



Volunteer Handbook

Second Chance Pet Adoptions
6003 Chapel Hill Road Suite 133
Raleigh, NC 27607
www.secondchancenc.org

Welcome to Second Chance Pet Adoptions

Welcome! This handbook is a tool to help educate you about our organization, prepare you for volunteer activities, and share with you a little of our history, philosophy, practices, and policies. Our goal is to help you feel comfortable with our organization because volunteers like you are responsible for the success of this organization. Please don't hesitate to ask questions; your Volunteer Manager will gladly answer them.

We hope that this handbook will give you a look into Second Chance Pet Adoptions rescue and what we have to offer you as a volunteer. We ask that you read this handbook carefully prior to training and refer to it whenever questions arise. If you enjoy your experience with us, please refer others to our volunteer program. Through growth, we can make an even greater impact on animal welfare and education.

Contents

Who We Are: Our Mission and Vision.....P. 3

Second Chance General Policies

- **Animal Health, Intake, Safety, Adoptions.....P. 4-5**

Volunteer Information.....P. 6-14

- **Volunteer Roles**
- **Fostering with Second Chance**
- **Volunteer Policies**
 - **Conduct and Attire**
 - **Confidentiality**
 - **Volunteer Grievances**
 - **Conflict of Interest and Confidentiality**

Message of Thanks.....P. 15

Staff Contact Information.....P. 16

Mission Statement

Second Chance Pet Adoptions is the oldest no-kill rescue organization in Wake County. At Second Chance, our mission is to champion homeless cats and dogs who are healthy or treatable in the quest to find their forever home and engage with our community to promote responsible pet ownership-ultimately reducing future generations of homeless animals.

About Us

Second Chance is the oldest no-kill rescue in the triangle area and was born in 1987 when three women sat down and committed themselves to helping homeless animals in the Triangle. They began taking in stray cats and dogs into their own homes, growing a volunteer base, building a network of foster homes, and placing animals into loving, permanent homes. In 1989 we became an official 501(c)(3) non-profit organization. Second Chance continued to grow and in 2004 we moved into our first cage-less no kill facility for cats. A few years later we expanded again and moved into the current location. The adoptions center houses kittens over 6 months old and cats in community rooms. Younger kittens, dogs and puppies live in foster homes. We have 6 full time employees and many active volunteers.

Our Rescue Policies

Types of Pets We Rescue

Second Chance rescues abandoned or stray dogs, cats, kittens or puppies from our service area with an emphasis on partnering with shelters who find themselves near capacity for space. Our services area has begun to expand beyond Wake County and includes neighboring communities like Franklin, Harnett, and Johnston Counties.

- We will not accept animals that are wild/feral. Cats that have surgically cropped ears may be accepted at the discretion of the coordinators, if they are social and pass a temperament test.
- Second Chance focusses on accepting stray and abandoned animals. Personal pets may be considered on a case by case basis.
- The Board of Directors may set further limits and may issue guidelines authorizing animal program coordinators to accept or exclude specific animals on a case-by-case basis. This may include blood donors and medical research animals.

Animal Health

- All animals receive age specific vaccinations, parasite treatment, and preventative treatments in accordance with accepted veterinary practice and established protocol. Additional treatment, including surgeries and medications, will be provided as deemed necessary by the program coordinators, on a case-by-case basis while the animal is in the Second Chance program.
- Second Chance is considered a no kill rescue which means we will never euthanize an animal to make room for another. However, there may be decisions about medical or behavioral euthanasia when talking about behavior: safety of the public and other animals around them.
- Decisions about medical euthanasia will be based on quality of life. However, suspected rabid animals will be handled in accordance with the law.

Injuries and Bites

- All volunteers must exercise considerable judgment in handling any dog or cat. There is always the risk of getting scratched or bitten regardless of usual demeanor. Careless or negligent behavior that puts themselves or other volunteers at risk will not be tolerated and the volunteer will be asked to leave the premises. All volunteers must follow the instructions of the coordinator in charge.
- In the event that a volunteer is bitten or scratched by an animal the following rules will be followed:

All cuts, scratches, bites, and abrasions must be immediately and thoroughly flushed and washed in copious, warm soapy water and betadine. Aside from the risk of Rabies, animal bites and scratches can be painful and dangerous, and can require immediate medical attention to prevent serious infection. All such events must be immediately reported to the program coordinator or event supervisor, who will take further action. If appropriate, animal control will be notified by Second Chance leadership.

