



## Lend a Paw

We all know how valuable a commodity time is these days, and we hope you'll join us! Please familiarize yourself with the following details to learn a bit more about what we do here at Utah Valley Animal Rescue and how we hope to benefit the animals in our community and end their needless suffering. Thank you for your interest!

### Our Mission

Utah Valley Animal Rescue is an all-volunteer organization dedicated to the humane care and treatment of homeless pets in and around Utah Valley, providing a safe environment for those injured, undernourished and unwanted animals to heal both mentally and physically until they are ready to find a FUR-ever home.

### Our Beliefs

Every animal deserves to be loved...and many need a second chance at life altogether. Here at UVAR, we believe that a perfect match is out there for each of our animals, but some may be harder to find. We want to provide as much information as we have available to reduce the potential for unsuccessful adoptions and returns. This means matching pets' energy levels, temperament and trainability to appropriate adopters.

On occasion, adopted pets will come back to UVAR. This does not mean the adopter has failed as a pet parent nor should they become the subject of ridicule or disrespect. We offer a lifetime return policy should this occur and the adopter's circumstances change. No judgements. With each adoption, whether successful or not, UVAR wants every adopter left feeling that he/she is part of something bigger, and that they have contributed to our cause by adopting, fostering or giving it their best shot!

UVAR also acknowledges and supports the efforts of all rescues, shelters and other animal welfare organizations within our community and across the state, as they are an integral part of building a No-Kill Utah.

### Volunteer Benefits

We greatly appreciate your hard work and commitment to helping save the lives of homeless pets in Utah County. We wish we could do more, but at this time depending on where you decide to volunteer your time and talents, you may:

- ▶ Receive formal and informal recognition from UVAR and its staff

- ▶ Be provided with opportunities to move into leadership volunteer roles as appropriate
- ▶ Receive special invitations to events and activities sponsored by UVAR
- ▶ When available, will receive a special “Works with Animals” UVAR tee
- ▶ Receive educational training and workshops offered through UVAR as appropriate
- ▶ Knowing you’ve personally helped save homeless pets in your community.
- ▶ Your mileage costs and other expenses relating to your volunteer work may also be tax-deductible. Please consult with your tax professional for more information. But no matter what, you will have wonderful experiences, all while helping your local community and it’s homeless pets!

## Putting Your Best Paw Forward!

### *Representing UVAR*

As a volunteer for UVAR, what you say and do reflects on UVAR as a whole in addition to the sponsors and other volunteers who are generously donating time, money and skills. We want to ensure that everyone has an enjoyable experience here and understand that volunteers may have a variety of beliefs and values when it comes to animal welfare issues. We sincerely accept this diversity of thought; however, any personal comments you make should be clearly identified as personal comments when they may not be in line with the views or beliefs of UVAR.

Each rescue group/shelter has different policies but all have one thing in common: the health and well-being of animals. It is important for us all to work together as a community. There are many ways to accomplish the same objective, and while all groups may not agree on the specifics, UVAR believes we should focus on our common goal—the animals. While acting as a UVAR volunteer, you will most likely come into contact with other rescue groups. Please be respectful and remember that no matter the differences, our ultimate goal is the same.

UVAR welcomes your input and suggestions on how to improve all aspects of our organization, but please be respectful of how we ultimately choose to implement those policies and where we choose to stand on an issue while acting as a UVAR volunteer. We want to show the community a united front!

Volunteers may contact organizations or individuals on behalf of UVAR (as appropriate to your volunteer position) but must NOT obligate UVAR to any action or financial commitment or sign any contracts on behalf of UVAR or any UVAR volunteer program.

As a volunteer, you are permitted to act as a representative of UVAR, but please do so only to the extent described in your position description.

## Media Contact

Media relations are complicated, even for experienced professionals trained in that area. For that reason, we ask that, as a UVAR volunteer, you don’t speak for UVAR with the media without prior permission from the UVAR President. Please send all media inquiries directly to your supervisor.

Please note that media inquiries are extremely time-sensitive and should be acted upon as soon as they come in.

## Standards of Conduct and Customer Service

UVAR upholds the highest standards of conduct and service for the sake of saving the lives of animals. As a volunteer, we ask that you please do the same. Of course, no written standards can ever take the place of good judgment. When in doubt, remember that one of our guiding principles is the Golden Rule: "We treat all living creatures as we ourselves would wish to be treated."

