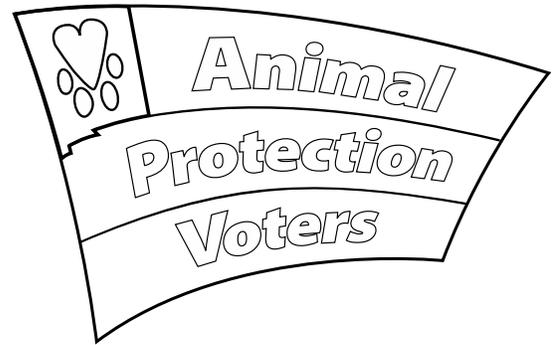


Volunteer Policy and Orientation Manual

Animal Protection of New Mexico
and
Animal Protection Voters



Dear Volunteer,

We are so grateful that you have chosen to use your time and skills supporting Animal Protection of New Mexico and Animal Protection Voters.

Our organizations began as a group of volunteers and we continue to celebrate the pivotal role volunteers play in the success of our programs and initiatives.

By volunteering your time with APNM and APV, you are making a dramatic difference in the lives of animals and people here in New Mexico. None of the successful measures or programs we could have been done without the heart and support of those just like you, giving their time and expertise.

We are committed to creating an open, safe and mutually beneficial partnership. Please discuss any ideas or concerns you have with the staff listed in this manual.

We hope you will find your time enjoyable and meaningful- and consider participating in other APNM and APV community events.

Thank you for volunteering to help make humane the new normal in New Mexico.

Warmly,

A handwritten signature in black ink that reads "Marisa Sleeter". The signature is written in a cursive, flowing style.

Marisa Sleeter
APNM/APV Program Manager
(505) 933-0572
marisa@apnm.org

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Organizational Overview

Animal Protection of New Mexico (APNM)

APNM's mission is to advocate the rights of animals by effecting systemic change, resulting in the humane treatment of all animals.

APNM history

Beginning in 1979 with a small, dedicated group of residents concerned about the unmet needs of animals in New Mexico, APNM has grown to become a state-wide force in advocating for animals by effecting systemic change, working towards the humane treatment of all animals.

This includes active support of local and state legislation towards the prevention of animal cruelty, as well as public awareness campaigns designed to teach students and communities across New Mexico about the ongoing threats to animals. We are responsible for the passage of dozens of laws to protect animals in the state, while dramatically raising the visibility of issues New Mexico's animal population regularly faces. APNM accomplishes its goals through education and outreach, as well as campaigns for change. Our legislative arm, Animal Protection Voters, lobbies on behalf of animals and holds elected officials accountable. As a non-profit 501(c)(3) organization, APNM depends upon donations, volunteers, and grants to continue its mission. We encourage people to work for animals on a daily basis, since improving conditions for animals often means that each person must become personally involved.

APNM Guiding Principles

Gaining greater political power means full-scale engagement in existing system of governance.

- Work collaboratively with communities and provide them useful resources to help them make kind choices.
- Ensure programs are relevant to the community, based on hotline data and other “inputs”.
- Emphasize systemic change: Analyze current system’s flaws and design new system.
- Establish government infrastructure and funds to protect animals.
- Ensure issues appeal to mainstream Americans, based on their distaste for cruelty and injustice.
- Work with diverse partners in the community and encourage them to carry our message.

Current Programs and Initiatives → www.apnm.org/what-we-do/

Sign Up to Receive eAlerts → www.apnm.org/e-alert-signup.php

LIKE US ON FACEBOOK → www.facebook.com/animalprotectionnm/

Animal Protection Voters (APV)

We change laws to change their lives.

One of the most important tools that can be used to reduce animal suffering is passing laws that better protect animals. In order to pass local, state and federal laws, citizens who care about animals must join forces.

Animal Protection Voters (APV) is a 501(c)(4) social welfare organization formed in October 2002 in New Mexico with a mission to:

Actively promote and support animal-friendly legislation at the local, state and federal levels;
Build an effective political voice for animal advocacy in New Mexico; and
Hold New Mexico's elected officials accountable on animal issues.

