

# Naperville Area Humane Society

## Volunteer Absence Policy

Effective 8/29/16

*Because the animals, staff, and other volunteers are counting on each scheduled volunteer to reliably show up for your shift, volunteers are required to give notice if they cannot make their scheduled shift.*

### Excused Absences

In order for an absence to be considered excused, a volunteer must give proper notice that he/she will not be able to attend his/her scheduled shift.

A volunteer is allowed 8 excused absences in a calendar year. Any volunteer exceeding this number of absences may be removed from the volunteer program.

Absences can be made up by subbing another shift. The minimum of 4 hours per month, 48 hours per year is still required by all volunteers in order to be part of the program. **Please call the shelter and ask a staff member what shifts are open for you to pick up extra hours/make up hours.**

**Note: Volunteers no longer have the ability to use VicNet and manage their own schedules online from home. This new procedure replaces that.**

### **The rules for an excused absence are as follows:**

1. The volunteer must contact the shelter notifying the Volunteer Manager OR any staff member of their absence **by calling 630-420-8989 x0** (the main number). Due to the Volunteer Manager only being in the office part time, messages may not be left on their voicemail. Emailing about an absence is also not allowed.
2. If you do not reach a staff member, you are required to leave a voicemail about your absence or schedule change. The Animal Care Team checks this message several times daily, and will report all messages back to Andrea for record keeping.
3. Notification of absence may be made only by phone and must be done by **12 noon on the day before your scheduled shift.** In the case of an emergency or illness, please call as much in advance as possible, but we know these things happen. \*No matter the circumstances, please notify the staff that you missed a shift, that way it can be notated on your profile.\*
4. Notifying another volunteer that you are going to be absent is not acceptable.

## **Unexcused Absences**

If a volunteer fails to give notice or fails to give proper notice of an absence, it will be considered an unexcused absence.

A volunteer is allowed 2 unexcused absences. The first time, the volunteer will receive written notification by mail or email. The second time, the volunteer may be removed from the volunteer program.

## **Signature**

*Please sign below in acknowledgement of this policy, that you understand it fully, and know there are no exceptions to it. Thank you.*

Volunteer Name (Printed) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

*\*Forms can be returned to [acios@napervilleareahumanesociety.org](mailto:acios@napervilleareahumanesociety.org), in person at the shelter to any staff member, at orientation, or via postal mail to 1620 W. Diehl Rd. Naperville, IL 60563.*