



Policy Manual

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Welcome Message

Welcome to the Humane Society of Bay County. The Humane Society of Bay County was formed in November 1984 by a group of concerned citizens who recognized a need within our community. Since that time, the organization has acted as the animal advocate in our community. Today, we continue to rely on compassionate and dedicated individuals like you to save, protect, and enhance the lives of animals in Bay County.

The purpose of this Policy Manual is to help all team members understand our guiding principles to help fulfill our Mission, Vision and Values. We believe that when we approach every interaction as an opportunity to educate a community member on animal issues or engage a new donor, adopter or volunteer, we are taking a positive step to helping animals in our community.

You'll find this manual has been designed to empower you by providing helpful guidance to develop operational procedures to carry out our day-to-day work. The content of this manual does not cover every situation or scenario, but instead relies on each of us taking a common-sense approach with customer service and professionalism as our guiding principles.

We require all team members to acknowledge receipt and understanding of our policies on an annual basis and when first joining our team. Please don't hesitate to reach out to me or any leadership team member to help you. We are one HSBC Team.

Again, welcome, and thank you for all you do for animals in Bay County.

Jeannine Wolicki-Nichols
Board President

Mission, Vision and Values

Mission: The Mission of the Humane Society of Bay County is to save, protect, and enhance the lives of animals in Bay County.

Vision of the future: The Humane Society of Bay County is the community's resource organization for saving animals and looks to a future no-kill shelter.

Values:

- All animals' lives are valued
- No Kill Shelter for Adoptable Animals
- Affordable Spay and Neuter Program
- Educational Programs at all levels throughout Bay County

Professional Conduct Policy

Introduction: Providing exceptional customer service is vital to every business and organization—and the Humane Society of Bay County (HSBC) is no exception. We rely on memberships and donations to operate, and value the role the community plays in fulfilling our mission. Professional conduct by all team members is crucial to upholding our reputation and good-standing in the community.

Purpose: The purpose of this policy is to provide team members with expectations and guidelines for professional conduct while representing our organization.

Scope: This policy applies to all employees and volunteers. This policy provides blanket coverage to an individual's conduct while representing the Humane Society of Bay County in both physical and online environments.

Policy: While representing HSBC, team members are expected to conduct themselves in a manner which demonstrates that we value and respect all donors, volunteers, adopters and community members.

HSBC does not discriminate based on race, ethnicity, age, sexual orientation, family status, gender identity, religion, political beliefs, social and economic status, education level or physical or cognitive abilities. All team members are expected to adhere to this policy and refrain from engaging in discriminatory practices.

Team members should never insult, demean or threaten any individual while representing HSBC and should avoid profanity, unprofessional language and unprofessional attire while conducting HSBC business.

Additional guidelines may be found in our Code of Ethics located in print form in the Building Office and electronically.

Procedure: Team members witnessing unprofessional, unethical or discriminatory behavior by HSBC representatives should report their concerns to their supervisor or a board member.

Team members can independently learn more about [professionalism](#) and [techniques for avoiding and managing difficult situations](#) or request formal training from their supervisor.

Failure to comply with these policies and procedures may result in disciplinary action up to, and including, termination.

Information and Intellectual Property Policy

Introduction: The Humane Society of Bay County (HSBC) relies on dedicated volunteers, like you, to fulfill our mission and vision. Team members often independently create and maintain information such as graphic designs, databases and other business records on behalf of the organization. This can lead to confusion on information use and ownership.

Purpose: The purpose of this policy is to establish the ownership and use of information related to the conduct of HSBC business and provide copyright, trademark, and patent guidelines for the protection of HSBC and our team members.

Scope: This policy applies to all employees and volunteers. This policy provides blanket coverage to all information related to the conduct of HSBC business. Customers are defined as any individual who contacts, or is contacted by, HSBC.

Policy: Creative content made for the conduct of HSBC business is the property of the organization. The creator retains no imaging, copyright or intellectual property rights.

