

Volunteer Programs Handbook



Brother Wolf
ANIMAL RESCUE

Brother Wolf Animal Rescue, Inc.

31 Glendale Ave

Asheville, NC 28803

828-505-3440

www.bwar.org

Volunteer Handbook Acknowledgment and Receipt

I have read the Brother Wolf Animal Rescue Volunteer Handbook. This handbook describes important information about volunteering with Brother Wolf Animal Rescue. I understand that I can consult the Volunteer Programs team, Human Resources, or the Executive Director regarding any questions not answered in the handbook.

I understand and agree that nothing in the Volunteer Handbook creates, or is intended to create, a promise or representation of continued volunteerism. I understand and agree that my volunteer position may be terminated with or without cause and with or without notice at any time by Brother Wolf or myself.

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my volunteerism with the organization. By distributing this handbook, the organization expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein. Volunteers will be notified of any policy changes, additions or deletions. Said changes will immediately become a part of this manual.

I understand that any and all policies and practices may be changed at any time by the organization. All such changes will be communicated through official notices.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer's Signature

Date

Volunteer's Name (Print)

TO BE PLACED IN VOLUNTEER'S FILE

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Welcome to Brother Wolf!

As a volunteer with Brother Wolf Animal Rescue, you have joined an organization that has served our great community of dog and cat lovers for almost two decades. Being a volunteer is such a great gift you have chosen to give to Brother Wolf, and we are so thrilled to have you working with us.

Your love for animals brought you to Brother Wolf, and we couldn't do this life-saving work without volunteers like you. We have a range of volunteer opportunities available, and we are always looking for new ways that our community can help. Keep up with our volunteer newsletters (Month in Review and Foster Fetch) and our Volunteer Portal at <https://bwar.galaxydigital.com>.

This handbook has been prepared for your use as a reference guide. We hope it answers your questions about our volunteer program and clearly outlines what expectations we have for you. If you have any lingering questions after reviewing this handbook, please reach out to a member of the Volunteer Programs Team at Brother Wolf and we're happy to help.

About Brother Wolf

Founded in 2007, Brother Wolf Animal Rescue enhances the lives of companion animals and the people who love them. We work across county lines with the goal of saving the greatest number of lives possible through strategic, creative, and impactful programming.

Through adoption and animal retention programs, a low-cost mobile spay and neuter clinic, lifesaving shelter transfer partnerships and extensive volunteer and foster networks, Brother Wolf Animal Rescue impacts the lives of thousands of animals each year in the Western North Carolina region.

We operate an adoption center in the heart of Asheville where you can meet your next best friend. On our campus you'll also find our thrift store and retail store whose proceeds help fund our lifesaving programs. We are a community-based organization and rely on the generosity of our donors to continue our impactful work for animals as we receive no government funding. We know that together we can create a kinder world. Thank you for joining us!

Mission

To better the lives of companion animals and the people who love them.

Vision

We envision a community where all companion animals are valued, cared for and thriving, and where lives are enriched by the special bond between people and animals.

Values

Adaptability: We believe in working from a foundation of best practices and approach change as an opportunity to grow, learn, and better serve the needs of our community.

Accountability: We take seriously the role each of us play in enacting the mission of Brother Wolf. We do what we say we're going to do and we step up to do things that we see need doing.

Caring: We take seriously the care of ourselves, others, and the animals we serve. We lead with kindness and express gratitude often.

Collaboration: We believe that by working together and by giving everyone a voice, we can create a better tomorrow.

Volunteer Program Statement of Purpose

The purpose of the Volunteer Programs at Brother Wolf Animal Rescue is to support the mission of the organization and to increase outreach through volunteer efforts and foster care.

What makes Brother Wolf different?

Brother Wolf plays a vital role in saving the lives of companion animals in the Western North Carolina region. Brother Wolf serves dogs, cats, and small companion animals (rabbits, guinea pigs, rats, hedgehogs, etc.). At Brother Wolf, we believe in enhancing the lives of companion animals and the people who love them. We currently serve animals and their people through a variety of programs and services in Western North Carolina.

We have a multitude of programs that help further our mission and serve our community. We have our adoption center, which facilitated almost 1,500 adoptions in 2022. Additionally, we have our Spay/Neuter clinic that performs over 2,000 spay/neuter surgeries each year. And, of course, our foster program and our volunteer programs. These programs allow our community to help us serve our community of animal owners, and we are so thankful for your help!

Brother Wolf Animal Rescue is a community-based organization whose primary funding source is individual donations. We also operate a thrift store and retail store whose proceeds help fund our programs.

We believe in collaboration between individuals and organizations who are working to help animals. Brother Wolf works to help shelters that are euthanizing, or overcrowded with,

adoptable animals by listening to the struggles they are facing and working to find areas where we can help increase lifesaving.

