



FY16 HSSV'S COMMITMENT STATEMENT TO VOLUNTEERS

(July 1, 2015 – June 30, 2016)

HSSV is committed to investing in our Volunteer Workforce differently than what we've done in the past, to promote clear two-way Communications, Volunteer Engagement, and Collaboration with the sole intention of serving our Mission, which is to Save and Enhance Lives.

To meet this intention, we are committed to:

COMMUNICATION & COLLABORATION COMMITMENTS:

1. Communicating on the Volunteer Website HSSV performance results (Save Rate, Adoptions, etc.) in a timely manner, as priorities allow, so Volunteers can best support the mission and be “in the know”.
2. Responding to proposed ideas/ suggestions and/or concerns in a timely, transparent, forthright manner. These types of communications should be submitted in writing for consideration, to the most likely “owner” and will be managed by both the Functional Manager (or his/her designee) and Volunteer Programs Manager.
3. Providing regular on-going feedback and appreciation, which may take the form of spontaneous encounters, training feedback, email communications, formal Service Award Recognition, or simply expressions of thanks. We're committed to finding opportunities to create social as well as mission-focused interactions between Staff and Volunteers. Additionally, HSSV's leadership team commits to attending scheduled Volunteer Appreciation/Town Hall Events.
4. Engaging in on-going “conversations” with Volunteers to creatively tap into their skills and interests, as well as actively seeking feedback on Programs/Events designed to support the Volunteer Workforce.
5. Embracing “Analytics” and data management to better 1) understand the state of the Volunteer Workforce and 2) aid in decision-making based upon trends and facts. For FY16, a template of need-to-have data will be mutually determined by VAC and implemented with clear owners.

TRAINING & ENGAGEMENT COMMITMENTS:

6. Providing written policies, handbooks or training materials for all major volunteer roles and needs (fostering, adoptions, socializing, medical, onboarding, etc).
 - a. For FY16, this commitment will take the form of a Project Plan. We intend to creatively engage volunteer's skills and interests in this development project with the goals of 1) creating a “gap

analysis” and 2) determining needed written reference/training materials for all major Volunteer roles.

- b. For FY16, this commitment will also take the form of a new Volunteer Website launch on which existing policies/training materials will be placed, as well as on-going changes to policies or protocols to be communicated in a timely manner by the functional owners.
7. Actively placing new Volunteers in roles that are mutually beneficial, and providing them with appropriate and reasonable training for the role that they’re fulfilling.

CONFLICT RESOLUTION COMMITMENTS:

8. Treating Volunteers fairly, with dignity and respect by all levels of staff.
9. Creating, with the assistance of the Volunteer Advisory Committee, a Conflict Resolution Process that is mutually agreeable, by mid-FY16. As a baseline, this Conflict Resolution Process will include a “good faith effort” to have discussions with directly involved volunteer(s), as well as thorough, timely and objective investigation of circumstances. Decisions/outcomes will be based upon facts and fairness to all concerned with the organization’s best interests at heart and in the forefront.