



CHS Volunteer Absence Policy

Our volunteers are an essential part of the success of the Calgary Humane Society. The care, commitment, and dedication they provide to our animals is invaluable.

Our staff rely heavily on the support of our volunteers to provide the care and enrichment our animals need to succeed in shelter. When our volunteers do not give us notice of their absence from a shift, it can result in dogs not being walked, animals not receiving enrichment and other staff and volunteers having to pick up additional feedings and cleaning.

The reporting procedure for absences is dependent on how far in advance volunteers are reporting the absence.

Absences less than 24 hours before the start of a shift

Volunteers must text the volunteer cell phone on 587-228-6072 with name, shift time and reason for absence.

A volunteer coordinator will confirm receipt of the message. If a volunteer contacts the phone between 7pm and 8:30am, the message will be acknowledged once a volunteer coordinator starts their shift at 8:30am.

Absences more than 24 hours before the start of a shift

If the volunteer is absent for one shift, Volgistics should be updated to reflect the absence by withdrawing themselves from the shift.

Shift withdrawal process

- *Select Schedule*
- *Select the day you would like to remove yourself from*
- *Select Remove for the shift you are unable to attend.*

Absences more than 24 hours in advance and will be absent for more than one shift

If the volunteer is aware of an absence that will be for more than one shift an email must be sent to volunteer@calgaryhumane.ca detailing the shifts they are unable to attend and when they expect their first shift back to be.

The volunteer will remove themselves in Volgistics from the shifts they will be absent for using the shift withdrawal process.

A volunteer coordinator will confirm receipt of the email and make a record of the reported absence on the volunteers' Volgistics account under notes.

Volunteer wishes to take an extended break from volunteering

The Calgary Humane Society fully acknowledges and supports that volunteers may need some extended time away to manage personal circumstances.

To request an extended break from volunteering the volunteer must email volunteer@calgaryhumane.ca to inform CHS of the break, including their expected date of return

A Volunteer Coordinator will confirm receipt of the email, withdraw all scheduled shifts from Volgistics, remove volunteer from the reoccurring shift spreadsheet and make a record of the extended absence on the volunteers' Volgistics account under notes.

A reminder will be added to the volunteer outlook calendar to contact the volunteer after requested absence time has passed.

If a volunteer is absent for more than two shifts with no contact, an email will be sent from the volunteer department with a reminder of the absence policy, advising of removal from reoccurring shift and requesting contact within two weeks of receipt of email to confirm continued onboard as a CHS volunteer.

Absence Email

Hello *Name*,

We've noticed you haven't been in for your last few volunteer shifts, and we don't have a record of you informing us of an absence of more than a week.

We wanted to reach out and make sure you are ok? If there is anything we can do to adjust your schedule for volunteering, do you need to take a break from volunteering for a while?

Below are references to our absence policy:

Reporting Absences

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Shift withdrawal process

- *Select dashboard to see upcoming shifts*
- *Select shift unable to attend*
- *Select confirmed*
- *Change to withdrawn*

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We have temporarily removed you from your weekly reoccurring shift to ensure our departments aren't relying on your shift attendance. If you wish to continue doing your current reoccurring shift, please email or text requesting reinstatement.

We understand that sometimes our volunteers' circumstances change, and they are unable to continue volunteering with us. If this is the case, we would be very grateful if you could let us know via email that you wish to resign from your volunteer position.

Please get in contact with us either via email volunteer@calgaryhumane.ca or by text or calling the volunteer phone 587-228-6072 to confirm you wish to continue volunteering with us.

Please let us know if there's anything we can do!

Thank you,

Calgary Humane Volunteer Department

403-205-4455 ext. 6547