We work with legislators, non-stop and year-round, to pass laws that will change animals' lives for the better. And during the legislative session, we are at the state capitol every day, making sure the laws we need actually get passed. We never take the pressure off until the laws are in place and are being enforced.

Current Legislative Priorities → www.apvnm.org/priority-issues/

Sign Up to Receive eAlerts → www.apvnm.org/e-alert-signup/

LIKE US ON FACEBOOK → www.facebook.com/AnimalVoters/

Volunteer Program

Mission

To support the work and missions of our suite of organizations including Animal Protection of New Mexico and Animal Protection Voters, using volunteer engagement to strengthen and expand organizational capacity, community building, relevance and sustainability.

Program Objectives

Recruit, utilize and retain a volunteer core by providing easy, consistent and meaningful match-making of volunteer skills and interests with existing program needs.

Support staff with specific one-time and/or ongoing projects that are overextended or wanting expansion, resulting in increased capacity for outreach and programmatic work with minimal financial expenditures.

Encourage volunteer self-responsibility as well as reliable programmatic support through a shared understanding of expectations, procedures, communication avenues and outcomes.

Create a visible, active and connected community of volunteers through in-person gatherings, recognition, and tangible outcomes, leading to long-term and reliable relationships

Maintain a clear and comprehensive database of present, past and interested volunteers, easily accessed and tracked to maximize engagement with and recognition of our volunteers.

Staff Contact List

APNM Program Manager, Marisa Sleeter
(505) 933-0572, Marisa@apnm.org

APNM Deputy Director, Daniel Abram
(505) 980-8720, Daniel@apnm.org

APNM Office Manager, Debbie Risberg
(505) 265-2322 x21, Debbie@apnm.org

Volunteer Rights & Responsibilities

The lists below show many, but not all, of the rights and responsibilities for APNM/APV program volunteers.

As an APNM/APV volunteer, you have the *right* to:

- Work in a healthy and safe environment
- Be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- Be given accurate and truthful information about the organization for which you are working
- Be given a copy of the organization's volunteer policy and any other policy that affects your work
- Not fill a position previously held by a paid worker
- Have a job description and agreed working hours
- Have access to a grievance procedure
- Be provided with orientation to the organization
- Have your confidential and personal information dealt with in accordance with the principles of applicable law; and
- Be provided with sufficient training to do your job

As an APNM/APV volunteer you have a *responsibility* to:

- Provide APNM/APV services responsibly and objectively, without regard to the background or characteristics of the beneficiaries or clients or with favoritism to specific services, providers, or products
- Represent the APNM/APV program only to the extent that your position description and role specifically authorize, and not to present yourself as a spokesperson for the APNM/APV in a formal sense
- Use your affiliation only in the interests of the APNM/APV, and unless requested, not to promote religious or personal business dealings
- Inform your supervisor of any conflicts of interest that may arise after placement in your volunteer position
- Report any abuse that you may witness involving the program's beneficiaries or clients
- Immediately report incidents such as accidents, injuries, errors, and the like to your supervisor
- Record and report on your volunteer activities in a timely manner
- Protect the confidentiality of the program's beneficiaries and/or clients
- Follow procedures to ensure the security of clients' electronic and hard copy data
- Report changes in your health status or medical treatment that might adversely affect your performance to your supervisor
- Notify your supervisor of absences that will prevent you from performing an assigned task as soon as possible
- Complete required training programs

- Review applicable and appropriate safety rules before beginning special work or new assignments
- If, after discussing a safety situation with a supervisor, a volunteer still has questions or concerns, he or she will contact the Deputy Director.

NO VOLUNTEER IS EVER REQUIRED to perform work that he or she believes is unsafe, or that he or she thinks is likely to cause injury or a health risk to themselves or others.

Guidelines and Agreements

Physical work spaces/offices

Albuquerque Office Guidelines

Registered therapy and service dogs are permitted to enter the building at any time. Employees' and visitors' pets visiting the office building will be addressed on a case-by-case basis. All food brought into the office and on the property must be vegan.

