



Volunteer Policy and Procedure

The success of National Service Dogs is dependent on the work of its volunteers. A respectful, meaningful working relation between staff and volunteers is critical to that success. It is important for volunteers to be clear on their role and responsibilities and how these relate to the mission of the organization.

1. The organization has more than one clearly designated individual (volunteer or paid staff) with appropriate experience, skills, or qualifications who is responsible for volunteer involvement.
2. Volunteer assignments address the mission or purpose of the organization and involve volunteers in meaningful ways that reflect their abilities, needs, and backgrounds.
3. Volunteer recruitment incorporates internal and external strategies to reach out and involve a diverse volunteer base.
4. National Service Dogs has an appropriate screening process for volunteers that include applications, interviews and in some cases home visits.
5. Each volunteer is provided with an orientation to the organization, its policies and practices, and receives training appropriate to the volunteer assignment and his/her individual needs.
6. Volunteers receive a level of supervision appropriate to the task and are given regular opportunities to offer and receive feedback through social media and annual surveys.
7. The contributions of volunteers are acknowledged and recognized at graduation twice a year and at the annual open house, where formal volunteer awards are presented.
8. The impact and contributions of volunteers and the volunteer program are regularly evaluated as part of annual HR reporting to the board.
9. Volunteers are welcomed and treated as valued and integral members of the organization's human resources team.