



Tasha's Furry Friends Sanctuary
Volunteer Handbook

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1) About Tasha's Furry Friends Sanctuary

In March of 2001, our family moved to a small farming community outside Logan, Utah. We were seeking more space than we had in the city. We brought with us two cats that we had rescued and adopted before leaving the big city, Tabby and Oreo.

When we moved in another cat showed up on our doorstep starved and pregnant. We quickly took care of her and fed her and gave her the name of Tasha. When her kittens were born we cared for them also. This was the beginning of a long list of cats that would be dropped off by people who could no longer care for their cats or those who had abused them and did not want them anymore. All of these cats have gone over the Rainbow Bridge but their legacy lives on here at Tasha's Furry Friends Sanctuary. In remembrance of Tasha and the many cats who started this legacy of love we have changed the name of the Sanctuary from Kitty Haven Sanctuary of Utah to Tasha's Furry Friends Sanctuary.

On October 2010 we became a 501 (c) (3) nonprofit, tax exempt no-kill organization that now functions on the funds that are donated to us through those who care for these cats and kittens as much as we do.

**Tasha's Furry Friends
Sanctuary 1450 East Main
Street Trenton, UT 84338**

435-881-3450

www.tashasfurryfriends.org

<https://www.facebook.com/tashasfurryfs/?ref=bookmarks>

2) Tasha's Furry Friends Sanctuary volunteer experience

When you volunteer with Tasha's Furry Friends, you're giving the cats and kittens one of the greatest gifts of all-your time. Whether you're spending one-on-one time with the cats, helping out with fundraising or assisting in some other way, you're helping the cats and kittens to feel loved. For that, everyone here at Tasha's Furry Friends is incredibly grateful, especially the cats and kittens: We wish you an enjoyable, safe, fulfilling and rewarding volunteer experience!

To learn more about volunteering with Tasha's Furry Friends and to ensure an even better volunteer experience, please take a few minutes to read this guide.

3) About the handbook

This handbook summarizes many of Tasha's Furry Friends volunteer policies and procedures. All Tasha's Furry Friends staff members are responsible for administering the policies described in this handbook and would be happy to provide you with further information or clarification if you need it.

Tasha's Furry Friends volunteer managers and their designees may modify, rescind, delete or add to the provisions of this handbook at any time. If changes are made, we will be sure to notify you as soon as possible.

Nothing in this handbook creates a contractual relationship or employee relationship between you (the volunteer) and Tasha's Furry Friends Sanctuary.

4) Tasha's Furry Friends Sanctuary's guiding principles

Tasha's Furry Friends is guided by the following values or principles:

- The Golden Rule: To treat all living things as we ourselves would wish to be treated.
- Kindness: To demonstrate compassion and respect for all living creatures and for each of those we work with.
- Positive Influence: To judge our effectiveness by the extent to which animal lives are saved and improved, and by the positive experience of the people we touch.
- Leadership: To lead by example - developing, promoting and sharing great new ideas and programs to help cats and kittens.
- Authenticity: To do what we say we do.
- Transparency: To be open and honest in our relationships.

Everyone representing Tasha's Furry Friends is expected to follow these principles.

5) Our staff commitment to you

The staff members at Tasha's Furry Friends truly appreciate your service and your dedication to help save the cats and kittens in our care and we want to make sure you have a wonderful and enjoyable experience. So, we strive to:

1. Provide you with adequate information, training and assistance so you can be successful in your volunteer position.
2. Provide you with guidance, goals and feedback.
3. Respect your skills, dignity and individual needs.
4. Be open-minded and receptive to your comments and suggestions.
5. Treat you as a valued team member along with staff, equally important in helping to accomplish the mission to provide a safe and loving home for the cats and kittens in our care.

6) Overview of volunteer positions

Scheduling. When you volunteer at the Sanctuary, you can schedule your own shifts.

Volunteer opportunities. You can participate in a variety of volunteer activities at the Sanctuary.

Just a friendly reminder: When you work closely with cats and kittens, you can sometimes be bitten, scratched or injured in another way. Your safety is always our priority, but if you do happen to get hurt, please let a Tasha's Furry Friends staff member or manager know immediately.

7) Youth volunteers

Tasha's Furry Friends welcomes the involvement of younger volunteers in several different volunteer positions. The goal is the same as it is for our older volunteers: to have a fun and rewarding experience. Below are the policies to ensure that our young volunteers have a safe experience.