Be professional. As a volunteer, please present an image that is both professional and appropriate to your working conditions. Remember, you represent UVAR and the first impression you create may be a lasting one. Keep the following in mind:

- ▶ Be responsible. Service begins and ends with individuals. While you cannot control what others do, you can guarantee the quality of your own individual contacts. Each individual can potentially make or break the chain of great service. Responsibility is the key to this process, so you should strive to provide accurate and timely information. And don't be afraid to ask for help from staff when you need it.
- ▶ Be positive. A positive attitude is contagious. Approaching your assignment with enthusiasm and dedication will positively impact members, potential members and staff. Some other tips:
  - ▶ Raise concerns and share ideas in a positive fashion; focus on solutions, not problems.
  - ▶ Respond positively to complaints; never argue with anyone or dismiss someone's point of view.
  - ▶ Offer additional services and information; add value to each interaction.
- ▶ Be friendly, courteous and helpful. Common courtesy goes a long way toward making a favorable impression on our current and potential members. Remember the following:
  - ▶ A smile goes a long way. Smile when someone approaches you at an event or function.
  - ▶ Use the person's name whenever possible, and don't forget good manners.
  - ▶ Practice active listening: Give your undivided attention to the person with whom you are speaking
  - ▶ Treat each person with kindness, and as an individual.
  - ▶ Please don't use slang and technical jargon or terms that the other person may not understand.
- ▶ Be knowledgeable. To help find homes for our pets in need, it is crucial that you keep up-to-date with what's happening here. The public sees you as someone who represents us, and they expect prompt, courteous and accurate responses to their questions and concerns, regardless of your individual specialty or field of knowledge. So, please stay up-to-date on our programs and services by reading our Blog, Facebook posts and our quarterly newsletter on the website or email. Know our mission and guiding principles. If you don't know the answer to a question, ask your staff supervisor or contact person. Never be afraid to ask us a question!

- ▶ Volunteers should be clean and neatly groomed.
- ▶ If we provide a Logo T-shirts and/or name tag, it should be worn and visible at all times when representing UVAR in public.
- ▶ Please do not smoke, drink alcohol or use drugs when representing UVAR in public.
- ▶ Booth/exhibit areas should be kept neat and free of debris. Literature should be displayed neatly and be easily accessible.

## Guidelines for Networking

### *The PR Perspective!*

The animal welfare field has some complex issues, many of which are constantly changing and evolving. So, when you're representing UVAR and speaking to the public, it's better to err on the side of caution. If someone asks you a question about UVAR and you're not absolutely sure of the answer, or you feel your response might be misunderstood, please pass on the inquiry to your staff supervisor. Better safe than sorry!

Here are some additional tips:

- ▶ All inquiries from the media should be sent to your staff supervisor, who will forward the request to the appropriate public relations staff.
- ▶ When speaking about a UVAR event, program or service, give out only the information that you know well. And don't forget, it's OK not to know all the answers. If the person asking the question wants more detailed information, refer him/her to the volunteer coordinator or another UVAR staff person.
- ▶ If UVAR has a position on a particular issue, please support that position while representing UVAR (e.g., while staffing a booth at an event). Any personal comments you make should be clearly identified as personal comments that may not reflect the views of UVAR.

## Email "Netiquette"

Here are some helpful tips for communicating via email:

Before sending out a mass email, ask yourself whether all your recipients will find the information useful. If not, send the email only to selected recipients. Again, you

Do not forward hoaxes or chain letters. Hoaxes are usually chain letters that tell sometimes funny, often scary stories (also called urban legends), or offer something for free. They all have one thing in common: They are not true. So please don't perpetuate the hoax by sending it on to others.

Avoid using backgrounds and custom stationery in your emails. Too much detail in the background image might distract the reader from the content of the email and can make the text hard to read. Also, less graphic detail equals a smaller file size.

Clean up emails before forwarding them. Forwarding emails is a great way to share ideas, but if you are at the receiving end of a long shared chain, the email can be a mess, making it difficult to find the relevant information.

Write descriptive, concise subject lines. This is one of the most important rules of good email netiquette. In a long list of emails in an inbox, the subject line is the most prominent field, and a meaningful, to-the-point subject line is the most useful piece of information you can include with your email to make it convenient for the recipient to process.

Don't use all capitals for your email text. Your message may be important, or even urgent, but use of all caps is the equivalent of shouting and is considered rude. Most email programs have a way to designate an email as high priority, so use that feature instead for urgent mail.

## Requests for Animal Help

As a UVAR representative, you may be asked by people in your community for help with specific animal situations. Here are some ways to handle these requests:

To help people find solutions to common problems, direct them to our "[Resources](#)" link on our website at [www.uvar.us](http://www.uvar.us). If the person has witnessed animal abuse or neglect, tell him/her to report it to local authorities — the local police or animal control department, or humane society. Encourage people to report the abuse not only to help the animal in distress but also to make local officials aware of the severity of the problem. We have listed links to Utah County Animal Control services on our website as well.

If you anticipate that the situation will become very public, or you are contacted by the media or a high-ranking official, notify your UVAR staff contact to get further instructions.

