

3. Policies and Procedures

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Policies and procedures are established so that everyone knows what is expected for themselves and others.

It also makes sure that we are all operating from the same basis and creates a solid foundation for our work. When the pace is fast, much becomes second nature if we don't have to stop and think about the basics of the program.

Additionally, the paperwork elements help both HHS and PCI keep standardized accounting records and insures accountability.

While we understand that some of these policies and procedures may be new to volunteers, repeated failure to follow established policies and procedures may result in dismissal from the HHS volunteer team. HHS reserves the right to discuss any of these situations with anyone that it sees fit; and your participation in this program is your agreement to this policy.

We value our volunteers and want to make it a safe and enjoyable environment for all.

Safety

The team's ability to stay focused on our tasks could be compromised by our not following some simple safety guidelines which are mandatory.

Attire:

Follow these guidelines:

- ✓ Wear long pants
- ✓ Use closed shoes, preferably work boots
- ✓ Tie back any long hair
- ✓ No long dangling jewelry especially earrings or other body rings, posts are acceptable
- ✓ No rings during work
- ✓ No bracelets and no loose watches; work watches are acceptable
- ✓ Use gloves while working on all tasks except those requiring attention to small detail

Avoid Slip / Falls (provided by Team Leader Shelley Dell):

Five steps to avoid slip/falls:

1. Walk at a brisk pace: do not run
2. Establish a firm footing to maintain balance
3. Do not walk on rollers, chutes, or slides
4. Look before stepping: scan work area
5. Make adjustments based on changing conditions and weather

Breaks:

The HHS Safety Officer for the day and/or the Team Leader will establish a schedule for breaks dependent on the weather, work schedule, etc.

You are required to take regular breaks as directed, for your own safety as well as that of the team.

Lifting (provided by Team Leader Shelley Dell):

Eight steps to lift / lower an object:

1. Get close to the object: work within your power zone
2. Position feet shoulder: width apart, one slightly in front to of the other
3. Bend at the knees: keep the natural curve of the back
4. Test the object for weight and shifting contents
5. Get a firm grip and grasp opposite corners
6. Lift with a smooth, steady motion; don't jerk
7. Move feet: step or pivot; don't twist
8. Use equipment or facilities to assist in lifting and lowering

Organized Space // Keeping it Clean:

In addition to being good partners by keeping our space clean, tidying the work area minimizes the risk for accidents from tripping.

To that, be sure to clean up all debris as you work and dispose of in an appropriate location which doesn't contribute to additional work for the location we are at.



Last Name: _____, First Name: _____

Standards of Conduct

Persons volunteering for Healing HEART Sanctuary (HHS) shall adhere to the following policies:

1. Individuals shall be prepared to accept assignments as directed by the Team Leader or person in charge onsite and follow the chain of command. _____ (*initial*)
2. Individuals shall be team players. The mission of the program and the welfare of the animals should come before personal agendas. _____ (*initial*)
3. Individuals shall conduct themselves in a professional manner, show good judgment and character. _____ (*initial*)
4. Individuals will not make any public derogatory remarks or harmful statements about other organizations or individuals. Any comments to be shared internally shall be verbal only, not written. _____ (*initial*)
5. All personal and professional opinions should be checked upon deployment; be respectful of others. All personal beliefs or ideologies outside of the PCI ERW program shall not be promoted or discussed. _____ (*initial*)
6. Public outbursts are unprofessional and will not be tolerated. _____ (*initial*)
7. All socializing and fraternization shall remain at professional levels. Inappropriate behavior while onsite at a disaster is unprofessional and undermines the credibility of the organization. _____ (*initial*)
8. Individuals should be as neat and presentable as possible as well as wear appropriate safety attire. _____ (*initial*)
9. Individuals shall observe all safety rules and regulations, and should be familiar with the proper usage and operation of all equipment. _____ (*initial*)
10. Animals whether part of the response mission or not should not be touched while deploying with the PetSmart Charities Emergency Relief Waggin' program. _____ (*initial*)
11. All supply donations shall be directed to the Team Leader for accounting purposes as soon as possible. Cash should not be accepted under any circumstances. Personal gratuities are not allowed. _____ (*initial*)
12. All persons shall wear t-shirts and current credentials, as applicable, while onsite for a disaster. The credentials and t-shirt are not to be used at any time other than when designated by HHS, and returned if requested. _____ (*initial*)
13. All persons agree to adhere to the Media Policies. _____ (*initial*)
14. Photos including on camera phones cannot be taken onsite except for days when the PCI team is prepping the site. _____ (*initial*)

