laws, including copyright and intellectual property laws, when posting content on social media platforms. Additionally, adhere to Multnomah County Animal Services policies and guidelines, including those related to animal care, adoption procedures, and volunteer conduct.

Positive Engagement: Social media can be a powerful tool for raising awareness about animal welfare issues and promoting shelter initiatives. Volunteers are encouraged to engage in positive and constructive dialogue, share educational content, and support the shelter's mission to improve the lives of animals in our community.

Again, if you are unsure of the appropriateness of a story or comment, please contact the Volunteer Coordinator or MCAS Leadership Team. You are encouraged and welcome to use your own social media platforms to help promote adoptable animals, events, volunteer opportunities, advocacy,

outreach and more. However, MCAS affiliates are prohibited from starting any new social media pages that represent the organization.

Legal Guardianship of Animals

MCAS has legal responsibility for the care and well being of animals under our supervision, during the course of stay at the shelter or in foster care. MCAS assumes legal ownership at the end of the required stray hold period.

Requests for Animal Help

As a supporter of MCAS, you may be asked by people in your community for help with specific animal situations. Here are some ways to handle these requests:

- To help people find solutions to common problems, direct them to our website at <https://www.multcopets.org>.
- If the person has witnessed animal abuse or cruelty, instruct them to call 911.
- If a Multnomah County resident has witnessed animal neglect, a loose animal, or other animal issue, instruct them to call 503-988-7387.

OVERVIEW OF VOLUNTEER PROGRAM

We respect your time and strive to make your experience with us productive and rewarding. We aim to utilize volunteers for a variety of tasks, including but not limited to:

- Assisting staff with daily tasks and duties
- Improving the quality of life for all animals in our facility through enrichment, socialization, training, and care
- Providing support with administrative processes
- Growing the reach of Multnomah County Animal Services into the community and beyond

Whether you are interested in hands-on work with the animals or specialized jobs supporting operations, we can help find the perfect fit for you. By matching you with your ideal position, we can better save the lives of Multnomah County companion animals and increase the reach of care for Multnomah County Animal Services.

Contact the Volunteer Coordinator or login to the volunteer portal for more information on training and opportunities.

ATTIRE

To ensure the safety and well-being of both our volunteers and animals, we request that all volunteers wear appropriate attire while participating in activities at the shelter or at off-site events. For those involved in animal handling, including kennel cleaning, dog walking, and

veterinary care, closed-toe shoes with non-skid soles are mandatory. Please avoid wearing dangling jewelry or accessories that could be caught or pulled by an animal. Clothing should cover your torso and legs completely, even when bending or stooping.

To maintain a professional and respectful environment, certain attire is prohibited while volunteering at the shelter. This includes clothing that is torn, faded, stained, or otherwise damaged (except for staff and volunteers cleaning kennels after hours). Workout or bathing wear, such as sweatpants, yoga pants, spaghetti strap tank tops, and bathing suits, are also not permitted. Additionally, please refrain from wearing clothing that displays profanity, political statements, nudity, offensive gestures or cartoons, or any derogatory or offensive language.

SCHEDULING

All volunteers are required to log a minimum of 2.5 - 4 hours per month, which can be achieved through a variety of in-shelter and remote volunteer opportunities. Short-term volunteer opportunities, which are exempt from the hour minimum, may be available. Please contact mcas.volunteer@multco.us for more info.

Since you are investing your time and talents with us, we strive to make your volunteering experience seamless. For that reason, we utilize a volunteer portal called Better Impact for scheduling, communications, and hour tracking. When you applied, you created a MyImpact account, which you will use to watch training, sign up for volunteer shifts, and clock in and out while working.

You should download the MyImpact phone app so you can schedule yourself on the go and access your timeclock from the shelter. You can watch this video for a walk through of using your MyImpact account. If you don't have a smartphone, please let us know during your first visit to the shelter so we can walk you through clocking in and out using our internal volunteer tablet designated for timekeeping.

You are required to sign up for shifts in advance, which you can do from the Opportunities page of your MyImpact account, and you should not arrive to volunteer if you are not scheduled. Please plan on completing the full shift you've signed up for unless alternative arrangements have been made with the Volunteer Coordinator. You can sign up for shifts right up until the hour before they start, so you can schedule yourself on-the-go even if you don't always know your schedule very far in advance!

After booking a shift, you will always need to check your Schedule page to find Arrival Instructions or to cancel a shift you can no longer attend. The option to cancel a shift directly from your account disappears once we are within 24 hours of a shift starting, and you will have to contact the Volunteer Coordinator directly for last-minute cancellations.

VOLUNTEER PATHWAYS

We are always thinking of new and innovative ways to utilize volunteer assistance. Whether you work best with animals, people, or both, there are many ways that you can assist us at Multnomah County Animal Services.

While volunteering with MCAS, you can choose to work with dogs, cats, or some volunteers choose to work with both! We also have positions that don't put you in direct contact with animals, like working with our adoptions team by assisting with Info Desk, taking photos of adoptable pets or a multitude of other opportunities. It's important to remember that all positions include some level of cleaning and customer service. These are shared tasks that we all contribute to for the wellbeing of our pets!

