

FHHR Volunteer Expectations

Freedom Hill Horse Rescue (FHHR) is committed to volunteer development and recognizes the need for a clear statement regarding the rights and responsibilities of a FHHR volunteer.

A FHHR VOLUNTEER MAY EXPECT:

- Equal opportunity and consideration throughout recruitment, appointment, training and service. -
- Information concerning volunteer opportunities based on the volunteer's interests and capabilities. -
- An orientation to FHHR and the training needed to carry out the responsibilities of the position. -
- Encouragement, guidance and the resources necessary for successful productivity.
- Consideration and responses to questions, suggestions, and concerns.
- Assistance in resolving problems or conflicts.
- Respect, recognition and appreciation for the volunteer's efforts and contributions.

A FHHR VOLUNTEER IS EXPECTED:

- To be supportive of FHHR's mission, vision and goals.
- To encourage others to contribute to the work of FHHR.
- To participate in the orientation and training required for the volunteer positions.
- To perform assignments to the best of the volunteers abilities.
- To communicate ideas, opinions, questions and concerns to appropriate persons within FHHR. -
- To contribute constructively in the resolution of problems and conflicts.
- To value and express appreciation for the efforts and achievements of others.
- To accord all others respect, equal opportunity, and fair treatment.
- To understand that the organization has varying needs and volunteers present on any given day may expect to adjust activities and expectations accordingly.

COMMITMENT TO VOLUNTEERING INVOLVEMENT:

FHHR recognizes the valuable contributions it receives from its volunteers. The attainment of FHHR's purposes is best achieved by the active involvement of volunteers in the management and implementation of its many programs and activities as we are an all-volunteer operated organization.

PURPOSE AND SCOPE OF THE VOLUNTEER POLICIES:

The purpose of these policies is to provide overall guidelines for FHHR. The policies apply to all FHHR volunteers working throughout FHHR.

IMPLEMENTATION:

These policies are designed to be governing principle, broadly describing what a volunteer may expect of FHHR and what FHHR expects of its volunteers. To implement and ensure the intent of these policies, volunteers will establish procedures appropriate to their particular function.

AMENDMENT OF THE POLICIES:

These policies may be amended at any time by FHHR's Board of Directors.

DEFINITION OF TERMS:

FHHR Volunteer

A FHHR volunteer is someone who, without monetary compensation or expectation of monetary compensation,

perform a task at the direction of and on behalf of FHHR.

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FHHR volunteers fulfill a number of roles, which include, but are not limited to, the following categories: governance, advisory positions, management, advocacy, education, direct services, and support services.

FHHR Supervisor of Volunteers

A FHHR supervisor of volunteers is responsible for assisting volunteers in carrying out the work of FHHR within his or her particular activity. The responsibilities of a supervisor may include the following:

- needs assessment
- recruitment
- appointments and assignments
- orientation and training
- support (information and resources)
- planning
- direction, guidance, coaching and coordination
- recognition
- record keeping

FREEDOM FROM DISCRIMINATION AND HARASSMENT:

All FHHR volunteers will receive equal opportunity and treatment throughout recruitment, appointment, training and service. There will be no discrimination based on age, disabilities, gender, race, color, national or ethnic origin, religion, economic status or sexual orientation.

Sexual harassment (verbal or physical) by any volunteer in relationship to any other volunteer is a form of sexual discrimination and will not be tolerated.

Any problems within these areas involving volunteers should be referred to the President.

INTERVIEWING:

Prior to beginning, each volunteer will be provided a tour of the facility and briefed concerning volunteer expectations and FHHR goals and objectives. The volunteer will be provided information concerning the many diverse volunteer opportunities FHHR offers in order that the volunteer may make an informed commitment. The interview will clarify the expectations of the volunteer, the activity, and FHHR. It will further determine the volunteer's interest in the activity and the particular position as well as the volunteer's suitability and qualifications for that activity.

APPOINTMENT:

Throughout the recruitment and appointment process, efforts will be made to meet the needs of the volunteer, the particular activity and FHHR. Service as a FHHR volunteer begins on the date stated when the appointment is confirmed by either the appointing authority or the volunteer's supervisor. Background checks will be performed on all volunteers before assignment.

MULTIPLE POSITIONS:

A volunteer may serve concurrently in more than one FHHR volunteer activity, if none of the volunteer activities contain restrictions to such service and the volunteer is qualified for that activity. A volunteer activity may specifically disallow serving in other FHHR positions to protect volunteers from unreasonable expectations of their time and energy, or to avoid conflict that could occur while fulfilling the responsibilities of more than one position.