_____ *Initials*

_____ *Date*

Last Name: _____, First Name: _____

Standards of Conduct

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15. Individuals shall not:

- A. Consume alcoholic beverages from the time you leave their home to the time you return, even if they transfer to another agency and regardless of the policies of other responding agencies; _____ (initial)
- B. Possess, use, or sell any illegal drugs whether on or off duty; _____ (initial)
- C. Possess or use any firearm while on deployment; _____ (initial)
- D. Knowingly violate any local, state, or federal laws while deployed. _____ (initial)

I have read, understand, and have been given a copy of the Healing HEART Sanctuary (HHS) Standards of Conduct. I understand that violation of any of these standards, at the discretion of HHS, could result in the termination of my volunteer status with HHS. Further, information regarding my dismissal from HHS and my "Do Not Deploy" status may be disseminated to local disaster authorities and/or other organizations and/or individuals whether responding to the disaster or at a later date, at the sole discretion of HHS.

Volunteer Signature

Date: ____ / ____ / ____

ICS (Incident Command System)

Simply put, ICS is an organizational structure designed to facilitate effectiveness and safety during a response by having clearly defined roles and responsibilities, as well as maximizing effective communication.

It's not unlike an organizational structure in a business; in fact, the ICS structure was designed after business organizational structures. With ICS, people know who they report to and what the expectations are. ICS is not just used for emergencies and disasters, but is also used for routine or planned events, such as parades and celebrations. A primary goal of ICS is to increase safety.

ICS is scalable, meaning it can be used for both large and small incidents, and is especially useful for those incidents which may change in size and scope.

ICS is based on the concept of "span of control," which is about the number of individuals or resources that one supervisor can manage effectively [including] for emergency response incidents. It's particularly important for incidents where safety and accountability are a top priority. Effective span of control for incidents may vary from three to seven, and a ratio of one supervisor to five reporting elements is recommended. *(Source: APHIS)*

It takes people out of their usual, day-to-day roles and puts them into incident-specific organizational roles. Our program and team usually falls under Logistics in the ICS structure:

- ✓ Command: Sets incident objectives and priorities and has overall responsibility at the incident or event
- ✓ Operations: Conducts tactical operations to carry out the plan. Develops the tactical assignments and organization, and directs all tactical resources
- ✓ Planning: Prepares and documents the Incident Action Plan to accomplish the incident objectives, collects and evaluates information, maintains resource status, and maintains documentation for incident records
- ✓ Logistics: Provides support, resources, and all other services needed to meet the incident objectives
- ✓ Finance/Administration: Monitors costs related to the incident. Provides accounting, procurement, time recording, and cost analyses

(Source: APHIS)

Bottom-line, it's really not unlike an organizational chart and how we operate in business.

What may make it more unusual to follow is that many who participate in response are volunteers, and some may bring along a more casual approach.

So think about this as if you would when you're at work, and it will make it easier to follow.

Practically speaking, what does ICS mean to the HHS volunteer team?