Adoption Policies

Our policy is to carefully match every animal with the best possible home for its needs to ensure a long lifetime of safety and love. We try to ensure this match through a careful screening process.

Cat/Kitten Adoption Policy

- Second Chance believes cats should be indoor-only pets, and seeks committed indoor-only homes for our cats and kittens. This commitment must apply to all cats in the household to reduce the possibility of disease transmission. Second Chance opposes declawing of Second Chance cats.
- The decision to take back an animal is made on a case by case basis taking into account the health, safety, and quality of life of the animal.
- Second Chance pets are spayed or neutered before they are made available for adoption. They are additionally provided with necessary vaccinations and microchipping prior to adoption.

Dog/Puppy Adoption Policy

- Second Chance encourages, but in most cases, does not require a fenced in yard for dogs/puppies. However, when the pet is in an unconfined area, a leash is required to be used. Regular exercise (walks, runs) is strongly urged especially in situations where there is not a fenced area available for the pet. Obedience training is encouraged to correct or avoid undesirable behavior.
- Second Chance pets are spayed or neutered before they are made available for adoption. They are additionally provided with necessary vaccinations and microchipping prior to adoption.

Volunteer Requirements and Participation

Definition of a 'Volunteer'

A "volunteer" is anyone who, without compensation (or expectation of compensation beyond reimbursement) performs a task at the direction of, and on behalf of, the organization. A "volunteer" must be officially accepted and enrolled by the organization prior to performance of the task.

Unless specifically stated, volunteers shall not be considered as "employees" of the organization.

Age Requirements

- **Adult Volunteers:** 18+ can volunteer in most roles and 21+ can volunteer in all roles. The age requirements are located on each description associated with the volunteer role.
- **Youth Volunteers:** 16-17 yrs old and can volunteer without a parent/guardian present (with the exception of dog walking) as long as a waiver has been signed.
- **Ages 13-15 yrs old:** must always be supervised and with a parent/guardian at all times and may not interact with dogs at the center.

Attendance

If you commit to an event or shift, you are expected to attend. If for some reason you are not able, please contact the appropriate person. Volunteers who sign-up for shifts or to participate at events but are no-shows on three occasions (without informing the appropriate volunteer supervisor), will be made inactive in the volunteer database. Volunteers who remove themselves from the volunteer calendar within 24 hours of the shift/event start on three occasions in a three month period will also be made inactive.

Service Needs

Court Ordered Service Hours:

- Individuals needing court ordered community service hours are accepted on a case-by-case basis and the hours should not exceed 75 hours of required service.
- Individuals completing court ordered hours will be limited to the roles of Office Greeter or Facility Helper. This is because of the limited time that the individual will be volunteering with Second Chance. If the volunteer desires to volunteer beyond their court ordered hours, they may reach out to the Volunteer Manager regarding other available roles.

General Service Hours:

- Volunteers looking to have their hours recorded for school, work, or extracurriculars may reach out to the Volunteer Manager to record their hours and may participate in all available Second Chance roles should they meet the role requirements.

Volunteer Opportunities

Online Volunteer Information Center-Volgistics

The majority of volunteer opportunities are listed in the Volunteer Information Center through Volgistics, which is an online tool. Once you become an active volunteer, you will be sent a temporary password via email so that you may log in. The available volunteer opportunities listed for you will depend on which assignments you have expressed an interest in on your application and the training that you have completed. Your interests can be updated at any time in the same system.

Volunteer Information Center: Go to www.SecondChanceNC.org -> Volunteer Menu -> Login: Current Volunteers

Log In: Your Email Address

Password: Temporary password sent via email once you are an Active volunteer

General Volunteer Roles

Our general volunteer opportunities are listed below and do not include the exhaustive list of the talents and skills volunteers provide to help our rescue. Role descriptions for available roles can be found by visiting our website and clicking on the roles located on the volunteer form. If you have a talent or skill you'd like to contribute, please reach out to Alex the Volunteer Manager!

Cat Care: 2 hour shifts include scoping litter boxes, feeding the cats, cleaning and sanitizing areas, documenting care, and giving lots of love. There is an online orientation and an in-person training interview for this role. Individuals 16 years and older may volunteer. Children between 13-15 years of age must be with a parent/guardian at all times and the parent/guardian will be considered the volunteer.