Team members should not violate copyright, trademark, or patent laws in the creation of materials for the conduct of HSBC business.

Any physical or electronic records containing information related to the conduct of HSBC business is the property of the Humane Society of Bay County. This includes, but is not limited to, customer information, email correspondence, and donor, event, adoption and volunteer records.

All records are to be provided to HSBC upon request, separation or termination.

Procedure: The procedure for processing information varies by program. Please contact your supervisor for more information.

Team members creating content on behalf of HSBC should familiarize themselves with [copyright](#) and trademark guidelines.

Failure to comply with these policies and procedures may result in disciplinary action up to, and including, termination and legal action.

Media and Public Relations Policy

Introduction: Having an exceptional relationship with the media and public is vital to nonprofit organizations like the Humane Society of Bay County (HSBC). Public relations issues can easily arise if too many people attempt to speak to the public or media on behalf of the organization. Establishing policy and procedures also helps team members understand their role and organizational expectations.

Purpose: The purpose of this policy is to ensure the release of consistent, accurate and strategic messaging on behalf of the Humane Society of Bay County.

Scope: This policy applies to all employees and volunteers. This policy provides blanket coverage for the provision of response, information, or statement on behalf of the Humane Society of Bay County (HSBC) to media outlets (reporters, online articles, etc.) by electronic, written or verbal means.

Policy: All requests for an official response or statement on behalf of the Humane Society of Bay County are to be directed to the Board President or Program Chairs.

A trained and experienced Event Coordinator should be available to serve as a designated spokesperson during public events.

All planned press releases require final approval by the Board President and should be made from an official HSBC email address.

Procedure: If a member of the media contacts you by phone, take their name and contact information and immediately call the Board President by telephone. Leave a voicemail indicating the press has contacted you if there is no answer. Repeat for additional members of the board until you reach a person and relay the information.

If a member of the media approaches you at an event, locate the Event Coordinator to conduct the interview.

Failure to comply with these policies and procedures may result in disciplinary action up to, and including, termination.

Social and Online Media Policy

Introduction: The Humane Society of Bay County (HSBC) recognizes the important role social and online media play in fulfilling our mission and shaping public thinking around animal issues. However, unprofessional behavior, even unintentional, can be devastating to the reputation of an organization. Setting expectations can save you, and us, from embarrassment.

Purpose: The purpose of this policy is to help individuals identify acceptable online behaviors, while also establishing safeguards for our reputation.

Scope: This policy applies to all employees and volunteers. This policy provides blanket coverage for online mediums including, but not limited to, social media, blogs, and websites.

Policy: HSBC encourages individuals to associate themselves with the organization if statements and opinions are identified as that of the individual and not representative of the organization.

HSBC takes the use of copyright and trademark violation and inappropriate, unfounded, derogatory or discriminatory statements by team members seriously. Team members are expected to apply our Professional Conduct Policy and Code of Ethics to online behaviors as they would to offline behaviors.

Only designated representatives (administrators) are authorized to create and distribute content on behalf of the organization using an online medium (social media, website, etc.). Individuals are not authorized to make official statements or release HSBC information from personal accounts. Instead, please “share” from official HSBC accounts.

Always use common sense and professionalism as your guide while online.

Procedure: Contact a designated administrator to arrange website updates and social media posts for events, public education, success stories, etc.

Failure to comply with these policies and procedures may result in disciplinary action up to, and including, termination.

Use of Personal Funds Policy

Introduction: The Humane Society of Bay County (HSBC) recognizes the generous contributions of both time and personal money in fulfilling our mission and vision. However, it is important for HSBC to have an accurate picture of the funding necessary for operation in order to develop budgets, solicit donations and create financial transparency.

Purpose: The purpose of this policy is to help establish internal controls and guidance for individual contributions from employees and volunteers.

Scope: This policy applies to all employees and volunteers. This policy provides blanket coverage for personal moneys expended during the conduct of HSBC business.

