



Volunteer Professional Standards of Conduct

Professional standards have been developed for the benefit of all volunteers who are working on Santa Barbara County Animal Services property. These Standards are intended to ensure conformance with departmental, local, state and federal laws, policies, rules and regulations and support an inclusive, positive, safe, and respectful work environment. The County and the partner organizations agree to these standards of conduct.

- A. **Animal Treatment** - All animals are to be treated with respect. Mishandling or mistreatment of any animal is unacceptable.
- B. **Unbecoming Conduct** - Volunteers shall conduct themselves at all times, both on and off duty, in such a manner as to reflect favorably on Santa Barbara County Animal Services. Discourtesy or rudeness to a fellow participant, staff member or volunteer, including verbal, online, physical, or visual harassment will not be tolerated.
- C. **Public Appearances and Statements** - Volunteers shall create a favorable impression of Animal Services when representing the department. Statements to the media on behalf of Santa Barbara County Animal Services require prior authorization from the Director or his/her designee.
- D. **Confidentiality of Santa Barbara County Animal Services' Records** - Volunteers may be privy to various levels of information and are expected to exercise discretion and confidentiality.
- E. **Discrimination/Sexual Harassment/Discourtesy** - Acts of discrimination based upon race, color, national origin, religion, age, disability, sex, marital status, genetic information, medical condition, political activities or affiliations, military or veteran status, sexual orientation and identity, AIDS/HIV status, or status as a victim of domestic violence, assault or stalking are forbidden by law and will not be tolerated. All volunteers are expected to display courteous behavior towards the public and their paid and unpaid co-workers.
- F. **Safety** - All volunteers are responsible for using safe work practices, for following all directives, policies and procedures, and for maintaining a safe work environment. Volunteers will report all unsafe conditions and equipment to their supervisor.
- G. **Dangerous Materials** - Possession of dangerous or unauthorized materials such as firearms, weapons, explosives or similar items while on duty is not permitted.
- H. **Drugs and Alcohol** - Solicitation, possession or use of alcohol or non-prescribed narcotics while on duty is not permitted.
- I. **Smoking** - Santa Barbara County Animal Services is a non-smoking facility. Smoking is only allowed in the designated smoking areas. Smoking in restricted areas, in front of the public or while handling animals is not permitted.