Dog Walker: Shifts vary from 1-2 hour intervals and include walking, feeding and medicating (for select volunteers), providing water, cleaning and sanitizing kennels, and documenting care. There is an online orientation and three in-person training sessions. This role is for adults 18 years and older.

Facility Helper: Shifts are in 2 hour intervals and include organizing donations, doing laundry and dishes, sanitizing litter boxes, cages, and toys, sweeping and mopping, general cleaning and upkeep of the center. There is a one hour training session required for this role. You must be at least 16 years or older to volunteer. Children between 13-15 years of age must be with a parent/guardian at all times and the parent/guardian will be considered the volunteer.

Office Greeter: Shifts are in 2 hour intervals Monday-Friday and include welcoming visitors, providing correct information on adoption policies, accepting donations, maintaining a clean and tidy front office, and ensuring that visitors abide by the rescue's rules.

Fostering: We have fostering opportunities available for dogs/puppies and for kittens 6 months old or younger. We do not foster adult cats since the cats live at the rescue on site. Second Chance provides the supplies including food, cages, toys, etc. and pays for any medical costs associated with the animal. For more information and to get started with fostering, please visit the website and complete a foster application form.

Events and Fundraising: Second Chance hosts two large fundraising events per year with small to medium sized events in between. Volunteers are needed to help with transporting items to events, facilitating the Second Chance information table, and setting-up/breaking down after the event.

Volunteer Expectations and Conduct

Treatment of Animals

Animals are to be treated kindly, gently, and professionally at all times. The proper individuals should be immediately notified if you noticed any medical or behavioral concerns regarding a Second Chance animal.

Conduct

As a volunteer, you are a representative of Second Chance. When involved in our events, or when wearing your volunteer attire, you are expected to present a good image of the organization. This includes language. Please be respectful of your fellow volunteers. If you disagree with someone, be it another volunteer, potential adopter, sponsor or an event attendee, please refer the matter to the Volunteer Manager. Additionally, volunteers are to treat the Second Chance facility and its supplies with care and will not remove supplies unless approved by a staff member.

For more information on conduct, please refer to the Code of Conduct attached in the back of this handbook.

Volunteer Attire

If you are participating in an event that requires you to wear a Second Chance shirt, one will be provided to you. For animal care, please wear clothes that you would be okay with if they were to get damaged. Closed toed shoes are also required. Additionally volunteers are expected to wear attire appropriate for a place of business and to refrain from wearing revealing or otherwise inappropriate clothing. **Please see the full dress policy on p. 12.**

Drugs, Alcohol and Smoking

Drugs and alcohol should not be consumed at the center during animal care shifts. Additionally, volunteers participating in events where alcohol is served are asked to abide by all applicable laws and drink responsibly. Smoking products including cigarettes and vapes should be avoided when volunteering at the Second Chance center and Second Chance activities. If you must smoke or vape, please do so at least 25 feet away from the Second Chance building or activity.

Harassment

Second Chance maintains a policy forbidding harassment of volunteers whether by supervisory volunteers, fellow volunteers, or other individuals that a volunteer may come into contact with as part of their assigned task. Second Chance has a zero-tolerance policy for racism, discrimination, sexual harassment, and bullying of any kind.

These behaviors include but are not limited to: offensive physical actions such as lewd gestures; statements meant to humiliate a person publicly or individually; the use of racial slurs or "jokes"; sexually explicit communication that is either written or spoken; any unwelcome physical contact with other volunteers, staff, or clients; any unwanted sexual attention; harassment due to a person's race, color, gender, identity, religion, language, medical condition, age, culture, national origin, gender expression, disability, marital status, or sexual orientation.

If you witness these behaviors, you are required to notify the Volunteer Manager, Senior Director of Operations or the Human Resources Committee immediately. If you engage in any of these behaviors, you will receive prompt disciplinary action and/or termination without notice.

Theft

Theft of any Second Chance materials is cause for immediate dismissal from the volunteer program. Depending on the severity of the theft, legal action may also occur.

Fundraising

Volunteers may encourage donations for Second Chance at any time. Any direct or indirect solicitation of commercial businesses must be done with prior board approval. You may feel free to present any future fundraising plans to the Director of Operations at any time. All correspondence needs to be handled through the Director to keep our books in order and eliminate miscommunication.