At Brother Wolf, we do not euthanize animals due to space or length of stay. We use euthanasia as a compassionate, end-of-life decision when an animal is suffering from a severe medical or behavioral condition or is a danger to other animals or people. We do our absolute best to ensure a live outcome for all the animals we care for. We consider an animal's quality of life, community safety, and whether it's realistic to manage aggressive or difficult behaviors or health conditions in a home without risk to people or other animals.

The common benchmark for measuring whether a shelter is no-kill is a live outcome rate of at least 90% of the animals entering the shelter. At Brother Wolf, we meet this definition, but we do not make decisions based on percentages; we make decisions based on what can be done to save the greatest number of animals' lives. We focus on programming that keeps animals out of shelters and in loving homes. We do not use the term "no-kill" because we have found that it can be misleading and divisive and can be used to place blame on organizations who may not hit no-kill percentages but are working tirelessly to address and prevent animal homelessness.

Understanding our Adoptability Criteria

At Brother Wolf Animal Rescue, we have a responsibility to make safe adoption placement decisions for the people and animals we share our community with. All of the dogs we care for are evaluated as individuals. We gather information about each dog from multiple sources (staff, foster placements, previous guardians, volunteers, etc.). While we evaluate each animal on a case-by-case basis, in general, Brother Wolf will not adopt out dogs who:

1. Have a damaging bite history towards children or adults.
2. Do not show warning signs before they attempt to bite.
3. Have severely injured or killed another dog.
4. Cannot be safely handled due to aggressive behaviors.
5. Show offensive aggression towards humans (actively decreasing the distance between themselves and the person they are aggressing towards).
6. Stalk children in a predatory manner.
7. Show uninterrupted aggression towards other dogs.
8. Show poor bite inhibition (degree to which dog moderates tooth contact in the case of a bite).

Bites that are determined to be fluke bites are not considered aggression. Fluke bites are bites by a dog that occur during uncommon circumstances that are not likely to be repeated (e.g. while in acute physical pain, while with puppies during lactation, while under sedation, etc.).

Cats too are evaluated on a case-by-case basis and, in general, Brother Wolf will not adopt out socialized, indoor “house” cats who show offensive aggression towards humans or who bite without provocation. Brother Wolf has a working cat program to place community/feral cats who have a history of living outdoors.

Contact



Medical Emergency 24/7: 828.820.2115

Medical Inquiries: medical@bwar.org

Foster Team:

Email: foster@bwar.org

Text: 828.222.4705

Call: 828.505.3440 ext 112

Front Desk:

Email: info@bwar.org

Call: 828.505.3440 ext 101

Adoption Center Hours: Tuesday to Saturday, 11am to 6pm

Volunteer Programs at Brother Wolf

Onboarding and Trainings

Orientation

Volunteers should complete volunteer orientation through our site, <https://brotherwolfanimalrescue.thinkific.com/>. They will need to complete orientation entirely, and the Volunteer Programs team will receive a notification of completion. The new volunteer will then receive an email prompting them to complete their profile through Galaxy Digital. After completing orientation, the Volunteer Programs team will approve them for their next step: the First Shift.

Once the volunteer has completed orientation, they should sign up for their “First Shift / Tour”. This shift will last about an hour. A member of our staff will provide a tour of the facilities and guide you through your first shift. Upon completion of this tour, volunteers will be approved to sign up for non-dog volunteer shifts such as Cat Enrichment, Dishes and Laundry, and other administrative shifts. If they are interested in volunteering with our dog population, they must attend additional training classes.

For Foster Parents, our Foster Parent Orientation can also be found at <https://brotherwolfanimalrescue.thinkific.com/>. This orientation is built in addition to the volunteer orientation, and is only required for Foster Parents.

Harnessing Class

Volunteers interested in volunteering with our dog population will need to attend Harnessing Class. Our training staff will walk volunteers through the process of dog walking with Brother Wolf: where to go for information on the current dog population, how to harness dogs, our typical walking paths near our Adoption Center, and other dog walking-related topics. This class is required for any volunteer activity involving direct dog care. Volunteers can register for this class through the Volunteer Portal. After attending this class, volunteers can sign up for dog walking at Brother Wolf.

Three Additional Dog Classes

These dog-centric courses have been built with the ultimate goal of helping volunteers become dog-savvy members of our already dog-friendly community. We want our volunteers to feel confident when surrounded by canine companions. To us, this means knowing what dogs are trying to tell us, being able to walk and interact with dogs in a way that’s safe for both them and us, and if/when presented with an emergency situation being equipped with the knowledge and skills to safely and successfully break up a dog fight. Volunteers can register for these

classes through the Volunteer Portal. These classes are required for any off-campus dog opportunities (Dog Day Out, Outward Hounds) and Playgroups.

Additional Training Opportunities

Additional training opportunities will be available throughout the year. We will announce them via our e-newsletters and on our Facebook pages. These training sessions will be optional and free to attend.