For the protection of children as well as the cats and kittens, children five years and younger may not volunteer. Children ages 6 to 17 must be accompanied by an adult volunteer. Parents or guardians of minor children (under age 18) must sign a Minor Permission Form, which gives permission for minor children to volunteer.

8) Your volunteer commitment

When you serve as a Tasha's Furry Friends volunteer, we ask the following of you:

a) Computer-related

- Have regular access to the Internet and a private email address. Email is our main form of communication to share information, such as volunteer instructions, opportunities and confirmations.
- If you do not have computer access, we ask that you find a friend or family member who can help you with your communications with the volunteer department.
- Respond to emails from the Tasha's Furry Friends volunteer staff in a timely manner. Staff are committed to answering emails within 48 hours (during regular business hours).

b) Your volunteer profile and history

- Complete all required paperwork for acceptance into our volunteer programs.
- Supply references as requested. For certain volunteer positions, Tasha's Furry Friends may perform criminal background checks. Tasha's Furry Friends may perform these checks at its sole discretion.
- Keep your volunteer record updated with your current email address, phone number and USPS mailing address. (Your name and addresses will not be sold, traded or given to any other organization.)
- If applicable to your volunteer position, by the last day of each month, input your volunteer hours worked for that month. Instructions will be provided. This record of your hours is used to recognize your contribution, to show potential donors and funders that we are supported by community members, and in grant reports.
- Complete any assignments for which you volunteer. If you cannot complete the assignment, please notify your staff supervisor.
- Stay within the parameters of your volunteer position(s) and assignment(s).
- Understand that all content developed by any volunteer as a Tasha's Furry Friends volunteer is the property of Tasha's Furry Friends Sanctuary. This includes, but is not limited to, all graphics, web pages, narratives, research, compilations, instructional texts, text, photos, videos, writings, computer programs, spreadsheets, summaries and recordings. It also includes any royalties, proceeds or other benefits derived from these materials. Of course, volunteers will receive appropriate credit for their submissions.
- Grant Tasha's Furry Friends rights in all photographic images, video and audio recordings of you

made during the course of your assignment.

- Follow the dress code outlined in this handbook when representing Tasha's Furry Friends Sanctuary at functions, meetings and events.
- Return all Tasha's Furry Friends Sanctuary property when requested or when your volunteer service ends.

c) Expenses and insurance

- Cover all your own expenses associated with volunteering for Tasha's Furry Friends. In certain instances some expenses will be reimbursed, but you must receive approval in writing (i.e., email) from your staff supervisor before Tasha's Furry Friends will reimburse you for any expense.
- Carry your own insurance coverage. Tasha's Furry Friends does not carry health, medical, liability, automobile, worker's compensation or disability insurance coverage for any volunteer.

9) Volunteer benefits

We truly appreciate your hard work and commitment to helping save the lives of homeless pets. So, depending on where you decide to volunteer your time and talents, you may:

- Receive formal and informal recognition from Tasha's Furry Friends staff
- Be provided with opportunities to move into leadership volunteer roles as appropriate
- Receive special invitations to events and activities sponsored by Tasha's Furry Friends

Your mileage costs and other expenses relating to your volunteer work may also be tax-deductible. Please consult with your tax professional for more information.

10) Representing Tasha's Furry Friends

When you're serving as a volunteer for Tasha's Furry Friends Sanctuary, what you say and do reflects on Tasha's Furry Friends as a whole. We know volunteers may have a variety of beliefs and values when it comes to animal welfare issues, and we sincerely accept this diversity of thought. But if there is an issue on which Tasha's Furry Friends has not taken a position, you should remain neutral on the matter while representing Tasha's Furry Friends. Any personal comments you make should be clearly identified as personal comments.

As a volunteer, you are permitted to act as a representative of Tasha's Furry Friends, but please do so only to the extent described in your position description.

a) Social media

Online communication tools such as blogs and social media networks (e.g., Facebook, Twitter and Instagram) are becoming the go-to channels for people who are interested in keeping up with Tasha's Furry Friends and our many efforts to save the cats and kittens. For that reason, and because your behavior as a volunteer reflects on Tasha's Furry Friends, please use good judgment whenever you contribute to Tasha's Furry Friends 's social media pages. We encourage volunteers to join online conversations and spread the word about Tasha's Furry Friends and the cats and kittens, but you should never speak as an official representative of

Tasha's Furry Friends.