- ✓ Most of the agencies which request a PCI ERW trailer value and utilize ICS
- ✓ We have one point of contact within the incident, the Team Leader
 - This doesn't mean that volunteers can't talk to others involved in the incident; rather, the discussions which involve decisions are held by the Team Leader
- ✓ That person, the Team Leader, is responsible for all onsite activities and decisions during the deployment
 - Unless a comment will directly impact the safety, time, and efficiency of an activity, any suggestion you have on a procedure or process should be brought up at the morning briefing or end-of-day debrief
- ✓ The team works to empower the Team Leader as we all agree to follow an ICS structure to support the incident which is supporting the animals
 - Recognize that there are many ways to accomplish a task, and that while the Team Leader may not do things the way you would, unless there is a safety issue, let the Team Leader manage the response
- ✓ Following ICS means everyone understands their role and it lets everyone enjoy the response without one volunteer attempting to dominate or control everything to their own vision
 - If one volunteer is doing what they want, it may not be enjoyable for the other volunteers
- ✓ We always follow ICS regardless of the size of the event or incident
 - It is too subjective to define larger or smaller events, or formal or less formal events
 - Never know when an event may scale larger, so rigorously following ICS means our team can quickly scale
 - The essence of ICS is its scalability, so it's appropriate to follow at all times
 - > Many governmental agencies utilize it on a day-to-day basis
 - > And if you think about it, most businesses follow an organizational chart
 - It establishes good practices and habits for larger events

General Policies

These policies address various issues which support the good relationships, health, and welfare of our team members as protects the integrity of the program.

Animal Policy:

While deployed, volunteers may not bring animals with them for any reason. It's a safety issue for the team as well as the animal itself.

If you have a group which may be interested in participating in accepting animals from a response, please coordinate through your Team Leader.

Briefings and Debriefs:

There are a number of briefings and/or debriefings which may occur during the course of a deployment. Some may be incident-specific, some may be daily, some may be for the leaders of each participating groups, some may be an "all-hands" meeting, etc.

On a daily basis, the HHS Volunteer Team will generally have a morning briefing as well as debrief. This is the best time to bring up any issues, suggestions, compliments, etc. Attendance at these meetings is for HHS Volunteer Team meetings only. If you happen to be talking to someone else immediately before a meeting, please assure them that it's not personal if they aren't included in these meetings.

Unless otherwise discussed with the Team Leader, attendance is mandatory at the HHS Volunteer Team briefings and debriefs as well as at all "all-hands".

Conflict Resolution:

If you have a conflict onsite, in the spirit of teamwork, we'd ask that you address it directly with the person you are having issues with, including if this is the Team Leader. Or generally bring up the issue in the morning briefing or end-of-day debrief.

If you would like to discuss the situation further, feel free to contact either the HHS Field Manager or the HHS Executive Director.

Drinking, Illegal Drugs, and Firearms:

As outlined in the "Standards of Conduct", individuals shall not:

- A. Consume alcoholic beverages from the time you leave their home to the time you return, even if they transfer to another agency and regardless of the policies of other responding agencies;
- B. Possess, use, or sell any illegal drugs whether on or off duty;
- C. Possess or use any firearm while on deployment.

Any violation is grounds for immediate termination of your volunteer status.

Fragrance:

Out of respect for those with allergies, please refrain from wearing fragrance while on deployment. This includes while in the field as well as after hours when the team may be together.

General Policies continued . . .

PCI Visitors – PCI Associate, PetSmart (PI) Associate, and/or PCI or PI Contractor:

At times, there may be visitors to the deployment sent by PetSmart Charities; this may include a photographer.

We extend the same courtesies we do to all responders. But remember that these visitors may not be accustomed to the rigors of a response and may not be easily conversant with ICS; nor may they be familiar with the safety protocols of the team. Only the safety protocols as outlined in the manual and as directed by the HHS Team Leader should be followed.

If you find that a visitor is creating a safety hazard and/or is getting in the way of the task you are working on, please privately advise the Team Leader.

Phone:

With the exception of the Team Leader, all phone conversations should be limited to break time or off-hours. If you find you have issues going on that would require your time on the phone throughout the day on deployment, please choose not to deploy at this time.

Due to our photo policy, phones should not be taken out anywhere or exposed hanging from your body except during breaks in established break areas.