Internships

Unpaid internships are available based on departmental need. Typically, the Volunteer Programs Manager can accept one college intern and one high school intern at a time. Internships are project- and program- based and can be built around the student's academic and professional interests. Prospective interns should reach out to the Volunteer Programs Manager at volprograms@bwar.org.

Transport and driving volunteers

Brother Wolf frequently transports animals into our care from our partner shelters. We utilize the help of transport volunteers to do so. These volunteers must sign our Transport Volunteer Waiver (within the Volunteer Portal) and our [Transport Agreement](#). If a volunteer will be driving our vans regularly, we will submit their information to our insurance provider and have that volunteer listed as an approved driver on our vehicle insurance (

[Volunteer Motor Vehicle Background Check Agreement Form](#)).

Events off-campus

Tabling events, assisting our community, and public education are a few ways that Brother Wolf Volunteers are out in the community. These events will be posted to the Volunteer Portal, and most events only require orientation.

While attending these events, please remember that you are representing Brother Wolf and follow all directions given by the supervising staff member for that event.

Fostering with Brother Wolf

Volunteers are welcome to become foster parents with Brother Wolf. Over half of our animals stay in foster homes, allowing us to save more lives! To become a foster parent with us, please complete the Foster Parent module through our online orientation site, <https://brotherwolfanimalrescue.thinkific.com/>.

Requirements to foster:

- Must have a sanitary space to house the animal, like a temperature controlled garage, basement, spare bedroom, or bathroom
- Have reliable internet access for communication and training purposes
- Live within an hour of the Adoption Center and have reliable transportation to and from the Adoption Center and applicable veterinary offices
- Be willing and able to bring your foster animal to Brother Wolf for medical appointments and adoption meets
- Be able to separate your foster animal from your personal animals, if requested
- Ensure that everyone in your home is on board with fostering
- Abide by all foster parent expectations (discussed in orientation)

Foster Intent

Our foster homes house around 70% of our animal population at any given time. As a foster parent, we ask that you provide our animals with love and care while they wait for their next home. The animals that do best in foster homes are those who are too young (under 2 months of age), have medical needs, or particular behavioral needs.

While these animals are in foster homes, they are available for adoption (unless unavailable for medical reasons). Foster parents should be able to discuss your foster animal with potential adopters and help facilitate their placement into their next home.

Brother Wolf does not offer a foster-to-adopt program, and we trust that our foster parents will not take advantage of their status as a foster parent in that way. The only purpose of the foster parent program is to increase Brother Wolf's lifesaving efforts by tripling our population of in-care animals. We rely on our foster network to be communicative if there is any interest in adopting a foster animal; Brother Wolf will always assume that our foster parents are not interested in adopting and will prioritize the search for those animals' next homes unless we are informed otherwise. If you are interested in adoption, please ensure that you opt into the 72 hour foster parent hold before pickup, and follow those policies detailed below. If you decide to adopt, you must contact our adoptions team at info@bwar.org and apply for adoption via our site at <https://www.bwar.org/adopt>.

Foster Duration

The foster duration with Brother Wolf depends on the animal being fostered. Kittens and puppies are often fostered for 4-6 weeks. Medical cases can oftentimes have a lengthier set of time, determined by our veterinary partners. But in general, we ask that foster parents commit to an animal for 2 weeks.

Short-term fostering, sleepovers, and weekend respite duration will be coordinated on individual bases with the Foster and Volunteer Coordinator.

Foster Parent Expectations

When you sign on to be a foster parent at Brother Wolf Animal Rescue, you've agreed to the following standards of care for your foster animal. Any deviation from these guidelines can and will result in removal from the Brother Wolf Foster Parent Network. Please read these expectations thoroughly.

Care of the Foster animal

1. Communicate medical or behavioral issues to the foster team ASAP. Method of communication should follow the severity of the issue. Emergency contact information is located below.
2. Schedule all medical visits through <http://www.brotherwolfanimalrescue.setmore.com>.
3. Promptly bring your foster animal into the Adoption Center when a Brother Wolf staff member requests you to do so.
4. Provide proper care for your foster animal within a safe, clean, indoor environment.
5. Do not leave your foster animal in the care of a non-Brother Wolf foster parent. No dog sitters, no doggy day cares, no boarding facilities, no dog parks, etc.
6. Do not administer any medications unless directed by our medical team.
7. Do not withhold any medications unless directed by our medical team.
8. Animals requiring additional training will be discussed during coordination with the foster team.
9. Transport your foster animal in a proper carrier if required. ALL cats, kittens, puppies, and small animals MUST be transported in a carrier. Adult dogs should be secured in a vehicle, either by harness and buckle or in a large travel crate. Never transport a dog in the bed of a truck.
10. If your foster animal requires a quarantine of any kind, abide by those quarantine guidelines for the safety of the foster animal.
11. All puppies under the age of 8 weeks, kittens, cats, and small mammals must stay inside at all times. When taking adult dogs outside, ensure they have a well-fitting harness and collar with a foster tag, with leash attached to the harness.

