

# Can Do Canines

## Volunteer Handbook



Updated May 2023

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## Welcome

Welcome to the pack! We are so thankful you decided to dedicate your time to change the lives of dogs and the people who need them. As a nonprofit organization whose mission is advanced through the work of our volunteers, Can Do Canines recognizes the value of your time, and we want to make your experience one that provides joy and fulfillment.

This handbook is a useful tool to learn more about Can Do Canines to prepare you for your volunteer activities. In it, there is information about our history, practices, and policies.

We hope this handbook will give you a look into Can Do Canines, and what we have to offer you as a volunteer. The goal of this handbook is to allow you to feel comfortable with our organization. We depend on you—your success is our success. Once you start, we truly believe that you will enjoy your volunteer work and will create meaningful connections with fellow volunteers who share similar interests. We also believe that you will find Can Do Canines to be a fulfilling place to volunteer.

We ask that you read this handbook carefully, and refer to it whenever questions arise. As always, if you enjoy your experience with us, please refer others to our volunteer program. Through growth, we can make even greater strides in our mission.

Have questions along the way? Feel free to connect with the Volunteer Coordinator; they will gladly assist you.

## Can Do Canines Overview

Since 1989, Can Do Canines has provided assistance dogs to over 800 people with disabilities, free of charge. It costs about \$45,000 to raise and train a single assistance dog, and we rely primarily on individual contributions to support this work.

### Mission

Can Do Canines is dedicated to enhancing the quality of life for people with disabilities by creating mutually beneficial partnerships with specially trained dogs.

## Vision

We envision a world where people with disabilities live free and independent lives.

## Values

**Commitment to Clients** – We exist because of our clients - we listen to them, understand their needs, and make it easy for them to work with us.

**Respect for People** – We believe in the value of every individual and celebrate our different backgrounds, experiences, and opinions.

**Respect for Dogs** – Dogs are our partners and their well-being must never be compromised to benefit people.

**Integrity** – We keep our promises and are always honest, ethical, and fair.

**Innovation** – We take risks, challenge the status quo and embrace boldness and change.

**Teamwork** – As a team—staff, clients, volunteers, and supporters—we care for each other, support each other and have fun together.

## Types of Assistance Dogs We Train

### Hearing Assist

These dogs help those who are deaf or hard of hearing by alerting them to sounds they may otherwise not hear, such as a smoke alarm, telephone, door knock, or an alarm clock.

### Mobility Assist

These dogs help people with physical disabilities. The dog may pick up dropped items, help with balance, open and close doors, turn on and off light switches, or retrieve an emergency phone.

### Diabetes Assist

These dogs monitor the blood sugar levels of a person with Type 1 Diabetes and alert them to take action before it drops to dangerous levels. They do this by detecting a specific scent that is related to dropping blood sugar levels on their person's breath.

### Seizure Assist

These dogs are trained to provide assistance to a person during and after a seizure. The dog will lick their face to help bring them out of the seizure more quickly, get help from someone nearby, retrieve an emergency phone and carry important medical information in backpacks while out in public.

### Autism Assist

These dogs help children with Autism Spectrum Disorder and their families by providing security and peace of mind. They do this by acting as a physical tether for the child when out in public to keep them from bolting. They also act as a social bridge between the child and the world.

## Funding

Can Do Canines receives no state or federal funding and instead thrives by the following means:

- Contributions: individuals, foundations, corporations, and service clubs such as the Lions Club, Rotary Club, and Jaycee clubs.
- Bequest income: Individuals who leave money in their wills or through planned gifts
- Special Event Fundraisers: like our Woofaroo dog walk and Fetching Ball Gala
- Gifts-in-kind: such as dog toys, food, treats, lawn equipment, tools, and office supplies are gladly accepted. Visit our website for an updated wish list of our current needs.

## Can Do Canines History

On August 25, 1989, Can Do Canines, doing business as the Hearing Dog Program of Minnesota, certified our very first assistance dog, little Annie. She was matched with our client, Marcy Bury.

Since the graduation of our first team in 1989, more than 800 Can Do Canines assistance dog teams have been placed. Annie changed Marcy's life for the better and the same can be said for each team that has graduated, due to the support of people like you. Thank you for making our work possible.