Policy: Generally, volunteer mileage is not a reimbursable expense by HSBC, but may qualify for personal tax deduction purposes. Individuals should consult their tax professional for guidance.

HSBC does not expect employees or volunteers to use their personal funds for operational expenses (e.g. animal care and feeding, costs for special events, office supplies, etc.). Please consult the Board Treasurer for policies and procedures related to allowable expenses, purchasing and reimbursement.

Employees and volunteers who elect to make personal contributions for operational expenses are considered in-kind donors and should follow established procedures for reporting their donations.

Procedure: The In-Kind Donation and Reimbursement Request forms located in the Appendix of this document are available in print and electronic format. Contact your Committee Chair or the Board Treasurer for guidance.

Failure to comply with these policies and procedures may result in disciplinary action up to, and including, termination.

Use of Personal Information Policy

Introduction: The Humane Society of Bay County (HSBC) believes everyone should have the opportunity to learn more about our services, provide financial and in-kind support, and receive acknowledgement of their generosity. HSBC routinely collects information and photographs for the conduct of HSBC business. Maintaining a reasonable expectation of privacy and preventing unauthorized use of information is important to our organization.

Purpose: The purpose of this policy is to provide guidelines on use of personal information, establish what personal information is collected and provide layman's terms translation of privacy laws.

Scope: This policy provides blanket coverage to all employees, volunteers, members, donors and others who have provided personal information such as name, address, email and photographs.

Policy: It is HSBC policy to provide reasonable protection of personal information in our possession and adhere to common-sense use of information practices.

It is HSBC policy to provide an opportunity for email recipients to opt-out of electronic mailings per the CAN-SPAM Act. The provisions of this act do not extend to non-commercial use such as routine communications between team members.

Personally identifying information and sensitive content, such as the amount of a donation, should be concealed in an envelope when corresponding by mail.

HSBC does not share personal information with, or sell information to, external parties.

Electronic databases with personal information should be accessed only by authorized users and requires an individual username and password.

It is HSBC policy to not use an individual's image when there is a reasonable expectation of privacy or for commercial use without explicit consent.

HSBC does not collect personal information such as date of birth or social security numbers of volunteers, donors or adopters with the following exception. Driver's license information may be collected for insurance purposes when an individual is expected to transport animals as part of their role.

Procedure: Only authorized users are allowed to access databases containing personal information and send communications on behalf of HSBC. Please contact your supervisor for more information.

Failure to comply with these policies and procedures may result in disciplinary action up to, and including, termination.

Resource Use Policy

Introduction: The Humane Society of Bay County (HSBC) relies on the generosity of donors and our community to fulfill our vision and mission. It is only by being transparent and meeting donor intent we can continue to serve our community and the animals in need.

Purpose: The purpose of this policy is to provide guidance and limitations on the personal use of HSBC resources.

Scope: This policy applies to all employees and volunteers. This policy provides blanket coverage for all tangible and intangible HSBC resources.

Policy: It is our policy that all HSBC resources, both tangible and intangible, are restricted to the conduct of HSBC business only.

All money, goods, and services purchased or donated to HSBC are for the conduct of HSBC business only. No employee or volunteer shall solicit money or goods for personal use.

Animal care goods and services purchased or donated to HSBC are for the care of HSBC animals only or made available through HSBC community outreach programs. No animal care products or services are to be used for the care of personal animals.

Office supplies, including, but not limited to, internet service, computers, copiers, paper, etc., are for the conduct of HSBC business only.

Financial resources, such as money and credit, are to be used for the conduct of HSBC business only.

The use of HSBC money, goods, and services for personal use is considered theft and is grounds for immediate termination.

Procedure: All suspected theft must be reported to the Board of Directors. The Board will document their decision on whether to report suspected theft to the authorities and/or pursue criminal charges.

Consult with your supervisor on procedures for procuring resources for conducting HSBC business.