Foster Parent Duties

1. Communicate with the Foster Team via email or text message.
2. Emergencies should be directed to 828-820-2115. This phone line is active 24/7. Never communicate an emergency via text message or to any other Brother Wolf phone line.

3. Schedule all foster pick-ups, drop-offs, and supply requests with the Foster Team. You will receive an appointment confirmation prior to your appointment time.
4. Complete a Foster Parent Agreement every time you take a foster animal into your care.
 - a. To review this form, please visit [this page](#).
5. If you wish to adopt your foster animal, let the Foster Team know as soon as possible. If you inform the foster team of your intent to adopt after the animal has been made available for adoption, your application for adoption will be reviewed in the order in which it was received and we can not guarantee that you will be next in line.
6. Respond to adoption inquiries for your foster animal within 24 hours.
7. Help us market your foster animal by providing us with information on how they act in your home through the [foster animal report card](#).
8. Sending us as many photos as possible via email to foster@bwar.org.
9. Do not conduct meet-and-greets with potential adopters unless advised by our Adoptions Team.
10. Do not make adoption guarantees to potential adopters.
11. After a meet-and-greet, always leave with your foster animal unless instructed otherwise by Brother Wolf staff. Never let an applicant take the animal into their care without prior approval.
12. Do not place your foster animal in the care of anyone else. If a foster animal is given away without approval by our Adoptions Team, the foster parent is responsible for any associated adoption fees.
13. Always contact Brother Wolf's medical team for any and all medical procedures. Visits to an external veterinarian without approval will not be reimbursed by Brother Wolf Animal Rescue.

Supplies

Brother Wolf provides most supplies for foster animals. See below for the supplies we commonly provide.

To pick up additional supplies for a foster animal following the initial pick up, please schedule a foster supply pick up by emailing foster@bwar.org. Supplies are available for pick up during Brother Wolf open hours (Tuesday to Saturday, 11am to 6pm). Brother Wolf does not reimburse for any foster supplies without prior approval.

Supplies that can be provided for all animals:

- Wet / dry food
- Bedding
- Toys for enrichment
- Food/water bowls

Species-specific supplies:

Dog supplies:

- Wire crate
- Puppy pads
- Playpen

Cat supplies:

- Litter Box
- Non-clumping litter

Neonate supplies:

- Milk Replacement Formula
- Bottles, nipples
- Baby wipes
- SnuggleSafe Disc
- Heartbeat Bear
- Scale

Small animal supplies:

- Enclosure
- Hay
- Pellets

**If you are a first time foster parent and express intent to consider adoption through the 72-hour hold, we will only provide you with food for the animal.*

Responsibilities while fostering

A key responsibility of the foster parent is to ensure the safety of your foster animal. It is also the responsibility of the foster parent to act in good faith on behalf of the foster animal and of Brother Wolf Animal Rescue. This includes, but is not limited to:

1. Taking the foster animal to the emergency vet clinic if instructed by a staff member.
2. Communicating with Brother Wolf's medical department regularly if the foster animal is sick / potentially sick.
3. Following behavior plans or training practices if advised by our behavior team.
4. Following up with potential adopters in a timely manner and helping to find a home for the foster animal.
5. Understanding and following Brother Wolf's open adoptions policy, and being objective when communicating with potential adopters.

72 hour hold

If the foster parent is possibly interested in adopting, we will place the animal on a 72 hour hold. This means that the foster animal will not be available to the public, giving the foster parent 3 days to decide on adoption. The foster parent must let Brother Wolf staff know their decision to adopt or not adopt during this time by contacting our adoptions team at info@bwar.org and applying for adoption via our site at <https://www.bwar.org/adopt>. If at the end of that 72-hour hold our team has not heard from the foster parent, the foster animal will automatically be available for adoption on our website.

Once the animal is available to the public, we will pursue adoption applications in the order in which we receive them. If you decide that you would like to adopt your foster animal AFTER that 72-hour hold, you will have to submit an application for adoption and our Adoptions Team will process your application in the order in which it was received. If you choose to make your foster animal available for adoption immediately, you waive your first right of refusal and will subsequently need to submit an application if you decide you'd like to apply for adoption.

Adoption out of foster

Once your foster animal has been spayed/neutered and made "Available for Adoption", we accept applications for your foster animal. The applicant will apply through our online application, found at www.bwar.org/adopt. This application is sent to our Front Desk team, and they will preliminarily review the application for any red flags or glaring roadblocks.

If the applicant passes this first review, our front desk will reach out to you with the applicant's name, phone number, and email. Plan to reach out to the applicant within 24 hours. If the applicant does not respond within 24 hours of you, we will move on to the second applicant or make the animal available for adoption once again.

Volunteer Hours While Fostering

Fostering with Brother Wolf is a volunteer activity, and you earn volunteer hours for doing so! Your volunteer hours will automatically update in your Galaxy Digital account every month, no need to report these hours. You will earn hours based on the type of foster animal you are caring for, and how many. See our chart below to see how we calculate foster parent volunteer hours.

