



Virtual Volunteer Policies

1.00 Purpose

- 1.01 These policies are written to provide overall guidance and direction to our virtual volunteer management teams located in specific states acting on behalf of Guardian Angels for Soldier's Pet.
- 1.02 These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement.
- 1.03 Guardian Angels for Soldier's Pet reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy.
- 1.04 Changes to these policies may only be accomplished upon approval by the National Board of Directors. Exceptions from these policies may only be granted by the Chief Executive Officer (CEO), and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the CEO after discussion with the National Board of Directors.

2.00 Volunteer Definition

- 2.01 A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of GASP.
- 2.02 A "volunteer" must be officially approved by Guardian Angels for Soldier's Pet prior to performance of the task.
- 2.03 Unless specifically stated, volunteers shall not be considered as "employees" of Guardian Angels for Soldier's Pet.

3.00 Community Service Volunteers

- 3.01 Our organization accepts as volunteers those participating in student community service activities, student intern projects, corporate volunteer programs, and other volunteer referral programs.
- 3.02 In each case, however, a written agreement must be in effect with the organization, school, or program from whom the Community Service volunteers originate and this agreement will identify responsibility for management and care of the volunteers.
- 3.03 This agreement must be reached in writing before the volunteer begins an assignment, and it is the responsibility of the volunteer to secure this agreement with the appropriate organization.

4.00 Volunteer Service at Discretion

- 4.01 Guardian Angels for Soldier's Pet accept the service of all volunteers with the understanding that such service is at the sole discretion of the agency.
- 4.02 Volunteers agree that GASP may at any time, for whatever reason, decide to terminate the volunteer's relationship with Guardian Angels for Soldier's Pet.
- 4.03 The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with Guardian Angels for Soldier's Pet.
- 4.04 Notice of such a decision should be communicated as soon as possible to the National CEO.

5.00 Representing Guardian Angels For Soldier's Pet

- 5.01 Volunteers are not asked to contact organizations or individuals on behalf of Guardian Angels for Soldier's Pet unless they are given express written directions to do so.
- 5.02 Prior to any action or statement which might significantly affect or obligate Guardian Angels for Soldier's Pet, volunteers should seek prior consultation and approval from the National CEO.
- 5.03 These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.
- 5.04 Volunteers are authorized to act as representatives of the Organization as specifically indicated with their job descriptions and only to the extent of such written specifications.

6.00 Confidentiality

- 6.01 Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single volunteer, client, or other person or involves overall Guardian Angels for Soldier's Pet business.
- 6.02 Failure to maintain confidentiality may result in termination of the volunteer's relationship with Guardian Angels for Soldier's Pet or other corrective action.
- 6.03 Guardian Angels for Soldier's Pet in addition to the Organization's "Confidentiality Policy" also follows the military guidelines, commonly known as OPSEC.

7.00 Screening / Reference Checks

- 7.01 For some tasks, volunteers must submit samples of work and professional references.
- 7.02 If such is required, it will be outlined in the task description.

8.00 Copyright / Ownership Issues

- 8.01 Material produced by volunteers for Guardian Angels for Soldier's Pet, including graphics materials, web page designs, narratives, research, compilations, instructional texts, etc., becomes the property of Guardian Angels for Soldier's Pet upon submission.
- 8.02 Volunteers will receive credit for these and other contributions.

9.00 Virtual Volunteer Training

- 9.01 Training will be provided as appropriate for the volunteer's specific role with Guardian Angels for Soldier's Pet.
- 9.02 Training will be accomplished via emails, written instructions, phone communications, and material provided to the volunteer via "snail" mail or posted on the National Yahoo message board.

10.00 Contacting Other Volunteers

- 10.01 Occasionally, volunteers will need to contact other volunteers with regard to their activities with Guardian Angels for Soldier's Pet.
- 10.02 Guardian Angels for Soldier's Pet expects all such communications among volunteers to follow general netiquette guidelines.
- 10.03 Other than email addresses/contact phone, the Guardian Angels for Soldier's Pet National CEO will not share contact information without the express consent of all parties involved.
- 10.04 We encourage volunteers to use common sense when communicating with our clients, donors, supporters, and other Guardian Angels for Soldier's Pet volunteers – or anyone – online.
- 10.05 We suggest the virtual volunteers follow this rule: "Do not reveal anything about yourself online to someone that you would not feel comfortable revealing to a stranger you meet on the street."

11.00 Inappropriate Communications

- 11.01 If at any point you receive any email that you feel is inappropriate, for any reason, and you believe you have received it in conjunction with your involvement with Guardian Angels for Soldier's Pet.
- 11.02 Please forward the email and other details about the communication to the National CEO.
- 11.03 Guardian Angels for Soldier's Pet volunteers should not send unsolicited emails (non Guardian Angels for Soldier's Pet related business) to our clients, donors, and volunteers without their written permission.

12.00 Online Safety

- 12.01 The safety of our volunteers is important to us. To that end, Guardian Angels for Soldier's Pet will not release a volunteer's phone number, age or other personal information to anyone out of Guardian Angels for Soldier's Pet or to other volunteers without that volunteer's written permission (email or snail mail) to do so.
- 12.02 We do list volunteers (name, state) on the "About Us" page on our website.
- 12.03 We will remove any or all of this information for a particular volunteer per that person's request to do that.
- 12.04 Virtual volunteers should have anti-virus software installed on any computer they use in conjunction with being a GASP virtual volunteer.
- 12.05 Virtual volunteers are expected to update this software on a regular basis.
- 12.06 Guardian Angels for Soldier's Pet has anti-virus software on its computer systems and this software is updated on a daily basis by the software provider.

13.00 Ending Your Volunteer Role

- 13.01 You may cease volunteering with Guardian Angels for Soldier's Pet upon completion of any volunteer commitment to the Organization or per your personal choice.
- 13.02 Decision to end your volunteer role with the Organization needs to be submitted in writing (email is acceptable) to the National CEO.
- 13.02 All materials related to your volunteer position with the Organization must be returned to the National office either via use of US mail or email as quickly as possible after acknowledgment of the resignation by the National office.

14.00 Dismissal of a Volunteer

- 14.01 Guardian Angels for Soldier's Pet volunteers who do not adhere to the rules and procedures of GASP or who fail to satisfactorily perform their volunteer assignment are subject to dismissal.
- 14.02 No GASP volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the National CEO.
- 14.03 Possible grounds for dismissal may include, but are not limited to, the following:
- Gross misconduct or insubordination
 - Theft of Guardian Angels for Soldier's Pet property or misuse of Guardian Angels for Soldier's Pet materials
 - Abuse or mistreatment of clients, donor, or other volunteers
 - Failure to abide by Guardian Angels for Soldier's Pet policies and procedures
 - Failure to satisfactorily perform assigned duties

15.00 Volunteer Recognition

- 15.01 Guardian Angels for Soldier's Pet volunteers whether recognized as a Guardian Angel (fostering a specific pet) or as part of our volunteer management team are very important to us and the backbone of the organization so Guardian Angels for Soldier's Pet has developed various ways to recognize our volunteers not only via a simple "Thank You" in our daily communications with our volunteers, but through various means available to the organization.
- 15.02 Other ways of recognizing our volunteers include, but not limited to: our website, quarterly newsletter, press releases, and external volunteer programs available to the Organization (such as Presidential Volunteer Service award program, state specific volunteer recognition programs, and military establish volunteer recognition programs).