Failure to comply with these policies and procedures may result in disciplinary action up to, and including, termination.

Animal Intake Policy

Introduction: The Humane Society of Bay County (HSBC) realizes there are innumerable animals in need in our community, across the United States, and around the world. Protecting, feeding and caring for every animal in need is, unfortunately, an impossible mission due to human and financial resource constraints. Though difficult, we must prioritize our limited resources to fulfill the organization's vision and mission.

Purpose: The purpose of this policy is to establish geographic parameters and team authority for animal intake.

Scope: This policy applies to all employees, volunteers and animal species. This policy provides blanket coverage for all animals formally brought under the care and responsibility of HSBC.

Policy: Program leaders make intake decisions based on animal needs, adoptability, availability of resources and other factors, in accordance with established program budgets. Use of HSBC funds for the care of non-HSBC animals is prohibited.

Only designated program leaders are authorized to formally accept in-county and out-of-county animals into HSBC programs.

Due to limited resources, out-of-state and international intake requires Board of Director review and approval. No animals shall be accepted into HSBC care, nor shall HSBC funds be used to provide care for, interstate or international animals without Board approval.

Procedure: Designated program leaders must follow established procedures to receive Board of Director approval before initiating and/or accepting interstate and international animals into HSBC programs.

Non-designated employees or volunteers are not authorized to accept any animal into HSBC programs under any circumstances and should contact their supervisor.

Failure to comply with these policies and procedures may result in disciplinary action up to, and including, termination.

Fundraising Policy

Introduction: The Humane Society of Bay County (HSBC) depends on the generosity of donors to fulfill our vision and mission. There are many activities and sub-committees that come under the umbrella of fundraising (e.g. Paw Club, Annual Gala, donation banks, etc.) and thoughtfully coordinated fundraising events and activities are critical for our visibility in the community and cultivating donor relations. Therefore, a separate manual has been developed to address Fundraising Policies and Procedures.

Purpose: The purpose of this policy is to establish organizational policy on fundraising. Detailed procedures manuals for fundraisers may be found with the Fundraising Committee.

Scope: This policy applies to all HSBC employees and volunteers. This policy provides blanket coverage for all HSBC fundraising activities.

Policy: The purpose of fundraising is to raise monies to promote all programs of the Humane Society of Bay County in order to fulfill our mission and vision. Allocation of funds to specific programs is determined by the Board of Directors during the annual budgeting process.

Only designated individuals are authorized to solicit financial and in-kind donations.

It is the policy of HSBC for team to fundraise for the organization as an entity. Fundraising, soliciting, or influencing a donor to earmark donations for a specific HSBC program or individual animal requires prior consent from the Board of Directors.

Procedure: Fundraising procedures are established in the HSBC Fundraising Policies and Procedures Manual located in print form in the Building Office and electronically. Please contact your supervisor with any questions related to fundraising.

Failure to comply with these policies and procedures may result in disciplinary action up to, and including, termination.

Euthanasia Policy

Introduction: The Humane Society of Bay County (HSBC) values the lives of all animals. Unfortunately, there are times when the only humane option for an animal is euthanasia. Euthanasia is an option of last resort when an animal is suffering, and the organization does not have the resources or ability to stop or ease the suffering.

Purpose: The purpose of this policy is to provide guidelines and protocols for animal euthanasia.

Scope: This policy applies to all HSBC employees, volunteers and animals under the care of HSBC.

Policy: It is the policy of HSBC to consider euthanasia as the option of last resort when an animal under HSBC care is suffering beyond rehabilitation and euthanasia is recommended by a veterinarian or treatment is cost prohibitive. Each animal is to be evaluated as an individual and assessed under the circumstances as a whole. Euthanasia is only considered after an appropriate investigation of other viable and reasonable options.

In most cases, the decision to euthanize will be made by the Committee Chair only after consulting with a veterinarian. The veterinary recommendations and circumstances surrounding the decision to euthanize are to be documented and filed with the animal's records in all cases.

