

9 - Volunteer Development

- General (p2)
 - Volunteer Incentive Program (p2)
- Supplemental information (p2)
 - Dress Code for CACVT Volunteers (p2)
 - Ideas to Generate Participation / Volunteerism / Membership (p3)
- Forms (p3)
 - Dismissal from CACVT Event Form (p4)
 - Assessment of Personal Conduct Report Form (p5)
- CACVT Volunteer Agreement form (p6)
- Volunteer Handbook (p7)

● General

o Volunteer Incentive Program

Printed in August 2008 *Techniques* Newsletter. Originally decided at the June 28, 2008 CACVT Goal & Leadership conference.

Starting August 1, 2008, CACVT volunteers' time will be rewarded with CACVT merchandise and/or membership packages. When you volunteer hours for CACVT, we will keep track of them, and then when you reach a certain level, you will receive the reward item.

There are many events where the hours count. Here are just a few:

- ❖ Assisting at conferences
- ❖ Being at the CACVT booth at various events
- ❖ Job fair assistance
- ❖ Helping out during NVTW
- ❖ Volunteering hours for office work (mailings)
- ❖ Participating in events as designed by committees

Please contact the office or appropriate Committee Chair for more details.

Levels	Reward item	Volunteer hours
1	Leash	2
2	Post it note pad	4
3	Key ring / pen	9
4	Pin / mug	15
5	Shirt / scrub	21
6	Hoody / bag	30
7	Focus Conf. Registration	45
8	NAVTA membership	65
9	½ CACVT membership	85
10	½ CACVT membership	100+

● Supplemental Information

o Dress code for CACVT Volunteers

Professional Appearance

Board members, Committee Members, and/or any Volunteers attending continuing education conferences and events, and generally representing the CACVT in the community, are required to observe minimum dress standards. Business casual dress* is the minimum standard that must be observed when volunteers are representing CACVT at public venues (unless otherwise specified).

In addition, body piercings and tattoos should be removed or covered at all times as deemed appropriate by conventional standards. If there is a question as to what is conventional, the executive board will make the decision, if necessary, by vote.

Finally, Board and Committee members may attend community events which might require formal dress. These might include Chamber of Commerce and other civic or business development meetings, luncheons, and dinners. Take your cue from staff and other volunteers who have attended (contacting them ahead of time). Certainly, if you are a speaker at a business event, consider wearing formal dress.

Reasonable accommodations will be considered when the situation requires an exception

***Business Casual Dress**

Business casual is crisp, neat, and should not look like cocktail or party or picnic attire. Avoid tight or baggy clothing; business casual is classic rather than trendy. Don't confuse club attire with business attire. If you would wear it to a club, you probably shouldn't wear it in a business environment.

Pants / skirts: Women can wear casual pants or skirts. Neither should be tight. Fabrics should be crisp; colors should generally be solid; navy, black, gray, brown and khaki are always safe bets. For the most business-like appearance, pants should be creased and tailored; neither extreme of tight or flowing.

Skirt length and slits: Your skirt should come at least to your knees while you are standing. While you are seated, your thighs should be covered. If your skirt comes to just below the knee, a slit to just above the knee might be acceptable. A very long skirt should not be slit to above the knee. Generally slits in the center back of a skirt — to facilitate walking a stair climbing — are acceptable.

Shirt / sweaters: In addition to tailored shirts or blouses, jackets, tailored knit sweaters and sweater sets are appropriate business casual choices for women. Cotton, silk, and blends are appropriate. Velvets and shimmery fabrics suitable for parties are not appropriate. Fit should not be tight. Cleavage is not appropriate to business and job search occasions.

Shoes: Should be leather or fabric / microfiber. Appropriate colors are black, navy and brown (to coordinate with your other attire and accessories); white and pastels are not appropriate. For the most conservative look, toes should be covered. Sandals which are neither extremely dressy nor extremely casual might be appropriate. Thin straps and high heels are not appropriate. Chunky heels and platforms are not appropriate. Make certain you can walk comfortably in your shoes; **hobbling around a job fair in shoes that are pinching your feet does not convey a professional image.**

Formal Dress or Business

This is when the atmosphere or event requires a very formal tone. For CACVT, these will primarily be meetings outside the association. For example: going to the Capitol for legislative issues, being interviewed on TV for an event, or representing CACVT at a business affair.

Ideally, business dress consists of a suit. For women, this can be either pants or skirts with matching blazer or sweater. Accent items such as jewelry or scarves are appropriate as long as they are conservative. While heels are not required, shoes do need to be stylish and dressy, matching the outfit.

For men, the suit should be a matching jacket with pants. Ties should be worn and be conservative in the current style. Shirts are generally solid in color and shoes are basic and matching the suit color.

In general, to have an immediate fashion consultant, watch the prime time news casts. Thousands of dollars are spent making sure the men and women on the news look appropriate and business-like. Clues as to the trends and fashions are found here for free.

o Ideas to Generate Participation / Volunteerism / Membership

*The number one reason why people do not volunteer / join is: **They do not feel they were asked!***

- ❖ Do not assume people know about your organization or that you are looking for new members.
- ❖ Be alert to the public image of your organization.
- ❖ Diagnose why some people may be reluctant to join and see if you can meet their concerns.
- ❖ To get results, you really need to *ask* people to join.
- ❖ The clearer you can be about what joining means, the more success you will have.
- ❖ Repeat your message regularly.

