

Volunteer Expectations and Campus Code of Conduct

Pet Circle Regional Animal Center

CITY OF WACO

Volunteer Expectations

The City offers volunteer assignments based upon the specific needs of certain departments, including the Pet Circle Regional Animal Center, owned and operated by the City of Waco.

1. Volunteers are subject to the City's background check and Risk Waiver processes.
2. Volunteers are expected to demonstrate professionalism and a high level of confidentiality and sensitivity while working on City tasks and projects.
3. Volunteers must adhere to City work schedules and follow all City and departmental policies and procedures.

The City reserves the right to terminate a volunteer opportunity if a volunteer fails to follow City policies, procedures, and campus codes of conduct.

Campus Code of Conduct

Workplace culture affects nearly every aspect of our organization. Poor workplace culture results in poor customer service, staff and volunteer negativity, burnout, and even affects the care we provide for our animals. Our goal is to create a culture of compassion and empathy not just for the animals in our care, but all our team members and customers.

The following campus expectations should shape your communications and interactions with every person and animal you encounter as a volunteer for the City of Waco.

- **Support a collaborative organization.**
 - Practice "we" thinking. We achieve goals together or not at all.
 - Acknowledge the skills, contributions, and various roles of others.
 - Support, mentor, and uplift those around you. Negative behaviors and thinking bring down those around you.
 - Set others up for success by sharing information and helping each other. We all have the same goals.
- **Create and maintain a culture of safety.**
 - Take responsibility to correct issues and communicate concerns with the volunteer coordinator.
 - Know your limitations (emotionally, physically) and seek help when needed.
 - Always model safe, humane, and kind handling of animals.
 - Report all animal bites to animal control for investigation regardless of what the perceived outcome may be. Failure to do so may result in termination of volunteering activities.
 - Do not engage in physical or emotional violence against any member of the public, volunteer or City staff member.
- **Be compassionate and respectful.**
 - Respect each other, our community, our resources, and the animals in our care.
 - Treat rescue partners, contracted customer entities, the visiting public (including fosters/volunteers/adapters,) and COW staff members with care and compassion.
 - If issues arise with another volunteer that cannot be worked out, discuss the situation with the volunteer coordinator instead of spreading rumors or complaining.
 - Do not use social media to speak poorly about your peers or air work-related grievances about City staff or City processes and procedures, including to other animal welfare organizations or in public forums.
 - Concerns should be elevated to the City volunteer coordinator for review.

- **Commit to healthy communication.**

The City has an interest in ensuring that members of the media and public receive accurate and timely information from the best possible source in the City. City policy outlines the designated spokespeople on behalf of the City in news media and on social media sites. Social media sites are defined as third-party websites that allow for the creation of content and dialogue around a specific issue or area of interest, including (but not limited to) Facebook, X (formerly Twitter), Instagram and YouTube.

- Volunteers creating, maintaining, or posting content on behalf of the City may not pose as City employees.
- Volunteers should refrain from spreading misinformation or misleading data regarding shelter statistics, programs, or other City-related matters.
- Volunteers must not speak on behalf of the City in news interviews or media stories regarding the shelter, unless approved by shelter management.
- Volunteers should communicate rumors or concerns directly with staff.
- Understand that differences are not wrong.
- Give people the benefit of the doubt. Assume positive intent.

- **Achieve excellence through continual improvement.**

- Strive to constantly improve the customer service experience.
- Be self-reflective and willing to learn and improve professionally and personally.
- Actively look for opportunities to make things better for animals and people.
- Take pride in your work and the work we do every day at the shelter.