In urgent or extreme cases, such as safety due to an aggressive animal, or if delaying a decision will cause the animal unnecessary pain and suffering, a team member may authorize euthanasia under the guidance of a veterinarian.

Procedure: In most cases, the respective Committee Chair will consider euthanasia in consultation with a veterinarian for an animal who has a poor prognosis, will have a long and painful rehabilitation process with little chance of a meaningful recovery, has an incurable debilitating illness or is not responding to the available treatment.

Failure to comply with these policies and procedures may result in disciplinary action up to, and including, termination.

Discipline and Termination

Introduction: The Humane Society of Bay County (HSBC) depends on the generosity of volunteers to fulfill our vision and mission. We take steps during intake and orientation to ensure a volunteer's skills are matched with the appropriate opportunity. However, there are times when, like in any organization, it becomes necessary to take corrective action to improve performance or pursue termination of a team member.

Purpose: The purpose of this policy is to help establish guidelines for discipline and termination of all volunteer and paid team members.

Scope: This policy applies to all HSBC employees and volunteers. This policy provides blanket coverage for all HSBC team members.

Policy: It is the policy of HSBC to secure agreement to the policies and procedures contained in this manual from all team members. Additional procedures may be developed within teams to carry out these policies.

All paid and volunteer team relationships are considered at-will. At-will means that HSBC can terminate a team member at any time for any reason, except an illegal one, or for no reason. Likewise, an HSBC team member is free to leave at any time for any or no reason unless specifically contracted otherwise.

It is the policy of HSBC to use a progressive disciplinary approach in most cases. Exceptions to the progressive policy would be new team members who demonstrates a poor fit or cases of gross misconduct. Examples of gross misconduct include, but are not limited to, abuse of HSBC animals, criminal activity while conducting HSBC business, violence, theft, or gross breaches of established policies.

Procedure: Progressive discipline is normally a four-step process consisting of a verbal warning, a written warning, an improvement plan, and, finally, termination. Additional guidelines are provided in the appendix of this manual.

Contact your supervisor immediately for acts which will likely require the involvement of law enforcement due to suspected criminal activity.

Failure to comply with these policies and procedures may result in disciplinary action up to, and including, termination.

Acknowledgement

My signature below indicates that I have received an electronic copy of this Policy Manual for the Humane Society of Bay County (HSBC).

I understand that this manual contains information regarding HSBC's rules, regulations and expectations which affect me as a volunteer or paid team member.

I acknowledge that I have read, understood, and agree to uphold HSBC policies and procedures in the conduct of HSBC business.

I understand that if I have questions regarding policies and procedures, I will consult with my immediate supervisor.

I also understand HSBC may revise, supplement or rescind policies, procedures or guidelines described in the manual, with or without notice.

An electronic acknowledgement of response may be received and retained in electronic format in lieu of a printed signature.

Print Name: _____

Signature: _____

Date: _____

Appendix

Press Release Template

Humane Society of Bay County
Jeannine Wolicki-Nichols, President
president@humanesocietybc.org
989-893-0451

FOR IMMEDIATE RELEASE
Today's Date

###

Mouth-to-Snout Saves Puppy (Title)

Bay City, MI (location) — Humane Society of Bay County Volunteer, Jane Doe, was awarded Dog Lover of the Year Award for saving Puddles, an English Bulldog, from choking on a hot dog.
(Catchy intro paragraph)

(More detail) On December 25, 2018, while out jogging, Jane ran across a frantic family kneeling over their beloved pet. Jane sprang into action and performed abdominal thrusts to remove the foreign object, but Puddles still wasn't breathing. She then began a technique known as mouth-to-snout, similar to human CPR, and literally breathed life back into the helpless pup.

(Quote – always) Jane credits a recent Humane Society Facebook post for her heroic actions. "The Humane Society had just posted a video about performing mouth-to-snout. I knew just what to do because of that video."