VOLUNTEER HOURS: FOSTER PARENTS

SMALL MAMMALS : 1

ADULT DOGS/CATS : 2

PAIRS OF KITTENS : 2

FAMILIES OF CATS : 3

PAIRS OF PUPPIES : 3

FAMILIES OF DOGS : 5



To learn more about fostering with Brother Wolf, please visit <https://bwar.org/foster>.

Policies and Procedures

Age Requirements for Shifts

We are bound by certain regulations from the Department of Agriculture and our insurance company to maintain age requirements for volunteers in our shelter. Please make sure to understand these requirements before signing up to volunteer.

- Transport volunteers: **25+**
- All other volunteer opportunities: **18+**
- Foster Parent Volunteers: **18+**
- Need guardian approval: **16-18**
- Children under **16** may not volunteer.

What to wear, what to bring

Volunteers must wear their volunteer shirt while volunteering. This helps distinguish our volunteers from Brother Wolf staff and from members of the public.

Volunteers should wear comfortable, close-toed shoes and shift-appropriate clothing. A name badge will be provided for volunteers to wear while volunteering. If the badge is lost or damaged, the volunteer team can easily make a replacement. Volunteers should not wear any loose-hanging jewelry or anything that could fall off or be damaged.

We have one small row of lockers available for volunteer use. Volunteers should feel free to bring a personal lock to use on the locker. Volunteers should always take their things with them at the end of their shift, and remove any locks from the locker. We will cut any locks left overnight. Brother Wolf is not responsible for any lost or stolen items on our campus, so volunteers should leave anything of value in their vehicle.

Parking

Volunteers are asked to park in the lot beside ReTail, or in the lot near our play yard. As our public parking spaces are limited, please do not park directly in front of the adoption center during open hours.

Scheduling

Use the Volunteer Portal, <https://bwar.galaxydigital.com> to register for volunteer opportunities with Brother Wolf. If a volunteer is registered for a shift but is unable to attend, they should be sure to unregister before the shift is scheduled to begin.

Clocking in and out

Prior to the shift, volunteers should receive an email prompting them to check in for that shift. Volunteers are welcome to use this option. If not, we have QR codes posted around our campus for volunteers to use and check in with. If these options are not available, email volprograms@bwar.org after the shift to have your time updated.

Volunteers do not need to clock out when they have completed their shift. Our Volunteer Portal will log the hours for that shift automatically. If the volunteer leaves the shift early, or stays past the shift's scheduled time, the volunteer is welcome to clock out or email volprograms@bwar.org to edit their volunteer hours.

Missing shifts

We rely on our volunteers for our day-to-day operations. Brother Wolf can not operate successfully unless we can count on our volunteers and volunteer groups to communicate when they need to cancel or are unable to attend shifts. We hold accountability as one of our core values; we trust that our volunteers will hold themselves accountable and be respectful of our role within our community. By registering for a shift and missing that shift, those duties fall on our staff and other volunteers when we could have staffed that spot by another volunteer prior to the start time.

If a volunteer fails to show up for a shift without notice, we issue a series of warnings. After missing 6 shifts without notice, you will be terminated from the Brother Wolf Volunteer Program.

Active vs. Inactive

Active Volunteers on-campus

An active volunteer with Brother Wolf Animal Rescue has completed orientation and has volunteered at least 12 hours each calendar year.

Active Volunteer Foster Parents

An active foster parent with Brother Wolf Animal Rescue has completed orientation and has fostered at least once within an 18-month period.

Inactive

An inactive volunteer does not complete the required 12 hours and will be marked as inactive. An inactive volunteer must renew their orientation qualification (and Dog Harnessing Class, if applicable) before volunteering with Brother Wolf again.

If a volunteer or foster parent becomes inactive, a Brother Wolf staff member will inform the volunteer via email. The volunteer will receive an automated email from the Volunteer Portal when the account has been made inactive.

Required Trainings and Assignments

All volunteers are required to attend volunteer orientation before volunteering in any capacity with Brother Wolf. Volunteers interested in volunteering with our dog population must also complete additional dog handling training.

Volunteer roles will be assigned and approved at the discretion of the Volunteer Manager in conjunction with animal care staff to ensure the safety of volunteers and animals. Volunteers who complete dog-related training may be denied certain tasks on a temporary or permanent basis as is judged appropriate by Brother Wolf staff.

Visitors and guests

When on campus for a volunteer shift, do not bring individuals who have not completed orientation or required training. Anyone who is not a Brother Wolf Volunteer is not permitted in certain areas on campus. Any volunteer who brings unapproved guests may be asked to leave.

Volunteer's personal animals

Brother Wolf encourages volunteers to enjoy sharing their lives with animals. However, it is not possible to accommodate the inclusion of our volunteer's animals at the Adoption Center. Any volunteer who brings personal animals to Brother Wolf during their volunteer shift will be asked to leave.