Rev. 7/23

Suggestions

As you go about your volunteer activities, you may notice ways to improve the quality or efficiency of your volunteer experience. We ask that you share these ideas with a Volunteer Manager through daily conversation, in meetings, by e-mail, or the volunteer suggestion box located on the Volgistics portal. Be on the lookout for improvements. Your ideas can make a difference in the level of our success and the quality of our volunteer program.

Recruitment of other volunteers

Tell your friends about our program and invite them to volunteer their services. Remember, all volunteers need to complete an online application and attend the orientations and trainings as required. If you know of someone interested in volunteering, please have them visit our website ([Volunteer - Second Chance Pet Adoptions \(secondchancenc.org\)](http://Volunteer - Second Chance Pet Adoptions (secondchancenc.org))) or contact Alex the Volunteer Manager at alex@secondchancenc.org.

Volunteer Health and Medical Coverage

All volunteers should be in general good health. Any physical limitation should have been noted on the Volunteer Application so appropriate work may be selected. If you realize at an event or shift that you are unable to fully perform the assigned task, please consult with the Volunteer Coordinator, Event Lead, or Shift Leader promptly so that you can be assigned an alternative task.

All volunteers are required to sign a hold-harmless waiver for the protection of the organization. It is recommended that you have personal health insurance.

Conflict Resolution and Administrative Action

We believe that the best way to handle any misunderstanding is to communicate honestly about it as soon as it happens. That is why we have an open door policy for bringing volunteer concerns to the attention of the people who can best do something about them. We stress that no member of the Second Chance staff or the board is too busy to answer questions or discuss your concerns.

Corrective Action Process

Second Chance reserves the right to terminate a volunteer's connection with the organization at any time. The Volunteer Manager may provide verbal counseling and/or written warning prior to termination, but is not required to do so.

Verbal Counseling

When a performance problem is first identified or inappropriate behavior is displayed, it should be brought to the attention of the volunteer as soon as possible. Informal discussion between the Volunteer Manager, a staff member, or shift leader and the volunteer will often suffice as the corrective action needed for the infraction.

The Volunteer Manager should make and retain a written record of this conversation that summarized the issues discussed and the date of the meeting.

Written Warning

If an informal discussion with the volunteer does not result in corrective action, the Volunteer Manager will prepare a written warning. This formal memorandum will highlight the prior counseling session and the subsequent infractions(s)

leading to this warning. This written warning should be discussed with the volunteer and copies submitted to the Human Resources Committee. Copies should include all of the information required by the disciplinary process.

Termination

If the volunteer's performance continues to deteriorate, or corrective action is not adhered to, the Volunteer Manager should, after consultation with the HR Committee, prepare and deliver to the volunteer a memorandum summarizing all previous corrective actions and the specific problems(s) that warranted the termination action.

Grievance Policy

The HR Committee (Human Resources Committee) serves the staff and volunteers of Second Chance by researching job market data to make certain our compensation, including benefits, are competitive with similar non-profit roles in the area, updating policies within the organization as necessary, weighing in on personnel matters, and keeping the Board of Directors updated on any staffing or personnel concerns. This committee is composed of Second Chance board members who volunteer their time to assist with the needs of the organization and also includes the Senior Director of Operations. The Volunteer Manager attends a portion of the committee meetings to provide a monthly report on the volunteer program but does not attend the full committee meeting that pertains to matters of staff and volunteer confidentiality.

The Committee would like to implement a resource for employees and volunteers to submit grievances in a confidential manner if they are uncomfortable discussing their concerns with management or do not feel their concerns are being addressed properly. This confidential email address is intended for staff and volunteers to voice concerns that they believe are either sensitive in nature and wish to be kept confidential, or in the case that the volunteer or staff member does not believe management has adequately followed up with their concern or experience. This email address is to submit a formal complaint that requires a higher level of oversight in order to properly and quickly address the issue. Within this email, please describe the grievance in detail and the hardship. Provide examples if the issue is ongoing and any documentation you may have. The confidential email box will only be accessible by one individual who is not an employee of Second Chance.

Who do I contact if I have a concern regarding my volunteer experience?