(Wrap up) Puddles' owners are thankful, too. In fact, they now all volunteer at the Humane Society with Jane.

(Always close with this) The Mission of the Humane Society of Bay County is to save, protect, and enhance the lives of animals in Bay County. Visit www.humanesocietybaycounty.org to volunteer, adopt or donate.

###



Job Description Template

Insert Position Title

Job Overview: Provide a brief, 2-4-sentence description of the role, what success in the position looks like, and how it fits into the organization overall. *Scroll to page 2 for an example.*

Key Responsibilities and Duties:

- List the essential duties required to carry out this job.
- List them in order of importance.
- Use complete sentences.
- Start sentences with verbs.
- Use the present tense.
- Use gender-neutral language.

Reporting: Identify the committee or individual the role reports to.

Time Commitment: State the weekly or monthly time commitment and length of appointment.

Qualifications: In 2-4 sentences, describe the education, experience and specific skills necessary for this role.

Working Conditions: Describe the location and working conditions for this role and what, if any, equipment will be provided.

To Apply: Identify the application procedure for this role.

Policy and Procedure Template

Introduction:

Purpose:

Scope:

Policy:

Procedure:

Progressive Discipline Guidelines

The following steps are designed for disciplinary actions with an active, long-term team member you initially hope to retrain and retain. You might consider simply terminating a new team member who quickly demonstrates questionable behavior. HSBC is an at-will organization.

Step 1 – Verbal Counseling

- This is an initial conversation to unearth underlying issues.
- Allow the individual time to speak and problem-solve.
- Be specific about concerns but avoid accusatory statements.
- Follow up the conversation with a written summary of conversation.
- A senior leader may be made aware of this step.

Step 2 – Written Warning

- This is a firmer conversation with a more serious tone.
- Reiterate the concerns and solutions from the original meeting and detail recurrences.
- Reassigning to a different position might be a proposal.
- Follow up the conversation with a written statement of concern.
- A senior leader and/or board member should be made aware of this step.

Step 3 – Performance Improvement Planning

- This is essentially a suspension of duties. A temporary replacement should be identified prior to holding this meeting.
- Reiterate the concerns and solutions from the previous meetings and detail recurrences.
- Advise the team member of their responsibility to develop a written performance improvement plan and failure to return a plan will result in termination.
- A senior leader and/or board member should be involved in this step.

Step 4 – Termination

- This is the final step when an individual is released from the organization.
- Determine timing in advance – after a project, at the end of day, etc.
- Be kind, but firm. Thank them for what they have done.
- Collect any property at this point or make immediate arrangements. Allowing time to lapse can allow for negative emotions to build.
- A senior leader and/or board member should be involved in this step.

In-Kind Donation Template



In-Kind Donation

Donation Date: _____

Donor Name: _____

Purpose: _____

Line	Qty	Item #	Description	Supplier	Unit Price	Line Total
1						\$
2						\$
3						\$
4						\$
5						\$
6						\$
7						\$
8						\$
9						\$
10						\$
11						\$
12						\$
Subtotal						\$
Sales Tax						\$
Shipping						\$
Total						\$

Received by

Date

Instructions: Submit this completed report to the Board Treasurer and retain a copy for your personal records. Attach any supporting documentation.

Purchase Request Template



Purchase Request

Request Date: _____

Need by Date: _____

Requestor: _____

Purpose: _____

Line	Qty	Item #	Description	Supplier	Unit Price	Line Total
1						\$
2						\$
3						\$
4						\$
5						\$
6						\$
7						\$
8						\$
9						\$
10						\$
11						\$
12						\$
Subtotal						\$
Sales Tax						\$
Shipping						\$
Total						\$

Conflict of Interest Statement 2016

The following statement will be signed annually by the individuals mentioned below.