Service animals

For the safety of the service animal, they can not go into spaces where animals reside within the shelter. Volunteers with service animals are welcome to volunteer in our Thrift Store.

Break area

Unfortunately, we don't have any indoor designated break areas for our volunteers. If a volunteer needs a break during their shift, they may utilize any of our outdoor benches.

Tobacco usage

Smoking and use of tobacco products (including smokeless tobacco, e-cigarettes, tobacco vapors, chewing tobacco, etc.) is prohibited in buildings and in company vehicles, and may only

be used on campus in outdoor areas specifically designated for that purpose which are out of public sight. We ask that volunteers be considerate of fellow volunteers, employees, and customers. While working at off-site events as a Brother Wolf volunteer, volunteers may smoke on breaks and out of public view / away from the animals.

Drugs and alcohol

Under no circumstances shall a volunteer be under the influence of drugs or alcohol while volunteering with Brother Wolf. If suspected of being under the influence of drugs and/or alcohol, the volunteer will be asked to leave immediately and you will be terminated from the Brother Wolf Volunteer Program.

Cell phone usage

The use of cell phones is discouraged while volunteering in the kennel areas. We do recommend that volunteers keep their cell phone on their person in case of emergencies, and especially if they are volunteering during an off-campus event. But unless using their cell phone for volunteer- or emergency-related reasons, we ask that volunteers please keep person cell phone usage to a minimum.

Emergency closings / Inclement weather

Volunteers are expected to exercise good judgment relative to their own safety when inclement weather situations arise. In situations in which Brother Wolf staff have made an announcement to close, a staff member will contact volunteers regarding any volunteer shifts for that day. If ever you feel uncomfortable traveling to Brother Wolf for your volunteer shift, be sure to cancel your shift in the Volunteer Portal.

Volunteer expectations

With Brother Wolf's volunteer program, you choose to support the organization and serve the animals in accordance with our mission, vision, and values. Additionally, you agree to adhere to the following cultural principles:

1. Volunteers will interact with all staff and other volunteers in a respectful way.
2. Bring a positive attitude to your volunteer shift, and be ready to roll with the punches and stay on-task.
3. Be present and on time for commitments and shift schedules. If you need to cancel a shift, please do so through the Volunteer Portal prior to your scheduled shift.
4. Accept guidance from all staff members while on campus.

5. Give the highest level of customer service to visitors if your volunteer role requires that of you.
6. Work to create a welcoming, inclusive environment.
7. Comply with all quarantine policies if asked.
8. Practice positive-only, reward-based training.
9. Follow the social media guidelines, listed below.
10. Take seriously the role we each play in providing the resources the organization needs to fulfill its mission.
11. Create and maintain boundaries to protect our personal space and time, and respect the personal space and time of others.
12. Respect other's emotions, and respect the fact that our work can often be emotionally difficult. Support each other's well-being and mental health.

Sexual harassment and antidiscrimination

Brother Wolf Animal Rescue is committed to providing an environment that encourages mutual respect and is free of unlawful harassment, discrimination, intimidation, and bias. Brother Wolf's anti-harassment policy applies to all persons involved in the operation of Brother Wolf and prohibits unlawful harassment by any employee of Brother Wolf, including supervisors and co-workers. The law also prohibits unlawful harassment by any employee towards customers, vendors, volunteers, contractors, and persons working or visiting on the Brother Wolf premises. Additionally, third parties are prohibited from unlawfully harassing an employee.

We are committed to providing an environment free from discrimination and harassment, including sexual harassment. In addition to complying with federal and state nondiscrimination laws, the goal of this policy is to protect employees, visitors, and volunteers from discrimination and harassment, including employees and volunteers not covered by existing law, and to create a culture where every individual is treated with respect.

Brother Wolf defines harassment as any unwelcome conduct based on race, color, religion, sex (including pregnancy), gender identity or expression, sexual orientation, national origin, age, military/veteran status, mental or physical disability, genetic information, parental status, political affiliation or belief, or any other category protected under federal, state, or local law.

Prohibited harassment can take the form of words, actions, or both. Examples of harassment include: (1) slurs, epithets, negative stereotyping, and threatening, intimidating, or hostile acts; and/or (2) written or graphic material (for example, pictures or cartoons), possessed, posted, or circulated in the workplace. Harassment based on an employee's sex may also include unwelcome sexual advances, requests for sexual favors, and/or other verbal or physical conduct

of a sexual nature including, but not limited to, sexually-related drawings, pictures, jokes, teasing, e-mails, text messages, uninvited touching or other sexually-related comments. The conduct prohibited by this policy includes conduct in any form including but not limited to email, voice mail, chat rooms, Internet use or history, text messages, pictures, images, writings, words, or gestures.

No one should imply or threaten that an employee, volunteer, or applicant's "cooperation" with unwelcome harassment (or refusal thereof) will have any effect on an individual's employment, assignment, compensation, advancement, career development, or any other condition or term of employment.