## Confidentiality and Nondisclosure Policy

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information of UVAR to which they are exposed while serving as volunteers. Failure to maintain confidentiality will result in termination of the volunteer's relationship with UVAR.

The volunteer agrees and understands that any breach of this confidentiality clause will cause UVAR immediate and irreparable harm. Volunteers agree that UVAR is entitled to injunctive relief or a preliminary injunction if this confidentiality clause is breached. The volunteer agrees that UVAR does not need to post a bond if UVAR asks a court for a temporary injunction or interlocutory injunctive relief.

## Conflicts of Interest

Volunteers for UVAR should avoid any outside activity that could negatively affect the independence and objectivity of their judgment, or interfere with the timely and effective performance of their duties and responsibilities, or that could discredit UVAR or conflict or appear to conflict with UVAR's best interests. The success of UVAR rests on its reputation and the goodwill of its many supporters.

Unless expressly authorized, no outside activity should involve the use of UVAR assets, funds, materials, facilities, time or the services of other UVAR volunteers and employees. Violations of this policy may result in corrective action, up to and including termination of the volunteer's relationship with UVAR.

Examples of conflict of interest include:

Personal or business relationships with outside suppliers, competitors, partners in shared ventures or clients

Acceptance of personal gifts or hospitality worth more than \$50 from any party that might interfere with UVAR's best interests

If a potential or actual conflict of interest arises, it is important for volunteers to discuss it promptly with their supervisor. If you feel you are being asked to take part in an activity that is in conflict with the vision and philosophies of UVAR, please feel free to speak with a manager or representative of the Human Resources Department.

## Sexual Harassment Policy

UVAR is committed to providing a work environment that is free from harassment and unlawful discrimination. In accordance with all federal, state and local laws, UVAR expressly prohibits discrimination or harassment based on race, color, religion, creed, gender, pregnancy, age, national origin, ancestry, physical or mental disability or handicap, citizenship, marital status, sexual orientation, military or veteran's status, or any other protected classification.

UVAR expressly forbids and will not tolerate any actions (e.g., words, jokes, comments or gestures) that unreasonably interfere with a person's work performance or create an intimidating, hostile or offensive work environment.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:

Submission to such conduct is made a term or condition of volunteering, either explicitly or implicitly

Submission to or rejection of such conduct has the purpose or effect of creating an offensive, hostile or intimidating work environment

Anyone engaging in sexual or other unlawful harassment will be subject to corrective action, up to and including termination of volunteer service or employment.

If you believe you are the victim of harassment or have witnessed harassment of any kind, immediately notify the UVAR Volunteer Coordinator or your Staff Manager.

UVAR will not tolerate any retaliation, harassment or intimidation of any employee or volunteer who makes a complaint under this policy or who assists in a complaint investigation. Any retaliation, harassment or intimidation will result in corrective action, up to and including termination of volunteer service or employment.

Investigation of reports of harassment will be conducted in cooperation with the appropriate department/coordinators. These investigations will be kept as confidential as is practical. Following the investigation, the volunteer who filed the complaint will be informed of the findings and the action taken. If, as a result of the investigation, UVAR determines that an employee or volunteer has engaged in harassment or illegal discrimination in violation of this policy, UVAR will take appropriate corrective measures. Such action may range from counseling to immediate termination or possible legal action.

## Attendance Policies and Procedures

When you commit to a volunteer position, you become a valuable member of our team and play an important role in the success of UVAR's mission. For that reason, we ask that you please do not make a commitment that you may be unable to fulfill, or take on responsibilities for which you feel unqualified. We understand that occasionally things happen, and if you find that you are unable to fulfill the responsibilities of your volunteer position, please inform the UVAR Volunteer Coordinator or staff supervisor as soon as possible

## Animal Handling and Safety Rules & Guidelines

Please read the included articles from our coalition partner Best Friends. These are excellent guides that will give you an overview of some common situations you may encounter if you're working directly or with or handling animals. As always, if you are ever uncomfortable for ANY reason, please let a UVAR staff member know, and they will immediately assist in the situation. Your safety and the safety of our animals is our top priority!

## Our Promise to YOU

UVAR, its staff, and volunteers will continue to provide the very best care possible to all our animals and truly have their best interest at heart with everything we do. We appreciate the opportunity to learn and grow with each new experience. We welcome your suggestions and comments and hope to create lasting memories for each life we touch.



UTAH VALLEY  
ANIMAL RESCUE

**Volunteer Application**  
Utah Valley Animal Rescue

## Volunteer Application

*(Please check all that interest you and return via email to [UtahValleyAnimalRescue@gmail.com](mailto:UtahValleyAnimalRescue@gmail.com).)*

*THANK YOU for your interest in our Volunteer programs! We are so excited to have you as part our team. Below you'll find the volunteer opportunities currently available through UVAR. Please place a check in the box next to the programs in which you are interested. Should you have any questions, please don't hesitate to contact us at [UtahValleyAnimalRescue@gmail.com](mailto:UtahValleyAnimalRescue@gmail.com).*

### **Foster Program**

Reports To: Foster Coordinator

Location: Remote. From home.