- The Volunteer Manager is the first staff member that volunteers can reach out to regarding a concern with their volunteer experience. The current Volunteer Manager is Alex Barker and they can be contacted at alex@secondchancenc.org.
- If a volunteer believes the Volunteer Manager has not satisfactorily addressed the concern, volunteers can reach out to the Senior Director of Operations, Lisa Imhof at lisa@secondchancenc.org.
- If a volunteer believes that the Senior Director of Operations has not satisfactorily addressed the concern, volunteers may reach out to the HR Committee. Additionally, if the concern is of a sensitive nature and the volunteer desires to remain anonymous, the volunteer should reach out to the HR Committee first. **The email address for the HR Committee is hr@secondchancenc.org.**

Privacy & Communications

Personal information

The safety and privacy of our volunteers is important to us. To that end, Second Chance will not release a volunteer's phone number, age or other personal information to anyone outside of our organization or to another volunteer without the volunteer's written permission to do so. Access to your personal information is limited to staff and a few individuals within the organization. Your information is used only to communicate with you or to offer volunteer opportunities or information which we feel you would be interested in.

E-mail

E-mail and internet access provided by Second Chance to volunteers is solely for business purposes, and therefore Second Chance reserves the right to access and review any and all of the volunteer's e-mail messages and internet activity that stem from the sources provided by Second Chance. There should be no expectation of privacy in regards to any e-mail or internet activity that is derived from sources provided by Second Chance. In addition, Second Chance may disclose the contents of e-mail messages and internet activity when it determines that there is an appropriate reason to do so. All e-mail messages and records of internet activity are also subject to back-up or other form of electronic storage or reproduction.

Volunteers are not permitted to access the e-mail or internet activity of any other volunteer without the approval of that volunteer or the approval of the Board President.

No one may solicit, promote or advertise any organization, product or service through the usage of Second Chance e-mail accounts. Volunteers are not permitted to send e-mail that contains ethnic slurs, racial epithets, or anything that may be construed to harass or disparage others based on their race, national origin, sex, sexual orientation, gender identity, age, disability, religious or political beliefs.

Second Chance reserves the right to determine when a volunteer is sending excessive or improper e-mail. E-mail is an asset of Second Chance and is subject to review or monitoring at any time without notice.

If at any point you receive any email that you feel is inappropriate, for any reason, and you believe you have received it in conjunction with your involvement with Second Chance, please forward the e-mail and other details about the communication to the Volunteer Manager immediately.

Media Procedures

So efforts are not duplicated, and information is accurate, it is essential that any dealings with the media must be brought to the attention of the Director of Operations. Media includes anything printed, broadcasted, or televised about Second Chance. We welcome any contacts or story ideas you may have and ask that you direct them to the Director of Operations.

Dress Policy

Maintaining a professional and respectful appearance is very important to the success of Second Chance Pet Adoptions.

Regardless of the employee or volunteer's interaction with staff, contractors, volunteers, clients or the public, each employee and volunteer projects the reputation of the organization. Part of this impression depends on each employee and volunteer's choice of dress and hygiene.

Second Chance has chosen to offer a casual dress environment for employees and volunteers. Employees and volunteers are expected to use good judgment and to show courtesy to their co-workers and fellow volunteers by dressing in a manner that is presentable and appropriate. Regardless of the duties being performed, at all times employees and volunteers are asked to be cognizant that Second Chance Pet Adoptions is still a place of business.

Examples of inappropriate attire include clothing with offensive language, extremely tight, short, or revealing articles of clothing, and anything which is ripped, frayed, or excessively stained or otherwise dirty. Crop tops, spaghetti straps, exercise attire, beach attire, exposed undergarments, and low rise shorts or jeans are not appropriate. For employees and volunteers performing cat care closed-toe shoes are to be worn. Sandals, flip flops, or open-toed shoes are a safety concern and are prohibited.

Violations of the dress policy can range from inappropriate clothing items to offensive perfumes and body odor. If a staff member comes to work in inappropriate dress, the staff member will be required to go home, change into conforming attire and return to work. Volunteers who violate this policy will be excused from their volunteer shift. If warranted, the Director of Operations, or her proxy, will initiate a discussion or disciplinary action with a volunteer or staff member who is believed to be in violation of this policy.

