

Code Of Conduct

For Gander & Area SPCA staff, volunteers and members



Approved by the Board of Directors

The Gander & Area SPCA has established a Code of Conduct to reinforce our values and expectations. It also helps create a safe, healthy and positive work environment. In general, conduct on or off the job or time volunteered, that adversely affects the Gander & Area SPCA or unduly interferes with the Gander & Area SPCA's operations will violate the code.

The Gander & Area SPCA has confidence its employees, volunteers, and members, will represent the Gander & Area SPCA professionally and with proper decorum. The Gander & Area SPCA expects that its employees, volunteers, and members, will use common sense and good judgment at all times to determine whether their conduct is appropriate.

The following list is certainly not all-inclusive; all employees, volunteers, and members must:

1. Administer first-rate animal care, including attending to the animals' needs and speaking to and handling them in a humane manner.
2. Administer first-rate "people care" by helping staff, volunteers, visitors, adopters, and management when there is a need and when asked.
3. Adhere to all personnel policies and procedures, following guidelines and rules set by supervisors. If unsure, ask your supervisor, any questions you have about any policy or procedure, as soon as the question(s) arise.
4. Maintain good rapport with staff, volunteers, visitors, adopters, and management.
5. Exhibit courteous conduct at all times.
6. Keep confidential information to oneself.
7. Be honest. Maintain the integrity of records including time records.
8. Report for shifts on time and when scheduled. Call out absent only when necessary for your health or for emergencies.
9. Perform duties adequately, properly and strive for improvement.
10. Adhere to safety and health rules.
11. Maintain a clean and neat workplace.
12. Unlawful discrimination, harassment, or retaliation in violation of any policy in this code of conduct, is not permitted.
13. Reporting to your shift unfit or using, selling, or being under the influence of alcohol whether on SPCA time or premise is prohibited.
14. Reporting to your shift unfit or using, possessing, distributing or being under the influence of illegal drugs whether on SPCA time or premise is prohibited.

15. Avoid conducting personal business, making/accepting personal calls, and texting personal messages during work hours.
16. Avoid using abusive or vulgar language, fighting, throwing things, destruction of property that belongs to the SPCA or others, horseplay, practical jokes, or other disorderly conduct that might endanger the well being of any employee, volunteer, visitor, or animal.
17. Threatening, intimidating, coercing, or otherwise interfering with the performance of fellow employees or volunteers or with the treatment of the animals is not tolerated.
18. Refer requests for information from any media source about the Gander & Area SPCA to the Director of Communications and Media Relations. If he/she is not available refer request to the Executive Director. Do not respond to media request for comments on Gander & Area Business without prior permission.
19. Unauthorized or inappropriate use of the name "Gander & Area SPCA" or any variations of this name and from unauthorized or inappropriate use of any logos, trademarks, marketing, or promotional materials used or created by the Gander & Area SPCA is not allowed.
20. Avoid damaging or destroying Gander & Area SPCA equipment or property due to careless or deliberate acts.
21. Removing records or property of the Gander & Area SPCA or others without authorization of the owner is not permitted.
22. Soliciting or accepting for personal benefit any gift, loan or any item of substantial monetary value from any person or company that with us is not allowed. This restriction also applies to employees accepting gifts or loans from our volunteers.
23. Disclose any potential conflicts of interest, such as having a financial interest in a supplier or customer of the Gander & Area SPCA, to your manager to determine how to resolve a conflict if one does exist.

The Gander and Area SPCA, handles many sensitive situations related to our services, including but not limited to: the relinquishment, adoption, and euthanasia of pets. It also handles personnel and financial matters including private donations and other donor information. All such matters must be kept strictly confidential and should not be discussed with anyone outside the organization unless authorized to do so by the Executive Director. Discussions among staff members about such matters should not take place in public settings or anywhere information can be overheard or seen by outside parties.