ORIENTATION:

Every volunteer will receive a general orientation concerning FHHR. This orientation may be presented to the volunteer individually or in a group-setting orally or in print or by any other method appropriate to the activity. The orientation will include the history, mission, purpose, values and structure of FHHR, as well as policies related to volunteer service. The

volunteer also will receive a specific orientation concerning the purpose and goals of the activity to which the volunteer is assigned. This orientation will include the objectives, requirements, procedures, and working relationships of the activity the volunteer is performing.

TRAINING:

Every volunteer will be given the training necessary for the performance of an assignment and will be expected to participate in the training specified in his or her position description. It is necessary for all volunteers to request permission from a member of BOD before attempting new activities.

RESOURCES:

Volunteers will have timely access to resources, equipment, and supplies that are needed, available, and within budgetary constraints. The need for such access will be determined jointly by the volunteer and the BOD and approved by the BOD. FHHR property and materials will be used only as authorized by a volunteer's supervisor as will be returned to FHHR upon request or termination of service.

OPPORTUNITIES:

FHHR volunteer supervisors will encourage and assist volunteers to develop their skills and give them opportunities to undertake additional and more challenging responsibilities.

RECORDS:

Volunteers will be required to sign in and out each day in the log book for all volunteer tasks.

REIMBURSEMENT OF EXPENSE:

Within budgetary limits, volunteers may be eligible for reimbursement of certain expenses incurred while engaged in activities on behalf of FHHR. Prior approval must be sought for any expenses not specifically outlined in the particular activities reimbursement guidelines by the Treasurer. A volunteer's supervisor will explain these guidelines and the procedures for requesting reimbursement. If appropriate and approved by the Treasurer, a volunteer may be provided funds in advance for expenses.

CONFERENCES AND MEETINGS:

Within budgetary limits, volunteers may be invited to attend conferences and meetings sponsored by FHHR or may attend conferences or meetings of other organizations (related to their FHHR volunteer assignments) and be reimbursed for certain expenses with prior approval from the Treasurer.

INSURANCE:

General liability insurance is provided for directors, officers and appointed volunteers engaged in FHHR business. This liability coverage is available in the event a personal injury claim is made by a third party and only for actions that occur while the volunteer is performing within the scope of his or her FHHR volunteer responsibilities.

EMERGENCIES:

Every volunteer is required to inform their supervisor of any changes of information regarding whom to contact in the event of an emergency. A file will be maintained on all volunteers in the main barn for easy access in an emergency. If a FHHR volunteer is injured, becomes ill, or experiences any other form of emergency while conducting FHHR business, a FHHR volunteer supervisor should act as a responsible prudent person would in such a circumstance. The volunteer supervisor will arrange for the appropriate emergency assistance, and (if possible) remain with the injured or ill person until that assistance arrives. All significant incidents associated with Freedom Hill Horse Rescue personnel, volunteers, boarders, or the public must be

documented and reported to the BOD. A significant incident is defined as any incident that is unexpected, results in injury, and/or limits the individual's ability to complete their tasks or visit at the rescue. An incident report must be signed and filed within 24 hours of the incident occurrence or after medical care is received if needed.

REPRESENTATION:

FHHR encourages its volunteers to communicate ideas, opinions, questions, and concerns to appropriate persons within FHHR. However, volunteers will not express opposition to FHHR's policies or positions to others while performing their volunteer duties or when they might be perceived as representing FHHR.

COALITIONS AND COLLABORATIVE EFFORTS:

Volunteers are encouraged to work with other groups and organizations to accomplish common goals. However, an analysis of any proposed coalition or collaborative effort is essential to ensuring that it will effectively promote FHHR's purposes, goals and objectives, and will not compromise the image, credibility and stature of FHHR. Volunteers will consult with and obtain approval from their supervisors before joining or engaging in any such activity on behalf of FHHR.

CONFIDENTIALITY:

Volunteers, in the performance of their duties, may be exposed to confidential information. Failure to maintain confidentiality could result in termination of a volunteer's service with FHHR. "Confidential information" may include but not be limited to any information related to rescued horses history before arriving at FHHR or any circumstances leading to their arrival.

CONFLICT OF INTEREST:

With the exception of "Riding Instructor" or "Clinician", a volunteer may not accept compensation for the performance of his or her duties as a FHHR volunteer. Compensation includes fees, gratuities, or other dispensations to the volunteer or to a member of the volunteer's immediate family or household. A volunteer, while representing FHHR or participating in a FHHR activity, will not promote products, services or political candidates, nor make use of his or her relationship with FHHR for personal profit.

RESIGNATION AND RELEASE:

A volunteer may at any time decide to resign from his or her position with FHHR. Notice of such a decision will be communicated as soon as possible to the volunteer's supervisor.

RECOGNITION:

All supervisors of volunteers should provide recognition for the efforts and contributions of the volunteers for whom they are assisting. Ways to recognize a volunteer include expressing appreciation privately or publicly, providing opportunities for personal and professional development, and involving the volunteer in planning and decision making.