You can learn more about what has happened since 1989 by visiting our website, clicking on the About tab, and selecting "[Our Story](#)."

## Staff Members

You can see an up-to-date list of our staff members on our website by going to the About tab on our website and selecting "[Our Humans](#)."

You can reach out to our Volunteer Coordinator at [volunteer@candocanines.org](mailto:volunteer@candocanines.org) at any time!

If you have a question about hosting a dog in our Puppy Program, you can reach out to our Puppy Program directly at [puppyprogram@candocanines.org](mailto:puppyprogram@candocanines.org) or call 763-299-7642.

## Facility Information

### Can Do Canines Facility Hours

Can Do Canines office is open Monday through Friday from 8 a.m.–4 p.m.

Our building is open (but offices are closed) on some evenings and weekends when various functions may occur, such as training, classes or committee meetings.

## Facility Holidays (office is closed)

- New Year's Day (January 1)
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Eve (December 24)
- Christmas Day (December 25)

\*If the holiday falls on a weekend, Can Do Canines offices will be closed either the Friday prior or Monday following the holiday. You can check the website for further information.

## Safety at the Can Do Canines Facility

### In Case of Fire:

Please exit the building immediately in the case of a fire. Maps of exits and fire extinguishers are posted throughout the building.

### Tornado or Severe Weather:

Weather conditions should be closely monitored. A **tornado watch** is when conditions are favorable for tornadoes. You may continue normal activities but someone should monitor the situation. A **tornado warning** is when a tornado is occurring in the area. Seek shelter immediately. If you are inside the building, go to an interior hallway or other enclosed area and away from windows. Avoid large rooms. If a tornado is sighted or heard in the area, staff, volunteers, and dogs are to go to the safest location: the hallway directly outside the restrooms and inside the women's restroom, until the threatening weather has passed.

## Volunteer Opportunities

Can Do Canines volunteers assist with projects in many areas of the organization. The list below gives a general sense of the areas of need at the organization. For a list of up-to-date needs, please contact the Volunteer Coordinator or visit the Get Involved section of the website.

As an active volunteer with the organization, you will receive a monthly e-newsletter, which will include information about upcoming needs across the organization.

## Campus & Event Opportunities

### Dog Exercisers

Want to get your doggy fix? We utilize volunteers to help exercise dogs during the early afternoon, Monday through Friday. The time commitment is one shift per week (approximately two hours each) for a minimum of three months. You can be the face the dogs look forward to seeing!

### Dog Groomers

Help keep our dogs on campus feeling fresh! Experienced dog groomers assist with

grooming tasks such as brushing, ear cleaning, nail trims, and "happy handling" desensitization. The time commitment is one two-hour shift per week, Monday through Friday in the early afternoon.

### **Administration**

Help us stay organized and efficient! Administrative volunteers provide office support such as filing, data entry, and filling in at the front desk. Administrative volunteers typically volunteer within our regular business hours of Monday-Friday, between 8 a.m. and 4 p.m.

### **Facilities**

Like to fix things? Consider using your skills to keep our facility in tip-top shape by helping with general maintenance, repair, and cleaning projects. Assist with miscellaneous building projects, vehicle maintenance, lawn care, and landscaping.

### **Community Outreach**

Help spread the word about Can Do Canines and join our team of booth and tabling volunteers. We provide training beforehand that teaches you how to best speak about our organization and the work we do.

### **Marketing and Communication**

If you're more of the creative type, we are often seeking talented individuals to assist with creative projects. These projects include video production, article writing, and photography. If you have experience in these or any other creative fields, we'd love to have you!

### **ASL Interpreter**

For clients who are deaf or hard of hearing, volunteer ASL interpreters provide interpretation during training sessions and at public events. Interpreters must be professionally certified when signing for large groups. Certification is not required for one-on-one settings; however, interpreters must be fluent in ASL.

### **Events**

Whether greeting guests, running a game, or helping with tear-down, we couldn't do it without our amazing event crew. We host two major fundraisers a year: Fetching Ball Gala and Can Do Woofaroo. We also celebrate client graduation in March, June, and October and have quarterly open houses. Responsibilities vary at each event.