To see position descriptions for all active volunteer opportunities, you can navigate to the Opportunities Section of your MyImpact account (available in the menu of the app or the Profile section of the web portal). Each position description gives an overview of the position and a breakdown of the core responsibilities.

BEYOND BACKGROUND CHECKS

Multnomah County Animal Services (MCAS) is dedicated to providing a safe and welcoming space for our volunteers, staff, and animals. To maintain this environment, we ask volunteers to be transparent about any past behavior that might raise concerns regarding the safety and well-being of animals or people in our care. This includes any history of violence or unacceptable treatment of animals. It allows us to have a confidential conversation with our Volunteer Coordinator to discuss the situation, any steps you've taken to address past behavior, and how your involvement might affect our environment. We believe in providing opportunities for growth and change, and we are committed to ensuring MCAS remains a safe and positive space for everyone. For any questions or further clarification, please reach out to our Volunteer Coordinator at mcas.volunteers@multco.us.

AVAILABLE TRAININGS

Having a well-trained volunteer base is crucial to promoting a safe and productive environment at MCAS. There are some volunteer opportunities that will be limited to individuals that have already completed certain training. If you have interest in a position for which you do not meet the required level of training, please reach out to the Volunteer Coordinator for more information.

Prior to being able to handle animals, all volunteers will be required to complete fear free training. There are additional trainings available for specific positions, which will be presented to you after your initial orientations and fear free training.

COMMUNITY SERVICE

Multnomah County Animal Services welcomes volunteers from all walks of life, including those fulfilling community service obligations. We believe everyone deserves a second chance and that contributing to the well-being of animals can be a rewarding experience. If you need to complete court-ordered community service hours, we are happy to provide the necessary documentation and support. Please inform our volunteer coordinator at mcas.volunteers@multco.us about your requirements, and we will gladly work with you to ensure your volunteer service meets those needs.

ATTENDANCE POLICIES AND PROCEDURES

When you commit to a volunteer position, you become a valuable member of our team and play an important role in the success of our mission. For that reason, we ask that you not make a commitment that you may be unable to fulfill or take on responsibilities for which you feel unqualified for.

We understand that life happens, and you may not be able to make it to your volunteer shift. If you are not available to complete the volunteer shift(s) for which you have registered, please log into MyImpact and cancel your shift(s) or contact the Volunteer Team as soon as possible. By doing so, you will make the shift available to other volunteers.

If you can't perform the duties of your volunteer position or meet required deadlines, and you don't notify the volunteer department or your staff contact in advance, your participation in the volunteer program may be adversely affected. We encourage you to avoid this situation; by not fulfilling your commitment, you will miss out on some wonderful opportunities to help Multnomah County pets.

Please consult your volunteer team for specific "no-show" policies.

If you are unable to volunteer due to unforeseen circumstances, you may take a leave of absence for any period, but depending on the length of absence, you may need to take refresher training to resume volunteering. Please discuss your needs with the Volunteer Coordinator by reaching out to mcas.volunteers@multco.us.

STORING PERSONAL BELONGINGS

MCAS has made a small cabinet that is available to volunteers, in the volunteer coordinators office.

MCAS is not liable for the security of items left in the lockers (whether secured with a lock or not) or left anywhere else on the premises. MCAS encourages volunteers to either leave valuable items at home or keep them on their person.

VOLUNTEER PERFORMANCE SUPPORT

Performance feedback sessions are a valuable opportunity for staff and volunteers to connect, review progress in the chosen volunteer position, celebrate successes, and identify areas for growth and development. These sessions are a collaborative effort where both the volunteer and staff can share their perspectives and work together to enhance the volunteer experience. MCAS is committed to providing ongoing support and resources to help volunteers thrive in their roles, including mentorship, training, and access to relevant information. We encourage open communication and a culture of open dialogue where volunteers feel comfortable expressing their needs and ideas. MCAS deeply values the contributions of its volunteers and strives to create a positive and rewarding experience for everyone. While we aim to support volunteers in succeeding in their roles, we will work collaboratively to address any concerns that may arise. In situations where expectations are not met despite supportive efforts, we may need to re-evaluate the volunteer's

placement or role to ensure the best fit for both the volunteer and MCAS.

POTENTIAL CAUSES FOR RELEASE FROM VOLUNTEER SERVICE

- Breaking of confidentiality
- Failure to adhere to policies or follow procedures
- Failure to report volunteer hours
- Inactivity
- Inappropriate drug or alcohol use
- Inappropriate or unprofessional conduct
- Excessive “no-show” for volunteer shifts
- Not fulfilling the duties of the volunteer position
- Misrepresentation of Multnomah County Animal Services
- Theft
- Violence or implication of violence

GRIEVANCE PROCEDURE

If you have any questions or challenges regarding your volunteer assignment, please bring them to the attention of your volunteer coordinator.

The volunteer management staff make every effort to provide you with an opportunity to raise your questions in confidence and without fear of reprisal or discrimination. Every effort will be made to investigate in a timely manner and settle the issue on a fair and equitable basis.

RELEASE FORM

By signing this handbook, I acknowledge that I have read and understand the information provided, including my responsibilities and commitments as a volunteer with Multnomah County Animal Services (MCAS). I agree to adhere to all MCAS policies and procedures and to follow the direction provided by MCAS staff members.

Print Name: _____

Signature: _____

Date: _____