

Healing Paws



Animal Rescue

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Volunteer Policy

Healing Paws Animal Rescue – Our Vision

To promote humane behaviour towards animals, in particular on the island of Zakynthos, by providing appropriate care, protection, treatment and security for animals which are in need of care and attention by reason of sickness, maltreatment, poor circumstances or ill usage.

To educate the public in matters pertaining to animal welfare in general and the prevention of cruelty and suffering among animals.

Our ultimate goal is to build a fully licensed shelter on the island of Zakynthos, where we can continue with our vision.

Our Aims

Many of our supporters have visited Greece and have been appalled at the cruelty and neglect of animals there. We are determined to make a difference and, as all services are given free by volunteers, we are able to use every penny collected for suffering animals in Zakynthos Greece by:

- Providing a safe and secure environment for abandoned and injured animals.
- Easing the suffering of those such animals and providing proper veterinary care.
- Funding the sterilising of strays either in foster and also on the streets to prevent further unwanted strays.
- Encouraging neutering of pet animals - whose unwanted litters add to the endemic stray problem. Healing Paws Animal Rescue offers reduced-priced sterilisations to OWNED pets, for which we continually fundraise for to meet demand.
- Funding emergencies of suffering animals through road traffic accidents, poisonings, shootings and illness; then taking them into foster homes.
- Picking up abandoned puppies that have little chance of survival if left on the streets. Caring for these and providing the shelter, food and care for them to flourish.
- Providing food for street dogs throughout the winter when there are no tourists around and they begin to starve. We have dedicated volunteers who feed daily on a rota basis.
- To re-home our rescued dogs into a safe and loving environment where they can mutually enjoy a good quality of life with human beings and other animals. We assist adopters by taking dogs/cats into foster care, prepare them for European travel and arrange transport to their new homes across Europe. This is at the cost of the adopter and no profit is made.

Our Mission for Volunteers

Healing Paws Animal Rescue relies on its valued network of volunteers, who tirelessly give up their time, energy and skills to help find loving homes for dogs rescued on Zakynthos.

Through our exciting and diverse volunteer opportunities, we work to provide the best possible volunteer experience, encouraging all involved to exceed their personal expectations, to make a difference, gain a sense of personal satisfaction and be valued for their contribution.

In line with this, Healing Paws Animal Rescue seeks to involve volunteers to:

- Make a positive difference to all animals through every role.
- Understand the motivations of each volunteer and work with each person to help achieve their aims.
- Gain new skills and develop existing ones.
- Build relationships and a sense of belonging within the Healing Paws team.
- Develop personal skills and confidence.
- Feel valued.
- Gain a sense of achievement by doing something rewarding.

Volunteer Roles

Healing Paws Animal Rescue is staffed by a small team of dedicated volunteers, without whom we could not operate.

A wide variety of volunteer roles are undertaken within the structure of the charity and, therefore, each volunteer may have a different role to play within the organisation.

Roles include the following:

- Administration
- Home Checking
- Fostering
- Fundraising
- Promotion

Each role carries with it particular responsibilities in relation to the specific role.

Fostering volunteers are fully home-checked and provided with guidance and support, and a Foster Agreement is in place.

Volunteers are advised that they are responsible for carrying out their own risk assessment regarding any task they choose to apply themselves to, due the very varied activities.

No responsibility or liability will be accepted by the organisation.

Volunteer Recruitment

Volunteers, both on Zakynthos and in the UK, are selected respectively by the Trustees and through the Co-ordinator, Sue Deeth, in Zakynthos.

A volunteer enquiry is made via email; or volunteers are invited to apply for specific roles during a recruitment campaign.

Volunteers are selected on their commitment to work with animals and to the undertaking of saving lives.

The charity Trustees will contact the potential volunteer to ensure that the person is suitable for the chosen role. It is important to match the potential, the attributes and skills of the person to the role to ensure that every applicant has a positive volunteering experience. The applicant may then be offered a role, offered a different role, not offered a role or offered an opportunity to be kept on file until a role suited to them becomes available.

Volunteer recruitment paperwork is completed. Each volunteer will have a Volunteer Agreement, establishing what Healing Paws Animal Rescue and the Volunteer will provide for each other. They will agree to a clear and written role description. Neither of these documents is a contract – Healing Paws Animal Rescue has no intention of creating a contract with any volunteers but we do ask volunteers to fully commit to the role and principles agreed.

All volunteers will receive an induction into Healing Paws Animal Rescue and to their own area of work. It will include introductions to other staff and volunteers, discussion of Policies and Procedures, identifying and delivering any training required for the volunteer to carry out their role to a high standard.

Healing Paws Animal Rescue will provide timely support and guidance for volunteers to develop the qualities, skills and knowledge required for their roles.

Volunteer Responsibilities

- Show commitment to the charity's ethos and values.
- Understand and follow Healing Paws Animal Rescue policies and procedures.
- Treat the public and volunteer colleagues with respect at all times.
- Be a positive advocate for Healing Paws Animal Rescue with the public and volunteers.
- Carry out their tasks to the best of their ability and ask for help when needed.
- To recognise the right of Healing Paws Animal Rescue to expect quality of service from its team members.
- Have a practical and flexible approach and a positive attitude.
- Respect confidentiality.
- Be prepared to undertake appropriate training as required.
- Discuss concerns with the charity Trustees in the first instance.
- Provide feedback and contribute suggestions and ideas.

Equalities, Diversity and Inclusion

Healing Paws Animal Rescue is committed to equal opportunities and diversity. This commitment is reflected throughout the charity's policies and practices.

We operate an equal opportunities policy which applies to all stakeholders including volunteers, Trustees and other partners or member of public who come into contact with us.

We aim to ensure that no-one is treated less favourably on the grounds of their race, colour, nationality, religion, ethnic or national origin, age, gender, gender reassignment or marital status, sexual orientation or disability.

Expenses

Volunteers are unpaid. However, we will ensure that systems are in place to enable volunteers to claim out-of-pocket expenses, including travelling costs.

Insurance

We have third party liability insurance for our UK foster dogs. We are not able to provide home and contents insurance for fosterers and those undertaking this valuable work need to clarify with their insurer that they are adequately covered personally.

Monitoring and Evaluation

Healing Paws Animal Rescue will systematically monitor and evaluate our volunteer programme for improvement, in accordance with our Volunteer Policy.

Ceasing to be a Volunteer

Healing Paws Animal Rescue reserves the right to refuse the offer of services of a volunteer, generally or in any particular case, and to remove an individual from the list of volunteers. Healing Paws Animal Rescue may exercise these rights at any time, with or without prior notice and without giving any reason. If you wish to stop volunteering for Healing Paws Animal Rescue please provide us with as much notice as possible of the date on which you will stop volunteering.

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