### **Dog Transport**

Calling all road trip lovers! Transport volunteers drive dogs to and from our partner prisons in Minnesota and Wisconsin in our transport van, with occasional opportunities for long-distance transport trips. Since transports aren't on a regular schedule, we are looking for volunteers with flexible schedules to fulfill this role.

If you have any special talents or don't see an opportunity here that fits with your interest and abilities, please talk to the Volunteer Coordinator for any additional opportunities that may arise!

## **Puppy Program Opportunities**

### **Host a Future Assistance Dog in your Home**

Host dogs in various capacities. You can host a dog in your home for 6 days or less as a Sitter. If you would like to host a dog for a week or more, up to 2 years, become a Raiser! We are also looking for volunteers to fill specialty roles such as Breeder Hosts, Whelping

Homes, Prison Weekend Sitters, Prison Break Hosts, Medical Recovery & Evaluation Homes, and Autism Assist Evaluation Homes.

## Campus, Remote & Event Volunteer Procedures

### Sign-Up & Cancellation

Volunteers will learn about upcoming opportunities to get involved through email. Many volunteer opportunities will be included in our monthly e-newsletter, the Pack Post. Please follow the instructions provided in the Pack Post to sign up for each of these activities. If you are not receiving the Pack Post and would like to be, please reach out to the Volunteer Coordinator.

For volunteers who are signed up to engage in volunteer opportunities on our campus (including in our kennel and administrative roles), information will often be communicated through email. Please check your SPAM box regularly to confirm you do not miss any important communications.

Please also be sure to email the Volunteer Coordinator at [volunteer@candocanines.org](mailto:volunteer@candocanines.org) any time you need to cancel a campus or event shift.

### Logging Hours

Volunteers who help out at our campus or work on projects remotely from their homes are encouraged to log volunteer hours to confirm completion of hours. This can be done on-site at Can Do Canines in the Volunteer Lounge or on the Can Do Canines website by going to the Current Volunteers page. Select the button to “Log Volunteer Hours.” Fill in and submit the form.

## Puppy Program Volunteer Procedures

Once accepted into the Puppy Program as a volunteer, volunteers will start receiving weekly emails informing them of dogs looking for hosts. These emails will come from our Puppy Program email address at [puppyprogram@candocanines.org](mailto:puppyprogram@candocanines.org). Please check your SPAM box regularly to confirm you do not miss any important communications.

Please also email the Puppy Program email address with questions and needs or call the Puppy Program at 763-299-7642. If you are experiencing an emergency with a Can Do Canines dog during non-business hours, please **call 763-331-3000 and select option 3 to contact our Emergency Line.**



## Puppy Program Volunteer Portal

For volunteers involved with the Puppy Program, there is an online portal specific to the Puppy Program. Volunteers in the Puppy Program will be given access to set up an account in the Puppy Program Portal during the onboarding process.

Once a volunteer has completed the steps to set up an account, they can access the account on our website by going to the Current Volunteers page on our website. Enter your login credentials in the Puppy Program Portal section of the Current Volunteers page.

The Puppy Program Portal includes important information about trainings, supplies, canine care, FAQs, and more. If you are having difficulty logging into your Puppy Program Portal account, please contact the Puppy Program at [puppyprogram@candocanines.org](mailto:puppyprogram@candocanines.org).

## Training Opportunities

You have the right to receive the appropriate training needed for your position within the organization.

Can Do Canines offers frequent trainings for Puppy Program volunteers to attend. If a volunteer hosts a dog in their home for a period of seven days or longer, the volunteer is expected to bring the dog to a Can Do Canines training at a minimum of once per month. Upcoming Puppy Program trainings can be found in the Puppy Program Portal. Please sign up for trainings in the Puppy Program Portal in advance.

Campus & Event Volunteers will receive training for their roles at the start of their volunteer roles. Any questions remaining can be directed to the staff member the volunteer reports to as supervisor for that particular volunteer position or the Volunteer Coordinator.