Conflict of Interest Policy

It is in the best interest of Second Chance Pet Adoptions to be aware of and properly manage all conflicts of interest and appearances of a conflict of interest. This conflict of interest policy is designed to help directors, officers, employees and volunteers of the Second Chance Pet Adoptions identify situations that present potential conflicts of interest and to provide Second Chance Pet Adoptions with a procedure to appropriately manage conflicts in accordance with legal requirements and the goals of accountability and transparency in Second Chance Pet Adoptions operations.

1. Conflict of Interest Defined. In this policy, a person with a conflict of interest is referred to as an "interested person." For purposes of this policy, the following circumstances shall be deemed to create a Conflict of Interest:

- a. A director, officer, employee or volunteer, including a board member (or family member of any of the foregoing) is a party to a contract, or involved in a transaction with Second Chance Pet Adoptions for goods or services.
- b. A director, officer, employee or volunteer, (or a family member of any of the foregoing) has a material financial interest in a transaction between Second Chance Pet Adoptions and an entity in which the director, officer, employee or volunteer, or a family member of the foregoing, is a director, officer, agent, partner, associate, employee, trustee, personal representative, receiver, guardian, custodian, or other legal representative.
- c. A director, officer, employee or volunteer, (or a family member of the foregoing) is engaged in some capacity or has a material financial interest in a business or enterprise that competes with Second Chance Pet Adoptions

Other situations may create the appearance of a conflict, or present a duality of interests in connection with a person who has influence over the activities or finances of the nonprofit. All such circumstances should be disclosed to the board or staff, as appropriate, and a decision made as to what course of action the organization or individuals should

take so that the best interests of the nonprofit are not compromised by the personal interests of stakeholders in the nonprofit.

Gifts, Gratuities and Entertainment.

Accepting gifts, entertainment or other favors from individuals or entities can also result in a conflict or duality of interest when the party providing the gift/entertainment/favor does so under circumstances where it might be inferred that such action was intended to influence or possibly would influence the interested person in the performance of his or her duties. This does not preclude the acceptance of items of nominal or insignificant value or entertainment of nominal or insignificant value which are not related to any particular transaction or activity of Second Chance Pet Adoptions.

2. Definitions.

- a. A "Conflict of Interest" is any circumstance described in Part 1 of this Policy.
- b. An "Interested Person" is any person serving as an officer, employee or member of the Board of Directors of Second Chance Pet Adoptions or a major donor to Second Chance Pet Adoptions or anyone else who is in a position of control over Second Chance Pet Adoptions who has a personal interest that is in conflict with the interests of Second Chance Pet Adoptions
- c. A "Family Member" is a spouse, parent, child or spouse of a child, brother, sister, or spouse of a brother or sister, of an interested person.
- d. A "Material Financial Interest" in an entity is a financial interest of any kind, which, in view of all the circumstances, is substantial enough that it would, or reasonably could, affect an Interested Person's or Family Member's judgment with respect to transactions to which the entity is a party.
- e. A "Contract or Transaction" is any agreement or relationship involving the sale or purchase of goods or services, the providing or receipt of a loan or grant, the establishment of any other type of financial relationship, or the exercise of control over another organization. The making of a gift to Second Chance Pet Adoptions is not a Contract or Transaction.

3. Procedures.

- a. Prior to board or committee action on a Contract or Transaction involving a Conflict of Interest, a director or committee member having a Conflict of Interest and who is in attendance at the meeting shall disclose all facts material to the Conflict of Interest. Such disclosure shall be reflected in the minutes of the meeting. If board members are aware that staff or other volunteers have a conflict of interest, relevant facts should be disclosed by the board member or by the interested person him/herself if invited to the board meeting as a guest for purposes of disclosure.
- b. A director or committee member who plans not to attend a meeting at which he or she has reason to believe that the board or committee will act on a matter in which the person has a Conflict of Interest shall disclose to the chair of the meeting all facts material to the Conflict of Interest. The chair shall report the disclosure at the meeting and the disclosure shall be reflected in the minutes of the meeting.
- c. A person who has a Conflict of Interest shall not participate in or be permitted to hear the board's or committee's discussion of the matter except to disclose material facts and to respond to questions. Such person

shall not attempt to exert his or her personal influence with respect to the matter, either at or outside the meeting.

d. A person who has a Conflict of Interest with respect to a Contract or Transaction that will be voted on at a meeting shall not be counted in determining the presence of a quorum for purposes of the vote.