Santa Fe Office Guidelines

Registered therapy and service dogs are permitted to enter the building at any time. Employees' and visitors' pets visiting the office building will be addressed on a case-by-case basis. All food brought into the office and on the property must be vegan. No meals can be eaten in the actual offices, board room, intern room, living room or bedroom suite - the kitchen is well set up for eating meals and conducting meetings while eating a meal. Beverages and dry snacks are OK everywhere. Dishes, glassware and cutlery should be rinsed and placed in dishwasher for cleaning, kitchen is to be kept clean and tidy at all times. The designated smoking area for the Santa Fe office is the southwest corner of the employee parking lot, and is only available during work hours. During APNM functions and events, no smoking is allowed on the Santa Fe office premises, and therefore the designated smoking area is not available to employees or guests.

Dress Code

We recognize that different levels of dress may be appropriate for different occasions. As a general rule, when meeting with Animal Protection of New Mexico visitors and the public, traditional business attire or department uniform should always be worn except where it doesn't make good business sense. Santa Fe office dress code is 'business casual', which does not include jeans and colored jeans.

As an animal rights organization, APNM prohibits all employees from wearing or using clothing and other articles derived from any animal (fur, leather, wool, silk, pearls, etc.) while in the course of their work to represent the organization, such as in the APNM office, at any APNM function or while in the course of their work representing APNM.

This policy is designed to help get the message across rather than draw attention to the messengers.

Volunteers Who Drive

If your volunteer position involves driving a motor vehicle on behalf of the APNM program, we ask that you provide proof of insurance and:

- Abide by traffic laws, such as speed limit, seat belt, and cell phone laws, as you carry out your volunteer duties
- Carry liability insurance on your vehicle, hold a current and valid New Mexico driver's license, and maintain an organization-insurable driving record.
- Notify your supervisor or coordinator of volunteers if your insurance coverage lapses
- Notify your supervisor or coordinator of volunteers if your driver's license expires or receives restrictions that limit your ability to carry out your volunteer duties

Off-Site Safety

Volunteers are required to follow all safety and security procedures during off-site visits.

If your contact person does not advise you regarding safety hazards, consider the following:

- Emergency exit location(s);
- Keep your eye on the path you are walking and avoid any tripping/slipping hazards. When on stairs, maintain three-point contact (hand on rail and feet on stairs);
- When visiting construction sites, eye protection, hearing protection, and hard hats are required.
- Wear shoes that support your feet and are slip resistant.

When working at different locations, volunteers are required to follow the above rules, as well as all location rules and procedures, and work in a manner that reflects positively on the organization.

Drugs, Alcohol and Tobacco

Use and/or possession of illegal drugs or alcohol while volunteering or on volunteer time are forbidden. Reporting as a representative of the organization while under the influence of illegal drugs or alcohol is prohibited.

Animal Protection of New Mexico is a tobacco and smoke-free environment. This policy applies to all work areas and APNM vehicles at all times.

Volunteers taking a smoking break are required by law to not create situations where people must pass through smoke to enter or exit a building. The law prohibits smoking within a "reasonable distance" of doorways, windows that open, and ventilation system intakes so that

tobacco smoke from any outdoor smokers on a business property will not infiltrate the interior spaces of the establishment.

Animal Protection of New Mexico has determined that the designated smoking area will be located at least 20 feet from the doors and windows. All materials used for smoking in this area, including cigarette butts and matches, will be extinguished and disposed of in appropriate containers. The designated smoking area for the Santa Fe office is the southwest corner of the employee parking lot, and is only available during work hours. During APNM functions and events, no smoking is allowed on the Santa Fe office premises, and therefore the designated smoking area is not available to employees or guests. The designated smoking area for the Albuquerque office is outside the building, in conformance with the law.

There is no smoking at all allowed at APNM functions, including in the designated smoking areas articulated above.

Injury Reporting

All volunteer-related injuries must be reported to a supervisor immediately. Any work-related injury or suspected injury must be reported immediately to a supervisor. A notice of accident form, provided by an APNM/APV employee, must be completed.

Photo and Video Release

Periodically, APNM/APV takes photographs and video of visitors and activities for use in promotional and editorial material. Unless specified otherwise, APNM/APV reserves the rights to these photographs and/or video of yourself and your dependents for educational, promotional, advertising and other purposes which advance the overall mission of APNM/APV. All rights to the photographs and video belong to APNM/APV. If you do not consent to this policy, please notify the photographer prior to any filming or photography.