When you are engaging with others via social media on behalf of Tasha's Furry Friends, please keep in mind the following:

- Be transparent: Identify yourself as a volunteer of Tasha's Furry Friends.
- Be accurate: Make sure you check your facts with a staff member who's involved with the issue before posting. Take every precaution to gather the most current information available. Be the first to acknowledge and correct your own mistakes.
- Provide resources: Link back to our website whenever you can so that people can see where your information is coming from.
- Be considerate: Please do not use profanity, derogatory language or personal attacks, bullying, cyberbullying, or engage in any other inappropriate conduct.
- Be real: Do not just copy and paste press releases or website content. Take talking points and put them in your own words. (The one exception is when you are quoting someone or using an official statement.)
- Be professional: Do not allow legitimate online explanation of a position or debate to devolve into personal attacks, fights or flame wars that would reflect poorly on you or Tasha's Furry Friends. If you have any doubts about the appropriateness of your involvement in an online discussion, please disengage or do not get involved in the first place. Pass along the link to your volunteer coordinator.
- Protect sensitive information: Protect Tasha's Furry Friends confidential and proprietary information as well as the personal information of others. Get permission to use copyrighted content such as photos or videos, or to cite or reference our supporters, partners or suppliers. Do not disclose or use any confidential or business information about Tasha's Furry Friends, such as member or donor information. Do not disclose personal information about co-workers, volunteers or former employees.

You are encouraged and welcome to use your own social media platforms to help promote adoptable cats and kittens, events, volunteer opportunities, advocacy, outreach and more. However, Tasha's Furry Friends volunteers are prohibited from starting any new social media properties that represent the organization. If you have any questions about this, please contact your volunteer coordinator.

b) Standards of conduct and customer service

Tasha's Furry Friends upholds the highest standards of conduct and service for the sake of saving the lives of cats and kittens. When you are serving as a Tasha's Furry Friends volunteer, we ask that you please do the same.

Here are a few service guidelines that we kindly request you follow.

Be professional. As a Tasha's Furry Friends volunteer, please present an image that is both professional and appropriate to your working conditions. Remember, you represent Tasha's Furry Friends Sanctuary and the first impression you create may be a lasting one. Keep the following in mind:

- You should have a well-groomed appearance. Closed-toe shoes and pants (or capris)

should be worn unless instructed otherwise.

- Tasha's Furry Friends T-shirts and name tags (if issued) or aprons (if applicable) should be worn and be visible at all times when representing Tasha's Furry Friends in public. Other attire should be clean and appropriate for the setting.
- Eating, drinking and gum-chewing are not recommended at event booths when visitors are present. No volunteer should ever smoke, drink alcohol or use drugs when representing Tasha's Furry Friends in public.
- Booth and exhibit areas should be kept neat and free of debris. Literature should be displayed neatly and be easily accessible.

Be responsible. Service begins and ends with individuals. While you cannot control what others do, you can guarantee the quality of your own individual contacts. Each individual can potentially make or break the chain of great service. Responsibility is the key to this process, so you should strive to provide accurate and timely information. And don't be afraid to ask for help from staff when you need it.

Be positive. A positive attitude is contagious. Approaching your assignment with enthusiasm and dedication will positively impact members, potential members and staff. Some other tips:

- Raise concerns and share ideas in a positive fashion; focus on solutions, not problems.
- Respond positively to complaints; never argue with anyone or dismiss someone's point of view.
- Offer additional services and information; add value to each interaction.

Be friendly, courteous and helpful. Common courtesy goes a long way toward making a favorable impression on our current and potential members, volunteers, adopters, donors, corporate partners, the general public and Tasha's Furry Friends staff. Remember the following:

- A smile goes a long way. Smile when someone approaches you at an event or function.
- Use the person's name whenever possible, and don't forget good manners.
- Practice active listening: Give your undivided attention to the person with whom you are speaking
- Treat each person with kindness, and as an individual.
- Please don't use slang and technical jargon or terms that the other person may not understand.

Be knowledgeable. To help Tasha's Furry Friends, it is crucial that you keep up-to-date with what's happening at Tasha's Furry Friends. The public sees you as someone who represents Tasha's Furry Friends, and they expect prompt, courteous and accurate responses to their questions and concerns, regardless of your individual specialty or field of knowledge. So, please stay up-to-date on Tasha's Furry Friends programs and services by reading the stories on our website, <http://www.tashasfurryfriends.org>. Know and understand Tasha's Furry Friends mission and guiding principles. If you don't know the answer to a question, please ask your staff supervisor.