Pointers on Inviting People to Volunteer / Participate

(Excerpts from “The Volunteer Recruitment Book” by Susan J. Ellis)

- ❖ Be sincere yourself. Sincerity wins out over technique every time.
- ❖ Be clear on what you want people to do.
- ❖ Use titles to describe the position / responsibilities.
- ❖ Avoid minimizing the responsibilities / work load.
- ❖ Share deadlines up front.
- ❖ Explain the training and supervision or support the volunteer will have.
- ❖ Identify and express the benefits to the volunteer from accomplishing the task.
- ❖ Explain why you decided to ask this person to help – what skills or personality traits make him or her a good candidate for the position.
- ❖ Find out what a prospective volunteer wants to *learn or try* as a participant.
- ❖ Asking people to volunteer is a compliment.
- ❖ Paint an upbeat picture of the work. Volunteering should be fun.
- ❖ Remember you are giving people the marvelous *opportunity* to participate in an important project. You don’t want them to be left out!

● Forms

- o Dismissal from CACVT Event Form
- o Assessment of Personal Conduct Report Form



CACVT

191 Yuma Street
 Denver, CO 80223
 office 303-318-0652
 toll free 1-866-318-0652
 fax 303-318-0651 or e-fax 309-408-3976
 info@cacvt.com, www.cacvt.com

Supporting Quality
 Veterinary Care

Dismissal from CACVT Event Form

Date: _____

Event: _____

_____, representing the _____ committee has been
 relieved of his/her duties for the above event for the following reason:

I, _____ understand why I was relieved of my duties at the above event.

I will either vacate the premises or agree to reimburse CACVT for expenses incurred by CACVT on
 my behalf for the above event.

Signature of dismissed party

Signature of CACVT representative asking for dismissal



CACVT

191 Yuma Street
Denver, CO 80223
office 303-318-0652
toll free 1-866-318-0652
fax 303-318-0651 or e-fax 309-408-3976
info@cacvt.com, www.cacvt.com

Supporting Quality
Veterinary Care

Assessment of Personal Conduct

Report Form

Includes, but is not limited to, appropriate dress at events, appropriate language, appropriate conduct (including cell phone and other electronic use), and any other matters that occurred while representing CACVT.

Date of Incident:

Date of Report being filed:

Location of Incident:

Witness to event:

CACVT Bd/Chair to follow-up:

Party in question:

Specific Situation:

Documentation provided ahead of time:

Time frame for action:

Any comments or rebuttal from Party in question:

Consequences of future actions:

Any additional notes:

Signature of Witness

Signature of Bd/Chair
(if different from witness)

Party in Question

Date signed

Date signed

Date signed

By signing, it signifies that you understand the event listed above and that information is correct.

● CACVT Volunteer Agreement

Professional Appearance and Conduct Policy

It is important to recognize that when CACVT volunteers represent CACVT at events and/or public venues, they are advancing the CVT profession, the Association, and its goals and objectives; and that s/he is a symbol of and for the entire association. Towards that end, the following agreement outlines the expectations of a CACVT volunteer in the areas of attire and conduct.

Appropriate Attire:

All Executive Board members, Chairs, Committee Members, volunteers and staff should, when representing the association in a public setting, dress in the appropriate attire of a professional. You are the image of the association and the profession, and people will recognize you. Clothing is an external indicator of the internal attitude, and should be that of a leader.

In addition, body piercings and tattoos should be removed or covered at all times as deemed appropriate by conventional fashion. Unusual hair color or style is also not appropriate. If there is a question as to what is conventional fashion, the executive board will decide if it is appropriate, and if necessary, by vote.

Appropriate attire and footwear, unless otherwise stated, is business to business casual (a general summary is available in the CACVT office). Absolutely no scrubs, blue jeans, t-shirts, sweatshirts, gym clothes, midriffs, clothing with holes, rips, or obvious wear patterns, mini skirts, underwear as outerwear, flip flops, ball caps, or any other “casual” clothing is acceptable at any time.

Appropriate Conduct:

Since you will be recognized as a CACVT association leader, you will be held to a higher standard in your conduct at CACVT events. Language used shall be in a more positive fashion without profanity or extreme negativity towards any association activities or individuals. Public forums are not the venue for these types of discussions. If an individual has a complaint, it is for you to note it and work through the situation in a professional manner. If it is not easily and quickly resolvable, it should be continued in a more private location or passed to a more appropriate individual.

Cell phone activity will be kept at an extreme minimum (both conversation and texting). Cell phones will be kept on vibrate at all times. If a call is required, you will do it in a discrete manner as to not draw attention to yourself.

While we appreciate children, there is a time and place for them. In general children are not encouraged to be at any event where CACVT leadership is present. If there is an exception, it should be brought to the executive board prior to the event for consideration. In addition, no animals of any nature (mammal, reptile, avian, etc) are allowed at CACVT events unless they are service animals or are approved ahead of time by the committee or executive board, depending on the nature of the event.

Consequences

If you are at a CACVT event, and in the opinion of the leadership present, you are not representing the association in a professional manner, you may be asked to not participate in the interactions with the members, or even asked to leave the premise (since you will still be recognized as a CACVT leader). If you are allowed to stay, you will be responsible for any fees for the event.

There will be a formal documentation of the infraction. After two formal documentations, you will be asked not to represent CACVT at the next event.

Any further infractions after this, you will be asked to step down in your capacity as an association representative for a period of one year. It is up to each individual to maintain the highest standards and lead by example as you will be held accountable at a higher standard than the average member.

I have read this policy set forth above and agree to comply fully with its terms and conditions at all times during my service as a CACVT Volunteer:

CACVT Volunteer Name: (please print): _____

CACVT Volunteer Signature: _____

Date: _____