Can Do Canines also hosts a few training opportunities for volunteers interested in engaging further with our mission and spreading awareness of our work in the community. At this time, we have the following training opportunities: Champion Training, Booth Training, and Speaker's Bureau Training.

### Champion Training

Champion the cause of Can Do Canines! Attend this training session to become more comfortable sharing what we do in brief, informal ways with people in your community. This training is open to volunteers and graduates. Here is an overview of what is covered:

- Assistance dog industry
- Disability awareness & etiquette
- The journey of a dog in the program
- The journey of a client in the program
- How volunteers help our mission

### Booth Training

Once you have attended Champion Training, you can join us for this training session to learn what materials are used, common rules for being an exhibitor, and techniques to engage people who want to learn more about Can Do Canines.

### **Speaker's Bureau Training**

You've mastered Champion Training—congratulations! Want to take it a step further and be the face of Can Do Canines and speak to groups on our behalf? Join us for Speaker's Bureau training to learn how to speak effectively about the organization and share your personal story. Part of the time will be spent crafting your story into a speech, and we will share tips on speaking with groups. If time allows, you can practice your speech with another attendee.

## **Volunteer Appreciation**

Can Do Canines recognizes that we cannot accomplish our mission and goals without our volunteers. It is important to us that you feel appreciated for your contributions! Our ways of showing appreciation may change each year to fit the ever changing needs of our volunteer base.

## **Volunteer Bill of Rights**

- You should expect to be treated with respect and as a valued part of the organization.
- You have the right to stay informed about the organization, its policies, its people, and its programs, always considering issues of confidentiality.
- You have the right to receive the appropriate training needed for your position within the organization – thoughtfully planned and effectively presented.
- You have the right to be heard, to make suggestions, and have respect shown for your honest opinion.
- You are encouraged to attend additional training and seminars whenever offered by Can Do Canines to make your position as a volunteer most effective.
- You have access to staff members who will listen and offer immediate advice and resolutions for any concerns you encounter in your position.

## **Volunteer Guidelines**

### **Written Agreements with Can Do Canines**

#### **Signed Forms**

Can Do Canines is an accredited member of Assistance Dogs International, and therefore must meet certain requirements. Some of those requirements dictate that we obtain the following signed documents from every volunteer before volunteers can be considered in Active Status:

- Liability Release Form
- Confidentiality Form

In addition, volunteers who are hosting dogs in their homes are asked to review and agree to meet the criteria, behaviors, and conduct as explained in the Host Agreement.

## **Volunteer Code of Ethics**

Since you are a volunteer representing Can Do Canines, your conduct and interactions with staff, other volunteers, and the public is expected to always be professional and courteous. By volunteering, you are making a commitment to staff and animals to carry out, to the best of your abilities, the tasks you have pledged to perform. The Volunteer Code of Ethics clarifies the expectations and principles for Can Do Canines volunteers. Should a volunteer display unprofessional, dishonest, or disrespectful behavior or exhibit a lack of self-discipline, the volunteer will be asked to leave the premises. Such behavior could be grounds for termination of volunteer status. We ask that all volunteers agree to adhere to the following pledge.

### **As a Can Do Canines Volunteer, I pledge to:**

#### **Be Respectful**

- Respect others even though I may not agree with them
- Display courtesy, sensitivity, consideration and compassion for people and animals
- Use good judgment in recognizing the scope of authority of staff members

#### **Be Safe**

- Keep safety at the forefront of all volunteer activities
- Follow the rules presented to me in training
- Respect and use equipment and supplies as they are intended
- Report all injuries immediately to a staff person

#### **Be The Best Quality**

- Perform all tasks to the best of my ability
- Ask for help when needed
- Recognize training is essential to maintain safe practices

#### **Be Self-Disciplined**

- Recognize my limitations and those of others
- Set boundaries for myself – know my limits with the animals and other activities
- Hold myself accountable for the commitments I undertake

#### **Be Able To Communicate**

- Recognize that I communicate both verbally and non-verbally
- Listen to the needs of others
- Advise staff of relevant information regarding the animals, if applicable

#### **Be Committed**

- Recognize that commitment comes from within
- Respect that people and animals count on me to honor my commitments
- Work together with staff and other volunteers to meet Can Do Canines' goals

## Be Aware

- Value my role in the maintenance and growth of the organization
- Strive to promote a positive environment
- Respect and support all people and animals

## Volunteer Expectations

As a volunteer for Can Do Canines, you are promoting the organization as well as serving as a direct reflection of Can Do Canines, our volunteers, and the community. It is for this reason that Can Do Canines has developed guidelines that all volunteers are asked to adhere to when representing the organization.