Privacy and Confidentiality

APNM and APV strive to act with the highest integrity and offer the best possible service to volunteers, organizations & other people who access our services. To provide the highest standard of service to all its stakeholders, from time to time we need to collect personal information, and make sure it is treated with appropriate degree of privacy.

Personal information is any information in which an individual's identity can be reasonably determined. APNM privacy policy and procedures are reviewed in accordance with changes in the law.

Volunteer personal information will be held in a secure area while active and archived at the end of the volunteer period.

Except when expressly authorized by APNM/APV a volunteer will not directly or indirectly reveal or cause to be revealed to any third party any confidential dealings, finances, transactions or affairs of APNM/APV or any of its clients which may come to their knowledge during their period of volunteering.

Volunteers will not, unless expressly authorized by APNM/APV use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to APNM/APV.

Volunteers will not disclose confidential information to any other employee not authorized to receive such information. A volunteer's obligation in these matters continues to apply after the termination of their role.

Grievance Policy

A grievance is a real or perceived cause for complaint. You may have a grievance about how you have been treated by another volunteer or staff member.

APNM/APV recognizes that open communication and feedback are essential elements of a satisfying and productive work environment. Every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance.

Volunteers are assured they will not be disadvantaged by the use of such procedures whether decisions are found for or against their grievance.

All complaints and questions will receive thoughtful consideration in a timely manner and will be discussed with the individual who raises them. Discussions held are confidential.

Step 1

The aggrieved volunteer is encouraged to explore the problem/situation directly with the person(s) involved; clearly outlining what he/she feels should be done to alleviate the situation.

Step 2

If this is not an option for you, discuss the matter directly with the Volunteer Program Manager and/or Deputy Director.

Step 3

The parties involved will be asked to comply with the best solution that has been identified by all involved. All information will be treated in the strictest confidence.

Termination

Should a volunteer wish to resign from their role they are requested to give the Volunteer Program Manager as much notice as possible.

Misconduct will include breaches of any APNM/APV policies which warrant instant dismissal.

Examples of misconduct include:

- Theft of property or funds from APNM/APV
- Willful damage to APNM/APV's property
- Intoxication through alcohol or other prohibited substance
- Verbal or physical harassment of any other employee, volunteer, Board Member or any other person particularly in respect of race, sex or religion
- Disclosure of confidential information regarding APNM/APV to any other party without prior permission from a manager or the Chief Executive Officer
- Falsification of any of APNM/APV's records for personal gain or on behalf of any other employee/volunteer
- Being convicted of a criminal offence
- Unwillingness or inability to support and further the mission of the organization and/or the objectives of the program.

Immediate dismissal will only take place in the most serious of circumstances.

The Volunteer Program Manager and Deputy Director will advise the volunteer together. A written report is created. A copy of the report is kept on the volunteer's file securely.

All property of APNM/APV must be returned and all staff notified of the dismissal.

Exit Interview and Checklist

When a volunteer terminates their employment with APNM/APV their direct Manager will conduct an exit interview. A record of the interview will be retained.

Our wish is to obtain information that may help establish reasons for leaving, analyze any trends in reasons for leaving, provide volunteers with the opportunity to discuss any issues of concern and to gain constructive feedback on the best and worst aspects of a volunteer's time at APNM/APV.

Volunteers are responsible for APNM/APV property, which includes all materials, files, keys, passwords or any other written or electronic information issued to volunteers or in volunteers' possession or control. All property must be returned on or before your last day. APNM/APV may take all actions deemed appropriate to recover or protect its property.

Volunteer Recognition

Animal Protection of New Mexico and Animal Protection Voters greatly appreciates the many and varied contributions of its volunteers to the program's success and strives to recognize volunteers for all types of productive service, and not simply for the number of hours they work.

Program managers recognize and reward volunteer service both formally and informally. Recognition may take the form of feedback on the results of a volunteer's work, a thank you note, a feature in print or online publication, invitations to events and more.