Photographs:

With the exception of the Team Leader, photographs are not allowed to be taken during deployments on the site of the response with the exception of a pre-response work day when HHS volunteers arrive in advance to set up supplies.

This policy applies to phone cameras as well.

Punctuality:

The HHS Volunteer Team actively works to always be on time, regardless of whether or not meetings have been starting on time. We don't ever want to be the reason a meeting is held up or interrupt a meeting with a late arrival.

Respectful Environment:

HHS believes in promoting a respectful environment for all. As such, we are guests at the response site and are committed to leaving the site as clean if not cleaner than when we arrived. Throughout the day, we ask that all volunteers pick up after themselves.

While working on supplies, all work areas should be cleaned up throughout the work process. This insures a safe work environment as well as creates and maintains an environment of respect for the requesting agency.

Smoking:

Regardless of where other groups and/or individuals are smoking, while we respect your choice to smoke, please do so in an area where it won't blow into the breathing space of other volunteers.

No smoking while working with any equipment or when near the trailer or supplies.

General Policies continued . . .

Vehicles: Driving Your Own and Renting:

Generally we prefer individuals not utilize their own vehicles for deployments. However, we also recognize that there may be times it's more convenient to do so.

In the event that a volunteer chooses to use his or her own vehicle to drive to/from a deployment, the volunteer assumes all liability in the event of an accident. Further, as outlined in the Volunteer Release, volunteers agree to the following:

I also understand that if I choose to drive my own car to/from a response, I take sole responsibility for any liability including harm to myself. On behalf of myself, my heirs, personal representatives, and executors, I hereby release, discharge, indemnify and otherwise hold harmless, Healing HEART Sanctuary, Inc., PetSmart Charities, Inc., PetSmart Inc., and their respective officers, directors, agents, servants, employees, stockholders, successors, assigns, partners, and/or affiliates from any and all claims and/or demands of any nature or cause based on the damages or injuries which may be incurred or sustained by me in the course of my volunteer duties for Healing HEART Sanctuary with the PetSmart Charities Emergency Relief Waggin' program.

Before being authorized to rent a vehicle or drive their own vehicle, all volunteers will need to perform a driving record check utilizing the Volunteer Portal link which will be sent to you.

When renting a vehicle, all insurance and the rental of a GPS are authorized. Unless otherwise directed, all volunteers must fuel a vehicle directly; not use the rental company.

Volunteer Release:

Prior to response, all volunteers are required to submit a new Volunteer Waiver which will be provided to you to insure you have the most up-to-date version.

Any volunteer who chooses to deploy agrees to all provisions of the Volunteer Release.

Volunteer Status:

At any time, a volunteer can choose to change his or her status with the program; the options are: active status, inactive status, or take me off the list for participation with the program. It is the volunteer's responsibility to advise the HHS Field Manager, via the online Volunteer Status Survey, of their own change in status.

Once a volunteer decides to be taken off the list for participation with the program, they will not be accepted back into the program without a phone interview with the HHS Field Manager and with any other individual HHS assigns to do an interview on its behalf.

Separately, Healing HEART Sanctuary reserves the right to terminate any volunteer including Team Leaders from participation in the program.

If this occurs and as included in the Volunteer Release, depending on your termination, HHS may share information regarding the circumstances with any organization and/or individual and all volunteers agree to the following:

I also understand and agree that HHS and/or PCI may discuss in detail my activities and behaviors related to being involved with this program, before, during, or after deployment, at its discretion.

Public Information Policy

PetSmart Charities (PCI) and Healing HEART Sanctuary (HHS) operate in a very public environment. Opportunities for news stories about our work and programs – are many. Positive stories can help shape favorable public opinions about us, recruit new supporters, and increase donations. Negative or poorly handled stories can do the exact opposite. That's why it's important we always put our best foot forward when working with the news media, regardless of the issue.

This media policy is designed to help all HHS Team Leaders and volunteers understand their role and responsibility in working with the news media, and to provide rules and guidelines you are expected to know and follow.