### When representing the organization at fairs, presentations, facility visits, or events:

- Please act in a professional manner at all times. A positive, upbeat attitude should be displayed when working with groups and individuals. When working alongside staff or other volunteers, please refrain from discussing upsetting personal matters, as we want volunteering at Can Do Canines to be a positive experience!
- In the event you may disagree with a policy set forth by Can Do Canines, please present your concern to the Volunteer Coordinator. Procedures are available to every staff member and volunteer to address concerns on policy and procedure. It is not in the best interest of the organization, community, and the people we serve to discuss possible issues in a public environment.
- Dress in an appropriate manner when at functions, with no ripped or torn clothing, no shirts with profanity or loud pictures/sayings, and please use proper personal hygiene. No shirts or clothing are to be worn promoting other organizations, clubs, etc. while representing Can Do Canines at a program, visit, or other function unless it is an organization directly supporting Can Do Canines such as the Lions, Jaycees, or Women of Today (as examples).
- While volunteering at functions, you must have some insignia indicating your status as a Can Do Canines volunteer (tag/badge, shirt, etc.). You should dress for an event as specified by the Volunteer Coordinator.
- Please be respectful of Can Do Canines property and staff. As mentioned previously, if there is an issue, bring it to the attention of the Volunteer Coordinator.
- Assistance Dogs in training are not “trick” dogs and should not be promoted as such. They are being trained to help our clients with special needs achieve an improved quality of life.
- Do not smoke or be under the influence of alcohol or any other substances.

### When speaking about the organization in a formal or casual setting:

Please attend one of our Speaker’s Bureau training sessions to learn the ins and outs of speaking in front of a group! You’ll hear some very interesting stories from others attending as well to build into your own story.

If you aren't comfortable speaking to groups but would enjoy talking about Can Do Canines to more casual acquaintances, plan to attend our Champion Training or Booth Training to learn all about our organization.

One thing to remember: if you are unsure of the answer to any question, please do not try to answer it. If you are at a Can Do Canines event with staff present, find someone who can answer it or direct the person to the appropriate staff. If you are by yourself chatting with someone, direct them to our website to contact the proper person to ask the question. A lack of appropriate knowledge reflects poorly on the organization and may discredit it. There is nothing wrong with telling the person you will get back to them with the correct answer.

### **While volunteering at the Can Do Canines office:**

It can be very interesting to be volunteering at the facility where a lot of the action happens, especially with the dogs in training present in the building. However, under no circumstances is a volunteer to interact with the dogs in the kennels or in the training facility itself without permission from a member of the training staff. Most of these dogs are finishing up their training. Petting or talking to these dogs will distract them and disrupt their training. As with any dog, ask the owner/handler first before interacting with their dog. For liability reasons, any time a volunteer is in the building, a staff member must be present unless given previous written permission.

### **Commitment:**

Volunteers are expected to be committed to Can Do Canines' mission and philosophies as well as to conduct themselves appropriately while attending events.

Volunteers are not required to attend every activity or event, but if you agree to participate in an activity or event, you are expected to honor that commitment. If you decide not to volunteer with us or need to cancel, please notify the Volunteer Coordinator so that other arrangements may be made in a timely manner, prior to our event or project.

### **Activity Requirement:**

For Puppy Program Volunteers:

- In order to remain active in our system, volunteers who host dogs in their homes must host at least one time in a rolling one-year time period, unless other arrangements have been made with Puppy Program staff.
- If a volunteer has not had any service in the past year, they will become inactive in the system.
  - This excludes any volunteers who have communicated with and made prior arrangements with Puppy Program staff.
- If a volunteer becomes inactive due to no service but wishes to return to volunteering, they may need to repeat some or all of the onboarding steps before becoming active again.
  - A volunteer does not have to repeat any steps if they return to volunteering within six months of becoming inactive.