Forms and Waivers

Volunteer Contract

- I acknowledge that I have reviewed the contents of the Volunteer Policy and Orientation Manual, and that I accept the terms of these employment policies, procedures and guidelines contained therein.
- I understand this handbook is not all-inclusive, and as I volunteer for specific positions and programs, I will receive more detailed information for those tasks.
- I understand APNM/APV are drug and tobacco free workplaces, and when I represent these organizations, I will refrain from using these substances.
- I agree to be courteous and respectful of all staff, visitors, and other volunteers. I agree to show respect for APNM/APV property and personal property of others.
- I agree to treat everyone I encounter fairly and with respect, regardless of gender, size, race, age, religion, political beliefs, sexual orientation, national origin, marital status, and disability, or economic status.
- If I become aware of any potentially dangerous and/or illegal situations, or have information regarding such, I will report it to a Program Manager, Director or other staff person I am working with.
- I agree to follow safe work practices and organization rules to prevent accidents and injuries. Supervisors will establish lines of communication to solicit and receive comments, information, suggestions, and assistance from volunteers where safety and health are concerned.

Volunteer Printed Name

Volunteer Signature

Date

Volunteer Release and Waiver of Liability

This Release and Waiver of Liability (the "Release") executed on this <Date> day of <Month>, <Year>, by <Full Name of Volunteer> (the "Volunteer") in favor of **Animal Protection of New Mexico and Animal Protection Voters.**, nonprofit corporations organized and existing under the laws of the State of New Mexico, USA, its directors, officers, employees, and agents (collectively, "APNM/APV").

I, the Volunteer, hereby freely, voluntarily, and without duress execute this Release under the terms below, and state that I desire to work as a volunteer for APNM/APV and engage in the activities related to being a volunteer.

I hereby freely and voluntarily, without duress, execute this Release under the following terms, and agree that this waiver and release is effective for me, my personal representatives, assigns, and heirs:

1. **Waiver and Release.** I, the Volunteer, hereby release and forever discharge and hold harmless APNM/APV and its successors and assigns from and against any and all claims, including attorney fees, demands or causes of action of whatever kind or nature, either in law or in equity, which arise or may hereafter arise directly or indirectly from my participation as a volunteer for APNM/APV. I understand and acknowledge that this Release discharges APNM/APV from any liability or claim that I, the Volunteer, may have against APNM/APV with respect to any bodily injury, personal injury, illness, death, or property damage that may result from my participation with my volunteer work assignments with APNM/APV. However, I understand that this waiver and release does not apply to instances of gross negligence or intentional misconduct by an APNM/APV employee or agent.

I further release APNM/APV from liability for any claim of loss, injury, or damage to me or my property due to any act, omission, or negligence of parties not an agent or employee of APNM/APV, including, but not limited to, owners or contractors providing accommodations or other services.

I am aware of the risks associated with participation as a volunteer, including the risk of property damage, personal injury, illness or death. I assume full responsibility for any bodily injuries or property damage sustained as a result of my participation as a volunteer, including while traveling.

I also understand that, except as delineated, APNM/APV does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance, in the event of injury, illness, death or property damage (see insurance requirements below).

2. **Insurance.** I, the Volunteer, understand that, except as otherwise agreed to by APNM/APV in writing, APNM/APV does not carry or maintain health, medical, or disability insurance coverage for any volunteer. As a volunteer I assume full responsibility for any and all damage claims made by others against me arising directly or indirectly out of any of my own activities, acts or omissions in connection with my volunteer activities.
3. **Medical Treatment.** Except as otherwise agreed to by APNM/APV in writing, I hereby release and forever discharge APNM/APV from any claim whatsoever which arises or may hereafter arise on account of any first-aid treatment or other medical services rendered in connection with an emergency during my time with APNM/APV. Each Volunteer is expected and encouraged to obtain his or her own medical or health insurance coverage.
4. **Assumption of the Risk.** I understand that my time with APNM/APV may include activities that may be hazardous to me, including, but not limited to program activities and local transportation to and from work sites.

So, I recognize and understand that my time with APNM/APV may, in some situations, involve inherently dangerous activities. I understand that the description of these risks is not complete and that other unknown or unanticipated risks may result in injury or death. I agree to assume the responsibility for the risks identified herein and those risks not specifically identified. Participation in this program is purely voluntary, no one is forcing me to participate, and I elect to participate in spite of the risks.