e. The person having a conflict of interest may not vote on the Contract or Transaction and shall not be present in the meeting room when the vote is taken, unless the vote is by secret ballot. Such person's ineligibility to vote shall be reflected in the minutes of the meeting. For purposes of this paragraph, a member of the Board of Directors of Second Chance Pet Adoptions has a Conflict of Interest when he or she stands for election as an officer or for re-election as a member of the Board of Directors.

f. Interested Persons who are not members of the Board of Directors of Second Chance Pet Adoptions or who have a Conflict of Interest with respect to a Contract or Transaction that is not the subject of Board or committee action, shall disclose to their supervisor, or the Chair, or the Chair's designee, any Conflict of Interest that such Interested Person has with respect to a Contract or Transaction. Such disclosure shall be made as soon as the Conflict of Interest is known to the Interested Person. The Interested Person shall refrain from any action that may affect Second Chance Pet Adoptions' participation in such Contract or Transaction.

In the event it is not entirely clear that a Conflict of Interest exists, the individual with the potential conflict shall disclose the circumstances to his or her supervisor or the Chair or the Chair's designee, who shall determine whether full board discussion is warranted or whether there exists a Conflict of Interest that is subject to this policy.

4. Confidentiality.

Each director, officer, employee and volunteer shall exercise care not to disclose confidential information acquired in connection with disclosures of conflicts of interest or potential conflicts, which might be adverse to the interests of Second Chance Pet Adoptions Furthermore, directors, officers, employees and volunteers shall not disclose or use information relating to the business of Second Chance Pet Adoptions for their personal profit or advantage or the personal profit or advantage of their Family Member(s).

5. Review of policy.

a. Each director, officer, and employee shall be provided with and asked to review a copy of this Policy and to acknowledge in writing that he or she has done so at the start of the relationship with the organization. All volunteers will be provided with the policy but are not required to acknowledge in writing.

b. Annually each director, officer, and employee shall complete a disclosure form identifying any relationships, positions or circumstances in which they are involved that they believe could contribute to a Conflict of Interest. Such relationships, positions or circumstances might include service as a director of or consultant to another nonprofit organization, or ownership of a business that might provide goods or services to Second Chance Pet Adoptions Any such information regarding the business interests of a director, officer, employee or volunteer, or a Family Member thereof, shall be treated as confidential and shall generally be made available only to the Chair, the Executive Director, and any committee appointed to address Conflicts of Interest, except to the extent additional disclosure is necessary in connection with the implementation of this Policy.

c. This policy shall be reviewed annually by each member of the Board of Directors. Any changes to the policy shall be communicated to all staff and volunteers.

A Message of Thanks

Second Chance's continued success can be credited only to our incredibly dedicated and compassionate volunteers! Our three full time employees are extremely talented and hardworking, but the amount of work involved with rescuing, treating, and caring for over 500 cats and dogs per year is beyond even their capabilities. We could not exist without volunteers like you. We won't lie; it can be hard work. But the flip side is it is so rewarding! You will find yourself having fun too, and with people who also have a passion for animals. You will truly be making a difference in the lives of animals who otherwise would most likely not have a second chance at life or happiness. On behalf of the board of directors and staff, we want to thank you for choosing to spend your volunteer time with us. We welcome you to our volunteer team, and we really do appreciate you!

If you ever have any questions, concerns, or ideas that you'd like to share regarding your volunteer experience with us, please feel free to contact any one of the people below. We're always happy to hear from you.

Contact Information

General Volunteer Email Inbox: SCVolunteers@SecondChancenNC.org

Human Resources Committee: hr@secondchancenc.org

Second Chance Staff Members:

Senior Director of Operations: Lisa Imhof

Lisa@secondchancenc.org

(919) 455-7189

Senior Operations Coordinator: Jessica Martin

Jessica@secondchancenc.org

(919) 812-3982

Senior Manager of Development and Communications: Rachel Cronmiller

rachel@secondchancenc.org

Dog Program Manager: Susan Roberts

susanroberts@secondchancenc.org

(919) 884-6243

Transport Program Liaison: Jess Jones

jones@secondchancenc.org

(919) 497-6767

Volunteer Manager: Alex Barker

alex@secondchancenc.org

(919) 229-9225