



# Second Chance Pets Volunteer Expectations

## Guiding Principles

Second Chance Pets (SCP) strives to treat all of our volunteers, customers and animals with respect and compassion and communicate in a positive and helpful manner, avoiding propagation of rumors and negative comments. We understand and thoughtfully consider each other's ideas and suggestions and recognize and appreciate each individual's unique contributions. We recognize and appreciate the veterinarians and kennels that assist us and support other rescue organizations through cooperative efforts whenever possible.

## Respectful Behavior

SCP volunteers are a representative of the organization's brand and image and are expected to conduct themselves in a professional manner and support the mission, goals and efforts of SCP with a positive, cooperative attitude. Please be polite, courteous, helpful and tolerant when dealing with the public, customers, fellow volunteers, veterinarians/kennels and their office staff and adoption venue or outside events management and staff. This expectation applies to online and/or written material, as well as personal interaction with the public and other volunteers.

## Confidentiality

Any information pertaining to SCP and its records including contact information for volunteers, fosters and customers is considered privileged and confidential. Volunteers are responsible for maintaining confidentiality of all privileged information while serving as a volunteer for SCP. Volunteers are prohibited from discussing with the media any information found in the records of SCP, unless written authorization has been given by the Board of Directors. If contacted or approached by the media or someone requesting such information, volunteers should direct that person to the Board of Directors via the Board-specific email address ([2ndchancepetsboard@gmail.com](mailto:2ndchancepetsboard@gmail.com))

## Communication and Conflict Resolution

Volunteer feedback is important to SCP and any concerns regarding volunteering may be brought to the attention of the Volunteer Coordinator by emailing [scp.volunteer.coordinator@gmail.com](mailto:scp.volunteer.coordinator@gmail.com). If there is a grievance regarding another volunteer, please bring it to the attention of the Volunteer Coordinator so that the concern can be addressed. If not satisfied with the resolution, the grievance may be taken to the Board of Directors.

**I agree to the terms listed above and understand that serious misconduct may terminate our voluntary relationship.**

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*Volunteer Signature*

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Printed Name

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Date