Responsibilities: Provide short-term placement for animals awaiting homes and to assist in the further development of our animals by providing them with proper socialization and the skills to adjust to their forever home.

Qualifications: Must love animals. Must have the time required to allow for proper socialization and love.

\*Please return the **Foster Application** should you wish to Foster **in addition** to the Volunteer Application if you're interested in other Volunteer positions. *Thanks!*

### **PetSmart Adoption Days**

Reports To: Volunteer Coordinator

Location: PetSmart American Fork, UT

Schedule and Time Commitment: 11:00am-2:00pm 1st & 3rd Saturday of the month

Responsibilities: To answer questions from potential adopters about the available pets, handout brochures, gather email addresses for our mailing list, walk dogs and handle the animals for our photographer while she photographs them.

Qualifications: Good with people. Enjoy working with animals in a busy atmosphere

### **Tractor Supply Adoption Days**

Reports To: Volunteer Coordinator

Location: Tractor Supply Store, Salem, UT

Schedule and Time Commitment: Occasionally

Responsibilities: To answer questions from potential adopters about the available pets, hand out brochures, gather email addresses for our mailing list

Qualifications: Good with people. Enjoy working with animals.

\*We occasionally partner with Tractor Supply Store in Salem, Utah to showcase our pets in Southern Utah County. While these dates are not ongoing, we still need volunteers willing to assist in the same manner as our PetSmart Adoption Days. If you are interested, we will notify you in advance via email when these opportunities become available.

**Shelter Transportation**

Reports To: President

Location: Various/Utah County Area

Schedule and Time Commitment: Occasional

Responsibilities: To transport animals to/from area shelters to UVAR and to clinic visits for spay/neuter or necessary treatment.

Qualifications: Good driving record. Dependable transportation. Willing to transfer animals to and from area shelters to UVAR. Willing to be "on call".

**Special Events**

On occasion, we will need volunteers en mass to assist in a variety of positions when we participate in events such as the Celebrate Your Pet Fair and Super Adoption Weekends. If you are interested, we will notify you in advance via email when these opportunities become available.

\*Volunteer Job Descriptions available on a per event basis.

**Fundraising**

Reports To: Director of Marketing/Public Relations

Location: From home

Schedule and Time Commitment: Few hours a week.

Responsibilities: To solicit donations both monetary or in-kind from family, friends and members of the business community.

Qualifications: Self-starters. Internet access and a computer is helpful.

Should you wish to join our Fundraising Team, please check the box and our Director of Marketing/Public Relations will contact you to discuss in detail.

Strut Your Mutt Fundraising has already started and is in full swing! Join our team and then raise money for Utah Valley Animal Rescue on your own with your very own Fundraising Page! This will be our largest fundraiser of the year...so please let everyone know you're supporting UVAR and that we could sure use their support too!

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Please check all volunteer positions for  
which we may call on you and return the  
Volunteer Application via email to:  
[UtahValleyAnimalRescue@gmail.com](mailto:UtahValleyAnimalRescue@gmail.com)

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*\*If you are applying to be a Foster, please complete the Foster Contract in addition to the Volunteer Agreement/Release unless you are ONLY applying to be a Foster. Thanks!!!*

### Contact Information

Last Name:	First Name:
Home Phone:	Cell Phone:
Email Address:	
Mailing Address:	
City:	State:
Zip Code:	
Parent or Legal Guardian Name <i>(if under 18 years of age)</i> :	

### Volunteer Questionnaire

Do you currently have any pets?  Yes  No      If yes, please list species and breed:

Do you have any experience with animals?  Yes  No      If yes, please describe:

Have you ever volunteered or worked for an animal-oriented business or non-profit?  Yes  No  
If yes, please tell us about your work:

Why do you want to volunteer for UVAR?

What days are you available to volunteer? *(Please check all that apply)*  Su  M  Tu  W  Th  F  Sa

What time of day works best for your volunteer schedule?  Morning  Afternoon  Evening

Are you willing to be added to our "on-call" list?  Yes  No

### Volunteer Acknowledgement of Safety Rules at Utah Valley Animal Rescue

By signing below, I acknowledge that I have read, understand and will follow the safety rules and guidelines as outlined in the Volunteer Handbook in addition to any additional instructions I am provided for my own safety as well as the safety and care of the animals.

_____ Volunteer Signature	_____ Date
_____ Parent or Legal Guardian Signature <i>(if under 18-years old)</i>	_____ Date

Please check here if it is NOT ok to contact you via email periodically regarding volunteer opportunities and other important UVAR news.