- A volunteer needs to repeat a phone interview with Puppy Program staff if they return to volunteering between six and 12 months after becoming inactive.
- A volunteer needs to re-apply and complete all onboarding steps if they return to volunteering 12 or more months after becoming inactive.
- Once inactivated, volunteers are removed from volunteer-related email lists and databases in order to maintain accurate files and ensure confidential information is shared with registered volunteers only.

#### For Campus & Event Volunteers:

- In order to remain active in our system, Campus & Event Volunteers with Can Do Canines must volunteer at least one time within a rolling two-year basis, unless other arrangements have been made with the Volunteer Coordinator.
- If a volunteer has not had any service in the past two years, they will become inactive in the system.
  - This excludes any volunteers who have communicated with and made prior arrangements with the Volunteer Coordinator.
- If a volunteer becomes inactive due to no service but wishes to return to volunteering, they may need to repeat some or all of the onboarding steps before becoming active again.
  - A volunteer does not have to repeat any steps if they return to volunteering within 24 months of becoming inactive.
  - A volunteer needs to re-apply and complete all onboarding steps if they return to volunteering 24 or more months after becoming inactive.
- If a volunteer wishes to return to volunteering after becoming inactive, we cannot guarantee the same position or shift will be available upon return.
- Once inactivated, volunteers are removed from volunteer-related email lists and databases in order to maintain accurate files and ensure confidential information is shared with registered volunteers only.

#### **Treatment of Animals:**

Animals are to be treated kindly, gently, and professionally, at all times.

#### **Confidentiality:**

All volunteers are expected to maintain confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. This includes information that may involve board members, staff, other volunteers, clients, sponsors, and/or the overall business of Can Do Canines.

#### **Conduct:**

As a volunteer, you are a representative of Can Do Canines. When involved in our events or representing us to the public, you are expected to present a good image of the organization at all times. This includes language. Please be respectful of our guests as well as your fellow volunteers. If you disagree with another volunteer, guest, or sponsor, please refer the matter to the Volunteer Coordinator. It is unacceptable to act unprofessionally at any time while at a Can Do Canines-sponsored event or function.

**Media Procedures:**

In order to maintain accurate and consistent messages to the public, it is essential that any contact with the media must be brought to the attention of the Executive Director or Marketing and Communication Manager. Media includes anything printed, broadcast, or televised about Can Do Canines. We welcome any contacts or story ideas you may have and ask that you direct them to the Marketing and Communication Manager.

**Harassment:**

Can Do Canines maintains a policy forbidding harassment of volunteers whether by supervisory volunteers, fellow volunteers, or other individuals that a volunteer may come into contact with as part of their assigned task or event. Harassment is deemed to have occurred when the conduct interferes with the volunteer's performance at the assigned task or event, or creates a hostile environment for the volunteer. Can Do Canines requests that any volunteer who may experience such harassment will promptly notify the Volunteer Coordinator or the Director of Operations so that an investigation can take place and appropriate action taken.

**Drugs and Alcohol:**

Drugs and alcohol are not to be used by volunteers during activities and events.

**Theft:**

Theft of any Can Do Canines materials is cause for immediate dismissal from the volunteer program. Depending on the severity of the theft, legal action may also occur.

**Health:**

Any physical limitation should be communicated to the Volunteer Coordinator so that appropriate work assignments may be selected. If it is discovered at the assigned event that you are unable to fully perform an assigned task, please consult with the Volunteer Coordinator promptly so that you can be assigned an alternative task.

**Business Documents:**

Any documents produced or received by a volunteer during the course of their participation in the volunteer program are the proprietary property of Can Do Canines and therefore, are not to be copied or transmitted to any other parties by any method, including but not limited to E-mail transmission or physical removal, without the prior written consent of the Executive Director.

