

# Volunteer Code of Conduct

## Policy

It is the policy of Maricopa County Animal Care and Control (MCACC) to have standards for acceptance of volunteers to MCACC's volunteer program. During the volunteer program, MCACC has established duties, responsibilities, and areas of access for participating individuals. Expectations of professionalism during the volunteer program are strictly upheld.

### GUIDELINES

#### **I. Volunteer Program Acceptance and Status**

The MCACC volunteer program encompasses volunteers who work in sections which support the work of Animal Care and Control.

Individuals accepted into MCACC's volunteer program are considered unpaid volunteers. All volunteers agree to perform services for MCACC without compensation or expectation of employment in the interest of supporting the people and animals of Maricopa County. Volunteers are not Maricopa County employees and, therefore, are not entitled to compensation or County benefits.

To be accepted into MCACC's volunteer program, individuals must be at least 18 years of age. Applicants between the ages of 15 and 17 will be considered with the addition of a parent or guardian's approved volunteer application. Volunteers must submit an electronic Onsite Volunteer Application.

Each Volunteer is responsible for completing pre-program requirements. The Volunteer is expected to abide by policies, perform within the scope of their role, and exhibit the values of the department.

#### **II. Volunteer Program Expectations**

Volunteers are held to high standards of professionalism. Failure to abide by the following expectations can result in immediate release from the volunteer program.

**A. Ethical Conduct:** Volunteers shall conduct themselves professionally, ethically, and lawfully and in a manner that promotes good working relationships within the Shelter as well as with members of the public and our rescue partners.

1. Volunteers shall be honest, fair, and courteous while working or identified as volunteers of Maricopa County Animal Care and Control. This includes all official communications on ACC's social media.

2. Volunteers shall not use their volunteer status to make money or for their personal gain.



3. Volunteers shall not participate in any activity that compromises their ability to perform their official volunteer duties objectively and impartially.
4. Failure to report a mandatory reportable act shall itself be considered Misconduct and may result in disciplinary action, up to and including dismissal.
5. Volunteers must participate in administrative investigations as needed and may not withhold relevant information or willfully mislead any investigation.

**B. Performance of Duty:** Volunteers shall devote their working volunteer time and attention to the service of the shifts which they signed up for.

1. Volunteers are expected to work 8 hours each month in order to remain active. In the event you are unable to do so, without express approval from the Volunteer Engagement Team, your volunteer status will be terminated.
2. Volunteers shall complete all assignments promptly, as set forth by their Volunteer Engagement team.
3. While on duty, volunteers shall not engage in any activities or personal business that would cause them to neglect their scheduled duties.
4. Volunteers will observe the safety and security rules.
5. Volunteers may not bring family, friends, or other individuals to any MCACC volunteer shift unless those individuals are MCACC volunteers and are scheduled for that shift.
6. Volunteers are assigned two-hour training sessions with a trainer to learn general safety and to progress through the levels. These trainings are mandatory.
7. Volunteers shall follow the direction of the Volunteer Engagement Team and other approved MCACC staff members while participating in on and off-site volunteer duties.
8. Volunteers shall refer all questions from police, first responders, the public, and media to the Volunteer Engagement Team.

**C. Punctuality:** Volunteers shall be punctual in reporting to their designated duty post and shall be physically ready to assume their duties at the time specified by their selected shift. All volunteers must clock in and out for their shifts.

**D. Insubordination:** Volunteers shall obey all reasonable and lawful orders from their Volunteer Engagement Team or specified activity leader responsible for assigning or directing work. Instances of insubordination or other policy violations may result in discipline up to, and including, dismissal.

### **III. Safety, Security, and Workplace Communications**

**A. Safety:** Volunteers should promptly notify the Volunteer Engagement Team or other management if an unsafe situation is observed. This applies to the handling of dogs, to the health of the dogs, and/or any unsafe situation on the property. If a volunteer observes a spill or mess, the first priority is to clean up or secure the situation and the second priority is to advise staff.

If you see another volunteer acting inappropriately or in an unsafe manner, advise the Volunteer Engagement Team (VET), or management if the VET is not available, promptly. Do not attempt to undertake corrective action yourself if the situation appears unsafe or likely to lead to a hostile response.



**B. Security:** Volunteers are prohibited from allowing others to utilize their badge or otherwise gain entry to the facility or computer systems. Volunteers shall not access locked areas or kennels unless working. These prohibitions include allowing friends, family members, or non-ACC employees from such access. Volunteers may only access nonpublic areas during their regularly scheduled shift without approval from the Volunteer Engagement Team.

**C. Protected Information:** Volunteers are prohibited from accessing or disclosing any privileged, confidential, or proprietary information belonging to or in possession of the County for any purpose other than as required by their assignment.

This includes obtaining or requesting adopter information for oneself or others and/or making direct contact with adopters outside of the adoption meet and greet shift. Disclosure includes, but is not limited to, posting privileged, confidential, or proprietary information on social media outlets, sending prohibited information via email, and oral disclosure of prohibited information to anyone not entitled to receive information.

**D. Rumors or Gossip:** While on duty or representing the MCACC, volunteers shall not spread rumors, gossip, or false or misleading information which discredits or harms the reputation of another volunteer, county employee, pet owner, adopter, department, or partner.

**E. Bullying:** Volunteers shall treat other volunteers, employees, supervisory staff, vendors, and the public respectfully and courteously. Workplace bullying is abusive conduct that threatens, humiliates, embarrasses, or intimidates, and it is prohibited.

**F. Internal Communications:** Volunteers' written, oral, visual, and digital communications shall be professional, courteous, and free from derogatory or disparaging comments that damage the reputation of MCACC, its employees, or its partners.