The Humane Society of Bay County (HSBC) Board of Directors, members, and other individuals acting on behalf of the HSBC shall be made aware of and conform to the following policies. The intent of these policies is to avoid any assumption or appearance of conflict of interest or unauthorized representation of HSBC. Conflict of interest as defined as, but not limited to, activities that oppose, detract from, or in some manner could become detrimental to HSBC as described in the bylaws, policies, and guidelines.

1. No individual has the authority to act on behalf of the HSBC except with such authority as outlined in the bylaws or approved by the board or executive director.
2. No individual is authorized to use the HSBC name or logo or any terminology implying HSBC sponsorship or endorsement without prior written approval of the HSBC executive director.
3. Individuals acting on behalf of the HSBC shall not participate in any HSBC -related decision or action in which they have a financial interest unless such participation is authorized by the board after full disclosure of all relative factors. If a board member perceives he/she may have a conflict of interest with a specific committee or board agenda item, he/she is encouraged to abstain from voting on that agenda item. HSBC board members have the option of participating in activities, are not financially compensated for his or her involvement. The board member can request that a financial contribution be made to HSBC.
4. Duality of interest or possible conflict of interest on the part of any individual acting on behalf of HSBC shall be fully disclosed to HSBC officials prior to entering any formal relationship with any person, group, or organization. The undersigned shall not use any confidential information acquired through or from HSBC for personal or 3rd party profit or advantage. The undersigned shall not accept or seek from any individuals or entity conducting or interested in conducting business with HSBC a gratuity favor, loan, or gift greater than nominal value beyond the common courtesies usually associated with accepted business practice.
5. No board member shall sit on the board of directors of any other organization that is in competition or has a conflict in philosophy with HSBC.

Policy

The governing body will disclose conflict and appearances of conflict of interests.

Guidelines

1. Names of board members and their professional profiles are maintained on the website.

2. Each board member is required to complete a conflict of interest and board member information statement annually; beginning at the time the member is elected to the board.
3. The President will review conflict of interest issues with the board at any time that they may arise.
4. Each board member is responsible for declaring any potential conflict of interest immediately when it arises. If a conflict arises, he/she would refrain from voting at the discretion of the President.
5. Matters of conflict of interest will be addressed by the board.

CONFLICTS OF INTEREST ACKNOWLEDGMENT AND DISCLOSURE FORM

I have read the conflicts of interest policy set forth above and agree to comply fully with its terms and conditions at all times during my service as a Board member of the Humane Society of Bay County. If at any time following the submission of this form, I become aware of any actual or potential conflicts of interest, or if the information provided below becomes inaccurate or incomplete, I will promptly notify the Humane Society of Bay County Board of Directors in writing.

Disclosure of Actual or Potential Conflicts of Interest:

Signature: _____

Name: _____

The Code of Ethics of the Humane Society of Bay County

I. Personal and Professional Integrity

All board members, employees, and volunteers of the HSBC will act with honesty, integrity and openness in all their dealings as representatives of the organization. The organization promotes a working environment that values respect, fairness and integrity.

II. Mission

HSBC has a clearly stated mission: To save, protect and enhance the lives of animals in Bay County. Our programs support that mission and all who work on behalf of the organization understand and are loyal to that mission and purpose. Our mission is responsive to the constituency and communities served by us and of value to the society at large.

III. Governance

HSBC has an active governing body that is responsible for setting the mission and strategic direction of the organization and oversight of the finances, operations, and policies of the organization. Our governing body:

- Ensures that its board members or trustees have the resources and experience to carry out their duties and that all members understand and fulfill their governance duties acting for the benefit of the organization and its public purpose;
- Has a conflict of interest policy that ensures that any conflicts of interest or the appearance thereof are avoided or appropriately managed through disclosure, recusal or other means; and
- Is responsible for the recruiting prospects for board members, and regular review of the performance of the chief executive officer.
- Ensures that the President and appropriate board members provide the governing body with timely and comprehensive information so that the governing body can effectively carry out its duties;
- Ensures that the organization conducts all transactions and dealings with integrity and honesty;
- Ensures that the organization promotes working relationships with board members, staff, volunteers, and program beneficiaries that are based on mutual respect, fairness and openness;
- Ensures that the organization is fair and inclusive in its voting policies and practices for all board, staff members and volunteer positions;
- Ensures that policies of the organization are in writing, clearly articulated and officially adopted;
- Ensures that the resources of the organization are responsibly and prudently managed; and,
- Ensures that the organization has the capacity to carry out its programs effectively.