The above are only guidelines to providing great service. Of course, no written standards can

ever take the place of good judgment. When in doubt, remember that one of our guiding principles is the Golden Rule: "We treat all living creatures as we ourselves would wish to be treated."

c) Media contact

Media relations can be complex. For that reason, we ask that, as a Tasha's Furry Friends volunteer, you don't speak for Tasha's Furry Friends with the media without prior permission from your direct supervisor. Please send all media inquiries directly to your supervisor. Please note that media inquiries are extremely time-sensitive and should be forwarded as soon as they are received.

11) 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 Tasha's Furry Friends mission. For that reason, we ask that you please do not make a commitment that you may be unable to fulfill, or take on responsibilities for which you feel unqualified.

a) Cancellations and 'no-shows'

We understand that life happens and you may not always be able to make it to your volunteer shift. If you are not available to complete the volunteer shift(s) for which you have signed up for contact your staff supervisor as soon as possible. By doing so, this 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 staff supervisor in advance, your participation in the volunteer program may be adversely affected. We encourage you to try to avoid this situation; by not fulfilling your commitment, you will miss out on some wonderful opportunities to help homeless cats and kittens.

Regarding specific "no-show" policies, please consult with your staff supervisor.

b) Personal leave of absence

If you are unable to volunteer due to unforeseen circumstances, you may take a leave of absence for any period of time. Please discuss your needs with your staff supervisor.

12) Confidentiality and nondisclosure policy

As a volunteer, you are responsible for maintaining the confidentiality of all proprietary or privileged information of Tasha's Furry Friends Sanctuary to which you are exposed while serving as a volunteer. Failure to maintain confidentiality will result in termination of your relationship with Tasha's Furry Friends.

When you become a volunteer, you agree and understand that any breach of this confidentiality clause will cause Tasha's Furry Friends immediate and irreparable harm. You agree that Tasha's Furry Friends is entitled to injunctive relief or a preliminary injunction if this confidentiality clause is breached. You agree that Tasha's Furry Friends does not need to post a bond if Tasha's Furry Friends asks a court for a temporary injunction or interlocutory injunctive relief.

Some volunteer positions may require you to sign a Non-Disclosure Agreement.

13) Volunteer performance support

Our goal is to make sure all our volunteers have wonderful, rewarding experiences with Tasha's Furry Friends, while providing the best care possible to the cats and kittens. Because of that, some volunteer programs offer volunteer training, support programs and performance feedback.

Performance feedback sessions give Tasha's Furry Friends staff a chance to meet with volunteers one-on-one to review the position description, discuss what's going well, and identify goals and areas for improvement. If, as a volunteer, you have not acted in Tasha's Furry Friends interests, it may be necessary to end the volunteer relationship. Volunteer management staff may end your volunteer relationship at will.

When the relationship between Tasha's Furry Friends and a volunteer is terminated, all Tasha's Furry Friends Sanctuary property, if any has been issued, must be returned to the volunteer staff supervisor immediately. All volunteer benefits will terminate as of that date.

a) Causes for release from volunteer service

Here are some 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 Tasha's Furry Friends Sanctuary
- Theft
- Violence or implication of violence

b) Grievance procedure

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

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.

14) Requests for animal help

As a Tasha's Furry Friends representative, you may be asked by people in your community for help with specific animal situations. Here are some ways to handle these requests:

- If the person has witnessed animal abuse or neglect, tell him or her to report it to local authorities -the local police, animal control departments or humane society. Encourage people to report the abuse not only to help the animal in distress, but also to make local officials aware of the severity of the problem.
- If you anticipate that the situation will become very public or you are contacted by the media or a high ranking official, please notify your Tasha's Furry Friends staff contact to get further instructions.

15) Conflicts of interest

As a volunteer for Tasha's Furry Friends, you should avoid any outside activity that could negatively affect the independence and objectivity of your judgment, or interfere with the timely and effective performance of your duties and responsibilities, or that could discredit Tasha's Furry Friends or conflict or appear to conflict with Tasha's Furry Friends best interests. The success of Tasha's Furry Friends rests on its reputation and the goodwill of its many supporters.