Brother Wolf maintains a zero tolerance policy for discrimination or harassment in the workplace. Brother Wolf requires employees and volunteers to report harassment or other improper conduct directed towards them or that the employee observes being directed towards others. Reports of such conduct should be brought immediately to the attention of the Volunteer Programs manager, director, or board president.

All allegations of discrimination or harassment will be taken seriously, promptly investigated, and Brother Wolf will not retaliate against or penalize any person for making a good faith claim or report of harassment or for in good faith providing information regarding harassment or any claim of harassment. Limited disclosure may be required in order to conduct an investigation, or in the case of imminent danger to the employee or volunteer.

Social media policy

Brother Wolf Animal Rescue recognizes the importance of social media for its volunteers and fosters. It is a very useful tool, particularly when used to shed light on our available animals. In every situation, use social media as a respectful tool to share Brother Wolf's mission and information. Be mindful when dealing with sensitive subjects.

Guidelines

The following is a general and non-exhaustive list of guidelines you should keep in mind:

1. Do not purport to represent the views of Brother Wolf in any fashion. Make it clear that the views expressed in social media are yours.
2. Do not use the Brother Wolf name or other identifying information to endorse, promote, or otherwise comment on any related product or service without making it clear that the

opinion expressed is not that of Brother Wolf. Unless given written consent, you may not use Brother Wolf's logo.

3. Be mindful of the fact that Brother Wolf operates in a regulated industry with requirements and obligations that may not seem obvious to you. Do not post comments or other matters related to Brother Wolf if it would violate any federal, state or local laws or regulations or any Brother Wolf policy.
4. Your obligations pursuant to Brother Wolf policies regarding confidentiality, non-disclosure, and proprietary information extend to social media. Do not post financial, confidential, or proprietary information about Brother Wolf or information about employees, volunteers, donors, sponsors, or fosters. Use of copyrighted or trademarked Brother Wolf information, trade secrets, or other sensitive information may subject you to legal action.
5. Do not post names or images of Brother Wolf employees, volunteers, donors, sponsors, or fosters engaged in Brother Wolf business or at Brother Wolf without their permission to do so.
6. Remember, you are responsible for what you write or present on social media. Any individual (employees, volunteers, fosters, sponsors, members of the public, etc) who views your social media post as defamatory, pornographic, proprietary, harassing, libelous, or creating a hostile work environment could take action against you, such as suing.
7. From time to time, Brother Wolf may request that you distribute or post content to your personal social media outlets, if you wish to do so, to promote a Brother Wolf initiative or otherwise. You can assume that such content has been approved by Brother Wolf, provided that the request is an official request generated by the Executive Director or the Executive Director's delegate. If in doubt, please contact your manager/supervisor before posting any such material to confirm that your intended use or distribution of the content is permitted.

Share content intelligently. Posts should strengthen the Brother Wolf community. Make sure what you publish is helpful, valuable and promotes the principles of Brother Wolf. Volunteers and fosters are expected to use their best judgment, and take the most prudent action possible when utilizing social media in connection to Brother Wolf.

Social media posts which mention or reflect upon Brother Wolf, its services, its animals in care, its employees, volunteers, fosters and sponsors are allowed. Please make clear that you are a volunteer or foster, and that the views posted are yours alone and do not represent the views of Brother Wolf.

If you see a misrepresentation about Brother Wolf, abstain from becoming involved. Please notify Brother Wolf management. Please do not engage in social media arguments.

Use of Brother Wolf-affiliated social media by volunteers and fosters to harass employees, volunteers, fosters, sponsors or members of the public will result in termination of volunteer or foster status.

Media relations

Volunteers are not permitted to speak to the media representing the views or position of Brother Wolf. If you are asked to provide comments on behalf of Brother Wolf Animal Rescue by any third party media outlet (including social media venues), notify the Volunteer Programs Manager or the Executive Director immediately.

Employee volunteer policy

In compliance with labor laws, employees may volunteer their services for Brother Wolf Animal Rescue only if the services they volunteer are not part of their regular job duties and are performed outside of the employee's regular working hours. It is up to each employee whether or not they wish to volunteer for duties outside of their regular job duties and outside of their normal working hours; it is not encouraged or required. Whether an employee volunteers will not be part of any employment decision in any way. If an employee is asked by a manager to perform duties on a volunteer basis, feels pressured into performing duties on a volunteer basis, or is performing volunteer duties congruent with their regular job duties, they should report this to Human Resources or the Executive Director right away.

If an employee leaves the organization, it will be left to the discretion of their previous manager and the Volunteer Programs Manager whether that individual may continue to volunteer with Brother Wolf Animal Rescue. If the manager and Volunteer Programs Manager approve the individual's volunteer status, they must wait 90 days from their last day of employment before volunteering.

