

ISPCA Volunteer Standard Operating Procedure (SOP)

1. Purpose

The ISPCA recognise that volunteers commit their skills, time and energy, to support the ISPCA in achieving its mission, to deliver a good life for animals by rescuing and treating those animals in need, advocating on behalf of all animals and guiding everyone to love, respect and be kind to all animals. The ISPCA believes that through education, legislation and ongoing support, we can Prevent Cruelty to all Animals. The ISPCA acknowledges the contribution volunteers make without payment, and we strive to ensure that all our volunteers receive appropriate training, supervision, and recognition for their efforts. We also ensure to keep your personal information secure in line with data protection legislation, and we will not share it with any individuals or organisations without your consent. The ISPCA expects all our volunteers to adhere to our volunteer SOP and maintain a positive image of the organisation at all times.

The aim of this SOP is to ensure that quality and safe care is maintained by all our volunteers who are involved in the delivery of volunteer services within the ISPCA.

2. Scope

All volunteers involved in the delivery of volunteer services at ISPCA.

3. Responsibility

3.1 It is the responsibility of the ISPCA or designee to ensure a high quality of care is delivered to recipients.

3.2 It is the responsibility of the ISPCA or designee to ensure Volunteers are aware of this SOP

4. Procedure

4.1 Orientation to Service provided

All volunteers will have a structured orientation to the ISPCA's service prior to commencing volunteer work.

4.2 Any volunteers who are unable to report for duty, should report 24 hours in advance directly to the volunteer co-ordinator and also the Centre Manager.

4.3 All volunteers must sign in/out with their full name in our volunteer sign-in book located at each ISPCA Centre upon arrival and sign-out when leaving.

4.4 Volunteers are required to always wear a 'Hi-Vis' jacket while volunteering on ISPCA grounds

4.5 When leaving the ISPCA, volunteers must return the Hi Vis jacket before leaving the premises.

5. Orientation

5.1 Volunteers will be provided with induction and a tour of the ISPCA Centre by the Centre Manager or nominated staff member.

5.2 As part of the orientation process volunteers will be made aware of ISPCA policies to include the Dignity at Work Policy Charter (displayed on the canteen notice board) and other relevant policies outlined in the ISPCA's Handbook.

5.3 Volunteers will be reimbursed for expenses they incur but must be approved in advance in writing by the Centre Manager or volunteer coordinator.

5.4 The ISPCA will host an annual social meeting/appreciation day for volunteers.

5.5 Volunteers will be recruited once officially registered via the ISPCA website here: <https://ispca.ie/volunteer/>

5.6 The ISPCA will provide training and support to all volunteers.

5.7 Volunteers may be subject to dismissal if they do not follow ISPCA policies and procedures or the duties outlined in their volunteer role. Grounds for immediate dismissal include but are not limited to the following: gross misconduct, being under the influence of drugs or alcohol, theft, abuse of clients, other volunteers or staff, breaches of confidentiality, failure to abide by ISPCA policies and procedures, and failure to complete duties to a satisfactory standard.

5.8 Volunteers are an important resource to the ISPCA, but we recognise that due to changing circumstances volunteers may need to resign their time. In this case the volunteer should give as much notice as possible to the ISPCA of their intention to do so.

5.9 Insurance is provided by the ISPCA to cover all volunteers volunteering with ISPCA.

6. Dress Code and Identification.

6.1 Volunteers must wear clothes and suitable footwear for outdoor conditions and to be suitable for working with animals or when volunteering in the office, to wear clean business casual attire.

7. Working with ISPCA animals

7.1 All volunteers must always be cooperative and respectful and when working around the animals they should follow the guidelines set by the ISPCA staff member working in that area.

7.2 Volunteers should not diagnose medical cases or remove sick/injured animals from the area without permission from the centre manager. Any volunteer doing so will be subject to dismissal.

7.3 All volunteers will be rostered to work in the area specified at the Centre and agreed beforehand with the volunteer coordinator/Centre Manager.

7.4 All volunteers must have an up-to-date Tetanus Vaccination if working hands on with animals in ISPCA care.

8. Your Personal Information

8.1 We will use the information you provided to us for the purpose of contacting you in relation to your work as a volunteer with the ISPCA. We do not share your information with third parties other than ISPCA Centres or affiliated member societies.

8.2 You can change/update your personal details at any time by emailing our volunteer coordinator at: volunteer@ispca.ie

8.3 You can access any personal information we hold about you by submitting a Subject Access Request (SAR) to dp@ispca.ie. Please reference 'ISPCA Volunteer'. You can visit the ISPCA's Privacy Policy on our website for more information here: <https://ispca.ie/privacy-policy-2/>

8.4 Please note, the ISPCA will forward your personal details to our nearest Centre or our affiliated member society near you.

Note, you must be over 18 years of age to become an ISPCA Volunteer for insurance purposes.

Thank you for dedicating your time, skills and expertise to the ISPCA, making a huge difference to help vulnerable animals in our care.

For more information about volunteering at the ISPCA and the roles available, please visit our dedicated volunteer section on our website here <https://ispca.ie/volunteer/> or email volunteer@ispca.ie.