**G. Free Speech:** Maricopa County Animal Care and Control prioritizes congeniality and the efficient provision of humane treatment for the County's lost and stray dogs. For that reason, please stay on task and refrain from any unrelated speech or actions of a sensitive social nature when acting as a volunteer.

"Sensitive social nature" means anything that may make coworkers, other volunteers, our partners, or the public uncomfortable or less likely to participate in fulfilling our vision. This policy is not intended to infringe upon a volunteer's freedom of speech, it is intended to maintain a standard of professionalism in the Shelter as required to do this important work.

**I. Prohibition on Alcohol and Illegal Substance Use:** Volunteers shall not report for duty or be on duty while consuming or under the influence of any alcoholic beverage to any degree.

1. While off-duty, volunteers shall not consume alcohol in a public place or establishment while displaying or wearing any recognizable item of County apparel that identifies them as an MCACC volunteer in an official capacity.



2. Volunteers shall not report for duty or be on duty while under the influence of substances that impair, to any degree, their ability to perform their duties, including prescription medication, alcohol, and marijuana.
3. A supervisor who reasonably believes that a volunteer who is on duty or reporting for duty is under the impairment of alcohol, marijuana, medication, or illegal substances, to any degree, must notify the Volunteer Engagement Team, the Chief Shelter Operations Officer, MCACC human resources, or any combination of the above-listed individuals or entities.

**J. Individual Responsibility:** Volunteers or employees who become aware of or observe a volunteer on duty who is under the influence of drugs or alcohol; or become aware of or observe any act by volunteers in violation of law; or which compromises the safety or security of the volunteers, employees or others; or which puts property or operations at risk; shall, as soon as practicable, report the incident to the Volunteer Engagement Team, the Chief Shelter Operations Officer, MCACC Human Resources, or any combination of the above-listed individuals or entities.

**K. Limitations on Prescription and Over-the-counter Drug Use:** Volunteers who take prescription or over-the-counter medications are responsible for being aware of any effects the medications may have on the performance of their duties.

#### **IV. Dress and Appearance Requirements**

Volunteers are required to adhere to the following dress code guidelines to allow volunteers to be recognizable and to protect their safety when interacting with our animals. All volunteers will be provided with complimentary volunteer T-shirts (2) upon completion of their New Volunteer On-Boarding and Training period.

1. Volunteers must always wear an approved volunteer T-shirt while representing MCACC, both on-site and off-site.
2. All individuals must wear their county-issued badge while on property. Volunteers can also have their names clearly and neatly displayed on their shirt.
3. Ankle-length (must cover ankles), pants must be worn to protect your legs. Shorts, and skirts will not be allowed.
4. Closed-toe, closed-back non-slip shoes are required for all volunteers, regardless of the capacity of your assignment. Shoes should be appropriate for your assignment that day.
5. Clothing should be in good condition with no rips or tears.
6. You may not alter your volunteer shirt in any format, including adding/removing printing, cutting, or modifying fit.
7. Jewelry that might attract the attention of the animals should be covered with a flesh-colored bandage or removed while volunteering with animals.
8. Single earbud may be worn, headphones may not while walking or handling animals.
9. Should not wear anything of personal or monetary value that may be damaged in the course of volunteering.
10. Exceptions: Volunteers working in specialized project areas may be allowed alterations in the dress code policy at the approval of the staff member in charge of the program. For example, volunteers in our veterinary clinic may be approved to wear scrubs.



11. Volunteers may store personal belongings in the provided lockers in the volunteer rooms at either shelter location. Lockers are a shared resource. Volunteers must remove all personal items at the end of their shift. Volunteers may bring their own locks to secure the locker during their shift. Any locks remaining on lockers longer than 24 hrs. will be cut off.

## V. Other

**Public Appearances and Statements:** Volunteers shall not engage in off-duty actions or conduct, including any form of social media, that could bring disrepute or embarrassment to the County, its departments, agencies, or districts, unless it involves a matter of public concern.

**Nondiscriminatory Behavior:** Volunteers shall not engage in harassing or discriminatory behavior, as defined by state or federal law or County policy, in the workplace, while conducting MCACC business, or whenever representing MCACC.

Volunteers shall not act against or in favor of any individual because of race, gender, religion, color, national origin, age, disability, sexual orientation, gender identity, including transgender status, pregnancy, veteran status, genetic information, or any other characteristic defined by law or County policy. See Prohibition Against Discrimination, Harassment, and Retaliation Policy (HR2406).

**Avoidance of Conflicts of Interest:** Volunteers shall not involve themselves in any matter that may involve or have the appearance of a Conflict of Interest with others:

IV. Should a Conflict of Interest arise, volunteers shall notify their Volunteer Engagement Team.

V. If the Conflict of Interest involves the volunteer's direct supervisor, the volunteer shall notify the Chief Shelter Operations Officer or MCACC Human Resources.

**Conformance to Established Laws and County Directives:** Volunteers shall obey all local ordinances and state and federal laws and conform to all written policies.

**Endorsements and Referrals:** Volunteers may not recommend, suggest, or advocate for the procurement of any particular product, professional, or commercial service outside of the official procurement process.

**Prohibited Solicitations:** Volunteers shall not post, solicit, distribute, or circulate literature, sell merchandise, or promote support for any cause or organization, during their volunteer work time or in the shelter. This includes posting, soliciting, distributing, or circulating any literature or signage in work areas, hallways, lobbies, or kennels without permission from the Volunteer Engagement Team.

*By entering my name I acknowledge that I have been given access to and will adhere to the Volunteer Code of Conduct.*

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