Unless expressly authorized, no outside activity should involve the use of Tasha's Furry Friends assets, funds, materials, facilities, time or the services of other Tasha's Furry Friends volunteers and employees. Violations of this policy may result in release from volunteer service with Tasha's Furry Friends.

If you are asked to take part in an activity that conflicts with the vision and philosophies of Tasha's Furry Friends, or if a potential or actual conflict of interest arises, please contact the staff supervisor.

16) Bullying and Cyberbullying

Bullying and Cyberbullying is not allowed at Tasha's Furry Friends Sanctuary. If it is found you are bullying another employee or the cats and kittens it will result in immediate dismissal from volunteer service.

If you are caught Cyberbullying an individual or Tasha's Furry Friends Sanctuary through social media, email, or other sources it will result in immediate dismissal from volunteer service and may be turned over to authorities for prosecution.

Utah law states that you may be subject to prosecution if you make repeated attempts to contact someone electronically, whether or not a dialogue ensues. This pertains to calls, texts, emails and any other electronic forms of communication, including social media.

As to intent, the statute applies if you meant to “annoy, alarm, intimidate, offend, abuse, threaten, harass, frighten or disrupt the electronic communications of another.”

Pay special attention to annoy and offend. Most internet and electronic communications users can probably admit to one or both of those intentions at some point.

If cyberbullying is carried out against an adult (someone age 18 or above), it qualifies as a Class B misdemeanor, which carries up to six months in jail and a \$1,000 fine. If the acts are committed against a minor, or if stalking charges can be brought, the stakes go up.

Tasha’s Furry Friends will not tolerate any retaliation, harassment or intimidation of any volunteer who makes a complaint under this policy or who assists in a complaint investigation. Any retaliation, harassment or intimidation may result in release from volunteer service.

Investigation of reports of harassment will be conducted, and these investigations will be kept as confidential as is practical. Following the investigation, the volunteer who filed the complaint will be informed of the findings and the action taken. If, as a result of the investigation, Tasha’s Furry Friends determines that an employee or volunteer has engaged in harassment or illegal discrimination in violation of this policy, Tasha’s Furry Friends will take appropriate corrective measures. Such action may range from counseling to immediate termination of employment, release from volunteer service or possible legal action.

17) Sexual harassment policy

Tasha’s Furry Friends is committed to providing an environment that is free from harassment and unlawful discrimination. In accordance with all federal, state and local laws, Tasha’s Furry Friends expressly prohibits discrimination or harassment based on race, color, religion, creed, gender, pregnancy, age, national origin, ancestry, physical or mental disability or handicap, citizenship, marital status, sexual orientation, military or veteran's status, or any other protected classification.

Tasha’s Furry Friends expressly forbids and will not tolerate any actions (e.g., words, jokes, comments or gestures) that unreasonably create an intimidating, hostile or offensive environment. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:

- Submission to such conduct is made a term or condition of volunteering, either explicitly or implicitly
- Submission to or rejection of such conduct has the purpose or effect of creating an offensive, hostile or intimidating work environment

Anyone engaging in sexual or other unlawful harassment will be subject to release from volunteer service. If you believe you are the victim of harassment or have witnessed harassment of any kind, immediately notify the volunteer department.

Tasha’s Furry Friends will not tolerate any retaliation, harassment or intimidation of any volunteer who makes a complaint under this policy or who assists in a complaint investigation. Any retaliation, harassment or intimidation may result in release from volunteer service.

Investigation of reports of harassment will be conducted, and these investigations will be kept as

confidential as is practical. Following the investigation, the volunteer who filed the complaint will be informed of the findings and the action taken. If, as a result of the investigation, Tasha's Furry Friends determines that an employee or volunteer has engaged in harassment or illegal discrimination in violation of this policy, Tasha's Furry Friends will take appropriate corrective measures. Such action may range from counseling to immediate termination of employment, release from volunteer service or possible legal action.

18) Tasha's Furry Friends contact information

Staff Supervisor: Melissa Cowley tashasfurryfriends@gmail.com(435) 881-3450

19) Thank You!

Volunteers like you are one of the keys to helping to save the lives of the cats and kittens in Tasha's Furry Friends Sanctuary. Thank you so much for caring about the cats and kittens and for giving them your time, energy and affection. We wish you a long, happy and rewarding relationship with Tasha's Furry Friends!

Together we can provide the cats and kittens of Tasha's Furry Friends a loving, safe environment to live!