Employee foster policy

In compliance with labor laws, non-exempt employees whose job duties involve animal care are not permitted to foster on a volunteer basis and must be paid for fostering duties. Therefore, this is only done in cases of emergency and with the approval of the Director of Operations or Executive Director. In these cases, the following guidelines will be followed:

1. Employees must return the animal(s) to Brother Wolf Animal Rescue by 10AM the following day unless otherwise instructed.
2. Employees will be compensated for fostering pursuant to an agreement and in accordance with the needs of the animal(s) who they are fostering. This will be detailed in the foster paperwork that the employee must sign prior to taking the animal home.
3. Hours worked performing foster care count towards hours worked for purposes of overtime.
4. Employees must let their supervisor know when they return the animal to Brother Wolf Animal Rescue if their care of the animal required more time than set forth in the agreement. If it did, the employee will be compensated accordingly.

If an employee leaves the organization, it will be left to the discretion of their previous manager and the Volunteer Programs Manager whether that individual may foster with Brother Wolf Animal Rescue. If the manager and Volunteer Programs Manager approve the individual's foster status, they must wait 30 days from their last day of employment before fostering any animal.

Injuries to Volunteers and Interns

Car accidents

Our auto insurance applies to an accident where a volunteer or intern was driving a Brother Wolf vehicle. Volunteers and interns over 25 years old who will be driving regularly should be added to the insurance company's list of approved drivers.

Supervisors of interns and volunteers who will drive regularly must submit the intern or volunteer's drivers license and [Motor Vehicle Report Consent Form](#) to HR for processing. Volunteers, interns, and staff are all able to drive company vehicles in a one-off capacity if an urgent need arises but paperwork should be completed for those driving more than once.

In the event of a vehicular accident involving an intern or volunteer

Interns

Interns should be treated the same as employees when it comes to injuries and worker's compensation. They should be provided with the list of providers and the letter showing that they are affiliated with us.

When an intern goes to a medical facility, it can be designated as a worker's comp claim. It is at the discretion of Brother Wolf to determine whether interns may use their own medical insurance for injuries sustained at Brother Wolf. Please contact HR and Finance for guidance based on specific situations. The protocol for submitting claims for interns is the same as it is for employees: reports for injuries that we anticipate will incur less than our \$5,000 deductible in medical bills will be submitted as info-only.

Volunteers

Volunteers are not covered by our workers comp insurance. All Volunteers must sign [liability waivers](#) and should use their own personal insurance for any medical care needed due to an injury at Brother Wolf. Volunteers are responsible in full for the costs of their care.

Volunteers who drive their personal vehicles on Brother Wolf business must hold liability insurance according to North Carolina law. Collisions and other accidents that occur in volunteer owned vehicles will be handled by the vehicle insurance held by the volunteer. Drivers should be aware of the extent of coverage (if any) provided by their automobile insurance company for travel that is business or not personal in nature.

Bite / scratch incident report form

The nature of our work means that sometimes, the animals in our care have the potential to bite or scratch you during normal interactions with them. If that happens on campus, find the nearest staff member and request a Bite / Scratch Incident Report. This report will ask you a series of questions to describe the animal, the location and severity of the incident, and information on the events before and after the bite. It is critical that you record this information immediately after the incident, in as much detail as possible, and provide the facts of the situation as objectively as possible.

Insurance Coverage

Brother Wolf Animal Rescue does not assume any responsibility for or obligation to provide, nor does Brother Wolf Animal Rescue actually provide, any financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness. Volunteers are responsible for their own insurance coverage in the event of personal injury or illness as a result of their volunteer services with Brother Wolf Animal Rescue.

Disciplinary Guidelines

Offenses

Offenses can be deemed minor or major by the Volunteer Programs team or any member of Brother Wolf staff. The severity of the offense will determine the course of disciplinary action.

Corrective action steps

Following most offenses, the following steps will be taken. However, depending on the severity of the offense, corrective action steps will be taken at the discretion of the Volunteer Programs Manager.

Step one: Verbal warning

A verbal warning can be given by any member of Brother Wolf staff. The conversation will be had with the volunteer, and supporting documentation will be sent to the Volunteer Programs Manager to be placed in the volunteer's file.

Step two: Written warning

A written warning will be given via e-mail from the Volunteer Programs Manager. They will explain the issue and include any supporting documentation.

Step three: Dismissal

The volunteer will be dismissed after the third offense. The dismissal will be communicated in person or via email, and will be documented in the volunteer's file.

Termination policies

Brother Wolf's Volunteer Program is based on mutual consent of both the volunteer and Brother Wolf. Brother Wolf has the right to terminate a relationship at will, with or without cause and with or without advance notice.

A volunteer may be terminated at any time and for any reason. The Volunteer Programs Manager or any other member of the Brother Wolf Management Team can terminate a volunteer. You will be unable to register for further shifts with Brother Wolf, and will be unable to foster with Brother Wolf. The volunteer's Volunteer Portal account will be deactivated, and appropriate staff will be notified of the termination.

