



3100 Cherry Hill Road • Ann Arbor, MI 48105
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Volunteer Dismissal Policy

Volunteers are an essential part of HSHV's life saving work. Our goal is to retain a satisfied volunteer base that finds gratification and reward in helping HSHV meet its mission in the most effective manner possible. However, there are occasions when HSHV's volunteer program is simply not a good fit for a volunteer. Just as a volunteer is free to leave at any time, for any reason, HSHV reserve the same right to end our volunteer relationship with a volunteer, with or without notice, for any reason not prohibited by law. Based on our commitment to providing the highest quality service to our animals, staff and other volunteers, HSHV reserves the right to terminate a volunteer's involvement within our programs.

Dismissal of a volunteer will occur only as a last resort, and will generally take place following progressive disciplinary actions where possible. While our objective is to always be fair and thoughtful, HSHV manages a large volunteer base within a fast-paced, high-risk environment. Therefore, concerns, misconduct and possible dismissal must be handled swiftly. Immediate dismissal of a Volunteer may occur in serious cases and is within the discretion of the Volunteer Department.

Grounds for volunteer dismissal may include, but are not limited to the following:

- illegal, violent or unsafe acts with people or animals
- failure to abide by agency policies and procedures
- gross misconduct
- theft of property or misuse of Agency funds, equipment or materials
- being under the influence of illegal drugs or alcohol while performing Volunteer duties
- failing to perform volunteer duties as agreed
- undisclosed conviction/history of animal abuse or neglect
- breach of confidentiality
- willfully not following proper lines of communication and authority
- intentionally spreading misinformation
- behavior or communication that intentionally disrupts daily operations
- being verbally aggressive or disrespectful to other volunteers, staff or customers

HSHV will investigate and document all performance concerns and incidents which may serve as grounds for dismissal. Volunteers may be offered the opportunity to meet with the Volunteer Department to provide the Volunteer's account of the incident, or perspective on the situation.

Where appropriate, verbal and/or written warnings may be issued to the Volunteer, and documented.

Dismissal of a Volunteer will take place after consultation between the HR Department, direct supervisor of the Volunteer Department and/or the President/CEO.

All parties of the Volunteer Department up to the President/CEO may dismiss a Volunteer (acting HSHV Manager/Director in the absence of the Volunteer Department).

As timing allows, subsequent to dismissing a Volunteer, all appropriate HSHV staff will be made aware of the dismissal.

A formal notice of termination will be sent to the Volunteer following the dismissal via mail or email.

Voluntary Termination of Volunteering

Any volunteer may voluntarily resign at any time and for any reason. Exit interviews may be available upon request. We will also consider that you have resigned if you do not return from an approved leave of absence (account was marked "Vacation" mode), 90 Days of Inactivity, or three or more consecutive, unexplained absences.