The PetSmart Charities Communications Manager directs the company's news media efforts and is the primary point of contact for dealing with reporters. However, the organization relies heavily on the cooperation and assistance of HHS Team Leaders and volunteers to establish a positive relationship with the news media.

Reporters are professionals and should be treated with respect and common courtesy. Most reporters understand that the primary job of emergency relief volunteers is to rescue/work, not to provide interviews. The reporter is there because what you do, or the particular activity you are involved in at the moment, is newsworthy and important to the public.

If you are approached by a reporter and asked to comment on your work or the situation at hand, please immediately direct the reporter to the onsite Team Leader. If none of these people are currently available, find the media log binder in the designated area of the Emergency Relief Waggin' tent and legibly write down the reporter's full name, media outlet name, phone number with area code and story deadline date and time. Ask the reporter to call the PetSmart Charities Communication Manager at (623) 587-2872 for immediate assistance. This number will also be displayed prominently on the Media Log. After they leave, immediately call the PCI Communications Manager and advise of the media person who just visited, providing the contact information.

The general policy is: **Under no circumstances should a volunteer make a statement or accept a request for an interview with the media and speak on behalf of PetSmart Charities or Healing HEART Sanctuary.** Additionally, before you publish anything in any form, however casual, please provide the details in writing to the HHS Field Manager and allow adequate time for response.

This general policy applies to before, during, and after a response. And broadly includes any communications including text messages, e-mails, blogs, and websites. At times this can be difficult to follow as we have family, friends, co-workers, and rescue/response associates who want to know what we're doing. But we have to remember that our response is operating under a larger response managed by the Requesting Agency. And anything we say or especially write can be detrimental to the incident and its response. When asked for opinions, a good thing to do is stay focused on talking about our mission.



Transfer to Another Organization Policy

We appreciate the opportunity to work in conjunction with other organizations to deploy Healing HEART Sanctuary volunteers for the PCI ERW program who can then transfer to another organization. If you do transfer to another organization, this will need to be coordinated with the Healing HEART Sanctuary Field Manager and will require confirmation with the organization you are transferring to. The HHS Field Manager will take care of this confirmation.

We will do what we can to support your decision to transfer to another agency but ask that you understand we must adhere to standard guidelines in order to satisfy IRS requirements that the money donated to PCI is spent supporting PCI programs. Unfortunately, due to the need to adhere to IRS guidelines, we cannot make any trade-offs such as your "food costs are lower one day, can we reimburse food costs for another day". Where we can, we will work with you and the other organization to facilitate a smooth transition.

What the PCI ERW program will pay for is as follows:

- ✓ Your transportation to/from your local airport
 - Parking for the time you would have deployed with the PCI ERW program; pro-rate fees
- ✓ If you were booked on one-way tickets, the PCI ERW will pay for both one-way tickets as booked by the HHS Field Manager
 - The underlying concept is that the fares needs to be comparable to what would have been paid for you to leave the response when the HHS team demobilized
 - For example, if you decide to stay and then return on a holiday weekend, fares may be much higher. You would need to decide if you want to stay that length of time, or if you want to take a flight that has a longer flight time, etc.
- ✓ If you were booked on a round-trip ticket and you decide to stay after this ticket was booked, you will be responsible for any change fee and any change in fare
 - We will however work with you in attempting to get these fees waived or reduced
- ✓ You will be responsible for any transportation to/from the airport local to the response unless there would have been a charge which the PCI ERW program would have incurred anyway
 - However, as a guideline we usually would be using a rental car to transport all volunteers to/from the appropriate airport
 - If you rented a vehicle on behalf of HHS and choose to keep it longer than the time you will have deployed with the PCI ERW program, you will be responsible for the additional costs
- ✓ We will reimburse for any food costs for two days of travel as we would have incurred this anyway and we will reimburse for food on the days of the PCI ERW deployment, as applicable
 - You will be responsible for all food costs on any other day
- ✓ We will pay for any hotel rooms for the nights you would have been staying with the PCI ERW program
 - You will be responsible for your own lodging and accommodation costs for any other nights

You will need to follow the policies regarding expense reports and the online survey, unless agreed otherwise. All HHS responsibilities must be completed on time. Additionally, the HHS policy is that even if another group you transfer to allows alcohol consumption at the end of the day; if you originally deploy with HHS, you may not consume alcohol during this deployment until you return home. Any offers for your group to take animals will be coordinated through the HHS Team Leader.