I hereby expressly and specifically assume the risk of injury or harm in these activities and release APNM/APV from all liability for injury, illness, death, or property damage resulting from the activities of my time with APNM/APV.

5. **Photographic & Media Release.** I grant and convey unto APNM/APV all right, title, and interest in any and all photographic images and video or audio recordings made by APNM/APV during my work for APNM/APV,

including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

6. **Status as Volunteer.** Volunteer and/or guardian understand that APNM/APV is not agreeing to employ said volunteer, and that no employer/employee relationship exists between the parties. Volunteer and/or guardian agree that I am volunteering with APNM/APV entirely upon my own initiative, risk and responsibility. I acknowledge that I am a volunteer, everything I do for APNM/APV is done as a volunteer, and I expect no wages, payment of any other form of compensation for anything I do for APNM/APV. Volunteer and/or guardian understand this is the complete and only agreement between the parties. I understand that APNM/APV reserves the right to discontinue my participation in the Volunteer Program at any time, and for any reason.
7. **Safety and Drug-Free Workplace.** I agree to abide by all written, verbal, and general safety and operating procedures while working as a Volunteer. I agree to follow the orders of the Supervisor or other responsible APNM/APV employee. For the safety of others and of myself I agree to attend a Safety Orientation and participate in ongoing training classes offered by the APNM/APV pertaining to safety and other topics related to my volunteer assignment.

I agree not to use or possess alcohol, drugs, controlled substances or firearms while working as a volunteer with APNM/APV. I understand that this also applies to any prescribed medication, which could have behavior altering effects. I understand that violation of APNM/APV's Drug Free Workplace policy may be a violation of State and/or Federal law, and may result in my termination or other legal action

8. **Confidentiality.** I assume full responsibility for maintaining the confidentiality of all proprietary or privileged information to which I am exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, other person or overall business. Failure to maintain confidentiality may be a violation of State and/or Federal law, and may result in my termination or other legal action.
9. **Statement of General Health.** I acknowledge and do hereby certify that I am in good physical health, and have no illnesses, disabilities, injuries nor physical conditions (i.e. cardiovascular disease, pregnancy) which would prevent or hinder my safe participation in any activities with APNM/APV.
10. **Background Check and Driving Record.** In connection with my position as a volunteer with APNM/APV, I understand that in accordance with State and Federal laws and regulations an investigative background check may be conducted on me and that the information will remain confidential and be obtained for the purposes of the use of APNM/APV. If such investigative report is required, I agree to sign appropriate release forms so that APNM/APV and /or its agent may request such required information from public and private sources.

If my volunteer work assignment requires that I drive a vehicle during the course of business, I certify that I have a valid driver's license and vehicle insurance, and I authorize the APNM/APV to obtain information regarding my driving record and insurance coverage. I understand that the information will remain confidential and be obtained for the purposes of the use of APNM/APV vehicles and participation in vehicle transport in the name of the APNM/APV.

11. **Other.** I expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of the State of New Mexico in the United States of America, and that this Release shall be governed by and interpreted in accordance with the laws of the State of New Mexico. I agree that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable.

By signing below, I the Volunteer and, if applicable, the parent/guardian, acknowledge that I have read, understood, and executed this Release as of the date first above written. I have read this Release and Waiver of Liability, Assumption of Risk and Indemnity Agreement, fully understand its terms, understand that I have given up substantial rights by signing it, and have signed it freely and voluntarily without any inducement, assurance, guarantees or warranties, expressed or implied, being made to me and intend my signature to be a complete and unconditional release of all liability to the greatest extent allowed by law. To express my full understanding of this release, I sign here with a witness.

VOLUNTEER:

Name: *(please print)* _____

Signature *Date*

Complete Address: _____

City: _____ **State:** _____ **Zip:** _____

Home Phone: _____ **E-mail:** _____

Contact person in case of emergency:

Name: _____ **Phone:** _____

NOTE: If the volunteer is less than 18 years of age, a parent or guardian must read and sign the following:

This release, its significance, and assumption of risk have been explained to and are understood by the minor.

Name: *(please print)* _____

Parent or Guardian Signature *Date*