

VOLUNTEER GUIDELINES & POLICIES

1. VOLUNTEERS MUST

- a. Be **14 years or older** (*conditions apply*).
- b. Attend and complete Training/Orientation before starting any volunteer duties. **If applicable**
- c. Complete the online Volunteer Enrollment Form and sign a Volunteer Service Agreement.
- d. Sign in and out accordingly and as instructed.
- e. Report any injuries sustained while on PVAS premises — including cat and/or dog bites and/or scratches — to the supervisor on duty. **Volunteers are not covered under PVAS Health Insurance; volunteers must seek medical attention independently.**
- f. Report any issues with policies and/or staff promptly.
- g. Refer any and all questions from the public and/or media to a staff member.
- h. Maintain professional conduct and perform assigned duties diligently.
- i. Adhere to the dress code outlined below.
- j. Consider being current on your tetanus vaccine before handling animals.
- k. Consider keeping all of your pets up to date with vaccinations.

2. VOLUNTEERS MUST NOT

- a. Make any comments to the media — refer all media inquiries to management or staff.
- b. Interact with PVAS larger pets unless they have completed required training, been approved by CEED Staff, feel capable, and agree to handle pets if requested by a staff member.
- c. Bring personal belongings onto premises. PVAS is not responsible for lost and/or stolen items.
- d. Use **both** headphones or earbuds during volunteer shifts, **one in, one out is allowed**.
- e. Feed any animals unless authorized by a staff member.
- f. Walk into any restricted sections.
- g. Partake in any behavior that creates a toxic or negative environment.

3. DRESS CODE

a. Attire

- i. Must wear pants or jeans (*or appropriate-length shorts when allowed*), a Volunteer T-shirt, and closed-toe shoes (*preferably with grip*). **Pants/jeans are NOT to be torn or ripped.**
- ii. **See-through** Leggings are **NOT** permitted.
- iii. No sandals or Crocs unless approved by a CEED Supervisor.
- iv. Tank tops are not permitted.

b. Jewelry

- i. We strongly suggest avoiding hanging jewelry, facial jewelry, or excess jewelry.

c. Name Badge

- i. You **MUST** wear your name badge at all times and keep it visible.
- ii. You are responsible for your name badge and must take it with you when you leave.
- iii. Always use the appropriate badge color for your role.

4. POLICIES

a. Mistreatment of Animals

- i. PVAS has a zero-tolerance policy for the mistreatment of animals.
- ii. If a volunteer is found mistreating an animal, PVAS has the right to terminate the volunteer's status and reserves the right to file charges against that individual.

b. Controlled Substances

- i. The sale, use, possession, and/or transfer of a controlled substance and/or alcohol on PVAS premises is prohibited and illegal.
- ii. If a volunteer is found selling, using, possessing, or transferring a controlled substance and/or alcohol, PVAS has the right to terminate volunteer status.
- iii. PVAS reserves the right to file charges and alert authorities.

c. Smoking / Use of Tobacco / Nicotine

- i. Smoking or using tobacco/nicotine is prohibited inside all buildings and on premises, and is only permitted in designated areas.
- ii. Volunteers under the age of 21 found smoking or using tobacco will be sent home, and their parent or guardian will be notified.

d. Harassment and Discrimination

- i. PVAS will not tolerate harassment or discrimination of any employee, client, visitor, and/or fellow volunteer.
- ii. Individuals who believe they have been subject to harassment or discrimination should immediately report the incident to the Manager or Supervisor on duty. The matter will be properly investigated and appropriate action taken. **Written statement required.**

e. Award of Hours

- i. We understand that volunteers may require documentation for community service or school purposes. PVAS can provide this documentation; please note the following:

f. Appointment Required: To have any documents signed, an appointment must be made online in advance and await approval from CEED staff. **Same-day appointments are not guaranteed.**

g. Hours Awarded Only Upon Completion: Hours are ONLY awarded once completed — no future hours are awarded. Please ensure all volunteer duties are fulfilled before requesting documentation.

h. Approval for Other Duties and Departments: Approval of hours for other duties within PVAS — such as fostering — are subject to review of good standing status with the respective department.

i. Award Letters and Recommendations: To receive an award letter, letter of recommendation, or letter of participation, an appointment MUST be made in advance. **No same-day appointments available.**

Thank you for your dedication to supporting PVAS and our mission.

GENERAL INFORMATION

Community Engagement & Education Department

CEED COORDINATOR	HOURS OF OPERATION	MAIN OFFICE
volunteer@pvastx.org (956) 478-9881 (956) 250-8300	Sun – Thur: 9:30 AM – 5:30 PM Fri-Sat: 9:30 AM – 6:00 PM	Laurie P. Andrews Center 2451 N Expressway 281 Edinburg, TX 78541