**Blogs and Other Social Media, such as Facebook:**

Blogs and social media by volunteers are encouraged to chronicle experiences with our organization. Volunteers are expected to not defame the organization or other volunteers. You must realize that online content is held to the same standards as print and may be subject to libel claims. Your participation in our social media is exclusively at the discretion of Can Do Canines; therefore, if you post profane, untrue, or harassing messages, your privileges to our forums will be revoked.

**Email:**

Email and Internet access provided by Can Do Canines to volunteers are solely for business purposes and therefore, Can Do Canines reserves the right to access and review any and all volunteers' email messages and Internet activity that stem from the sources provided by Can Do Canines. Thus, there should be no expectation of privacy in regard to any email or internet activity that is derived from sources provided by Can Do Canines. In addition, Can Do Canines in its discretion may disclose the contents of e-mail messages and Internet activity when it determines that there is an appropriate reason to do so. All email messages and records of Internet activity are also subject to backup or other form of electronic storage or reproduction.

Volunteers are not permitted to access the email or Internet activity of any other volunteer without the approval of that volunteer or the approval of the Executive Director. No one may solicit, promote or advertise any organization, product, or service through the use of Can Do Canines email accounts. Volunteers are not permitted to send email that contains ethnic slurs, racial epithets, or anything that may be construed to harass or disparage others based on their race, national origin, sex, sexual orientation, gender identity, gender expression, age, disability, religious, or political beliefs.

Can Do Canines reserves the right to determine when a volunteer is sending excessive or improper email. The email is Can Do Canines' asset and is subject to review or monitoring at any time without notice. If at any point you receive any email that you feel is inappropriate, for any reason, and you believe you have received it in conjunction with your involvement with Can Do Canines, please forward the email and other details about the communication to the Volunteer Coordinator immediately.

**Suggestions:**

As you go about your volunteer activities, you may notice ways to improve the quality or efficiency of your volunteer service. We ask that you share these ideas with the Volunteer Coordinator through daily conversation, in meetings, or through a note via email to explain your idea. After considering your suggestion, the Volunteer Coordinator will let you know whether or not your suggestion will be implemented and, if so, what action will be taken. Be on the lookout for improvements. Your ideas can make a difference in the level of our success and the quality of our volunteer program.

**Recruitment of Other Volunteers:**

Tell your friends and loved ones about our program and invite them to volunteer their time and talents!

**Volunteer Confidentiality:**

The safety of our volunteers is important to us. To that end, Can Do Canines will not release a volunteer or client's phone number, age, or other personal information to anyone outside of our organization or to any other volunteer without that person's written permission to do so.



# Administrative Actions

## Conflict Resolution Policy and Procedure

Can Do Canines understands that there may be a time in which you, as a volunteer, may have an issue with the organization, a particular program, or certain staff member. Can Do Canines has drafted a Volunteer Grievance Policy to help you feel comfortable and at ease while volunteering for the organization.

The following steps have been designed for you, the volunteer, to address issues or concerns and get them resolved. The steps are designed to address and correct the issue in the most effective and timely manner.

Please feel confident that all concerns will be kept confidential between those staff members whom you wish to address, regardless of the nature of your concern. Our main goal with the grievance policy is to allow you the opportunity to voice your concerns, gather facts on all aspects of the issue, and resolve those concerns in a fashion that satisfies all parties involved.

## Grievance Policy

1. It is the policy of Can Do Canines that if a volunteer has an issue with any aspect of the program, its mission, function, etc., those issues be directed first to the staff member that the volunteer reports to as supervisor for that particular volunteer position.
2. If the issue is not dealt with in a timely fashion (within one week), or in the manner of satisfaction that the volunteer would so desire, the volunteer may file a written grievance with the Volunteer Coordinator. The grievance should state the concern, the outcome of the discussion between the volunteer and the supervisory staff member for that volunteer position, and why the issue has not been resolved to the volunteer's satisfaction. The Volunteer Coordinator will discuss the facts with the Director of Operations. The Volunteer Coordinator will document attempts at resolution, providing such documentation, along with a copy of the volunteer's own documentation, and give it to the Director of Operations. It is the goal of the Volunteer Coordinator to resolve the issue within seven (7) days of when the volunteer submits the grievance.
3. If the volunteer, after sincere attempts at resolution on the part of the Volunteer Coordinator, remains concerned that they are not able to continue as a volunteer on the agency's behalf, the Volunteer Coordinator will make this known to the Director of Operations. The Director of Operations will review the documentation and set an appointment with the volunteer within one week of being notified by the Volunteer Coordinator. The Director of Operations will document and make recommendations to the Volunteer Coordinator and supervisory staff person on resolution of the issue. The Director of Operations will also inform the Executive Director and the Board of Directors of the status of the current issue.