PCI and HHS take no responsibility for any injuries related to your work with other organizations

By signing herein, you acknowledge you understand and agree to the policies herein:

Volunteer Signature

Date: ____ / ____ / ____

Expense Report

Due to the fact that both HHS and PCI are non-profits, our expense reports are rigorously reviewed and checked; hence, we ask your participation in streamlining the process and following the procedures outlined herein.

- ✓ Expense reports are due within 3 days of your return from deployment or transfer from the HHS volunteer team to another agency; if you will not be submitting receipts, please fill out a form and send in with "0" indicated
 - If you extend your deployment with another authorized agency, this three day period may be waived but we may ask you to submit your expenses to-date while deploying with the other organization
 - Any receipts submitted after this three day period, without written notice to the contrary, will NOT be available for reimbursement
- ✓ If you will be incurring any unusual expenses such as animal care, please advise in advance
- ✓ Please make sure that your handwriting and receipt copies are legible
 - If receipts are light when you copy them, they won't be very readable; please darken them or they may need to be resent
- ✓ On the following pages, individual forms are provided to separate and attach your Lodging, Transportation & Miscellaneous receipts separate from your Food & Beverage receipts
 - First separate the receipts in the categories above
 - For each category, please place the receipts in date order, all facing the same way as it makes it easier to review the receipts
 - If you purchase supplies for the deployment, please ring on an individual receipt
 - Please do the same for Food/Beverages and all other expenses separately
 - If you will be submitting receipts for gas to/from the airport, you must fill up your tank prior to leaving home and include that receipt as a benchmark when submitting your expenses (you will not be reimbursed for filling-up your tank prior to your departure but this is mandatory for reimbursement)
 - > Fill up the tank when you return home as well
 - > Submit all receipts for reimbursement for fuel along the way and your return fill-up; be sure to fill up your tank immediately upon your return to your hometown
 - On car rental
 - > All insurance and GPS rental is authorized
 - > Unless authorized in advance, auto refill by the rental company is not authorized
 - Luggage fees for one bag are reimbursed
 - > They are not paid in advance due to problems with the airlines double-charging
 - > Feel line item these fees under "Airfare" column
 - If you park your automobile at the airport, unless approved in advance, please park in the off-site parking
 - > Many airports offer an affordable place to park either with a third-party company or with the airport itself
- ✓ The expense paperwork can faxed to 831/603-3195 with receipts
 - This is an efax number and it will be delivered in a PDF format to Laurel's computer; makes it easy to compile the appropriate pages which get forwarded to PetSmart Charities

Any questions, please don't hesitate to ask. We appreciate your participation with following the Expense Report policies.

Expense Receipts – Lodging, Transportation & Miscellaneous

Name: _____ Date: ___ / ___ / ___ to ___ / ___ / ___ Incident: _____

Expenses: Individual Team Supply Trailer Other: _____

*Note: Please sort all receipts by "category". On this page, include receipts for **Food & Beverages**. On the individual pages, place the receipts in date order, all facing the same way; use more than one page if you have to. Fax with the expense report to 831/603-3195.*

Expense Receipts – Food & Beverages

Name: _____ Date: ___ / ___ / ___ to ___ / ___ / ___ Incident: _____

Expenses: Individual Team Supply Trailer Other: _____

*Note: Please sort all receipts by "category". On this page, include receipts for **Food & Beverages**, On the individual pages, place the receipts in date order, all facing the same way; use more than one page if you have to. Fax with the expense report to 831/603-3195.*