## **Corrective Action Process**

Can Do Canines reserves the right to terminate a volunteer's connection with the organization at any time. The Volunteer Coordinator may provide verbal counseling and/or a written warning prior to termination, but is not required to do so.

### **Verbal Counseling:**

When a performance problem is first identified or inappropriate behavior is displayed, it should be brought to the attention of the volunteer as soon as possible. Informal discussion between the Volunteer Coordinator and the volunteer will often suffice as the corrective action needed for the infraction. The Volunteer Coordinator should make and retain a written record of this conversation that summarizes the issues discussed and the date of the meeting.

### **Written Warning:**

If an informal discussion with the volunteer does not result in corrective action, the Volunteer Coordinator will prepare a written warning. This formal memorandum will highlight the prior counseling session and the subsequent infraction(s) leading to this warning. This written warning should be addressed to the volunteer with copies to the Director of Operations, and should include all of the information required by the disciplinary process.

### **Termination:**

Can Do Canines has a strong volunteer base that provides support to many aspects of the organization. We, as an organization, will do everything we can to ensure that the volunteer has a pleasurable experience while assisting Can Do Canines.

However, there are cases when volunteers may need to be asked to leave the organization, due to irreconcilable differences between the volunteer and Can Do Canines. If this situation does occur, there are criteria in place, known as the Volunteer Dismissal Guidelines, which will be followed to give all parties an equal opportunity to express their opinion.

### **Volunteer Dismissal Guidelines:**

The following guidelines were created to give the volunteer and Can Do Canines the opportunity to learn about and rectify any situation in which Can Do Canines or any part of the organization would be negatively affected by any action of a volunteer.

The guidelines are in a step process order. Each will be followed in relation to the nature of the occurrence. There may be an instance in which the Volunteer Coordinator, the Executive Director, or Board of Directors may feel immediate dismissal is appropriate, and Can Do Canines reserves the option to do so.

Can Do Canines will document all instances of inappropriate activity. The volunteer will receive a copy of the document and will have the right to submit documentation of the occurrence on their own behalf. The Director of Operations will keep a copy of all correspondence and grievances for the organization's records.

**First Occurrence** – The volunteer may be suspended for a definite period of time to be determined by the Volunteer Coordinator and the Director of Operations. A discussion will take place regarding which activities the volunteer can or cannot participate in. At that time, the volunteer will have the opportunity to appeal the suspension to Can Do Canines by documentation and personal interview.

**Second Occurrence** – Release from the program with the concurrence of the Volunteer Coordinator and the Director of Operations.

The following are examples of cases in which a volunteer may be asked to leave the organization.

- Misrepresenting your personal dog as an assistance dog or an assistance dog in training to local businesses, organizations, etc. for benefits entitled to Can Do Canines program dogs
- Any action that would endanger another volunteer, dog, employee, or client
- Any type of harassment (physical, sexual, verbal) to an employee, volunteer, facility or business personnel, to the extent that the said party feels uncomfortable, violated, or unable to perform their function at Can Do Canines as they did before the harassment incident occurred
- Any action that would jeopardize the livelihood of Can Do Canines as an organization. Examples would include any instance that would compromise the reputation, stability, financial resources, and overall well-being of the organization, in addition to its employees, dogs, and volunteers.
- Representing the organization in any capacity while under suspension by the organization including promotional functions, etc.
- For conduct on duty that would be detrimental to the organization and/or the animals, including any breach of confidence
- Reporting to an event under the influence of drugs or alcohol
- Theft of property or funds
- No call/No show for events
- Any abuse or mistreatment of animals
- Releasing confidential information
- Gross misconduct or insubordination