IV. Legal Compliance

HSBC is knowledgeable of and complies with all laws, regulations and applicable international conventions.

V. Responsible Stewardship

HSBC manage their funds responsibly and prudently. This includes the following considerations:

- It spends a reasonable percentage of its annual budget on programs in pursuance of its mission;
- It spends an adequate amount on administrative expenses to ensure effective accounting systems, internal controls, competent members, and other expenditures critical to professional management;
- HSBC has reasonable fundraising costs, recognizing the variety of factors that affect fundraising costs;
- HSBC does not accumulate operating funds excessively;
- HSBC prudently draw from endowment funds consistent with donor intent and to support the public purpose of the organization;
- HSBC ensures that all spending practices and policies are fair, reasonable and appropriate to fulfill the mission of the organization; and,
- All financial reports are factually accurate and complete in all material respects.

VI. Openness and Disclosure

The organization provides comprehensive and timely information to the public, the media, and all stakeholders and is responsive in a timely manner to reasonable requests for information. All information about the organization will fully and honestly reflect the policies and practices of the organization. Basic informational data about the organization, such as the Form 990, reviews and compilations, and audited financial statements will be posted on the organization's website or otherwise available to the public. All solicitation materials accurately represent the organization's policies and practices and will reflect the dignity of program beneficiaries. All financial, organizational, and program reports will be complete and accurate in all material respects.

VII. Program Evaluation

The organization regularly reviews program effectiveness and has mechanisms to incorporate lessons learned into future programs. The organization is committed to improving program and organizational effectiveness and develops mechanisms to promote learning from its activities and the field. The organization is responsive to changes in its field of activity and is responsive to the needs of its constituencies.

VIII. Inclusiveness and Diversity

The organization encourages all members of the community that has a passion for the welfare of animals and is interested in helping accomplish the mission and vision of the organization to volunteer and/or to run for a position on Board of Directors.

IX. Fundraising

HSBC raises funds from the public and are truthful in their solicitation materials. HSBC respects the privacy concerns of individual donors and expend funds consistent with donor intent. HSBC disclose important and relevant information to potential donors.

In raising funds from the public, we will respect the rights of donors, as follows:

- To be informed of the mission of our organization, the way the resources will be used and their capacity to use donations effectively for their intended purposes;
- To be informed of the identity of those serving on the organization's governing board and to expect the board to exercise prudent judgment in its stewardship responsibilities;
- To have access to the organization's most recent financial reports;
- To be assured their gifts will be used for the purposes for which they were given;
- To receive appropriate acknowledgement and recognition;
- To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by the law;
- To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature;
- To be informed whether those seeking donations are volunteers, employees of the organizations or hired solicitors;
- To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share; and,
- To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.¹

X. Grantmaker Guidelines

HSBC has grant writers and we recognize that they have responsibilities in carrying out our missions.² These include the following:

- They will have constructive relations with grant seekers based on mutual respect and shared goals;
- They will communicate clearly and on a timely basis with potential grantees;
- They will treat grant seekers and grantees fairly and with respect;
- They will respect the expertise of grant seekers in their fields of knowledge;

¹ These ten points are taken from A Donor Bill of Rights, developed by the American Association of Fund Raising Counsel, the Association for Healthcare Philanthropy, the Council for the Advancement and Support of Education, and the Association of Fundraising Professionals, and endorsed by INDEPENDENT SECTOR.

² The Council on Foundations has a guide for grant makers entitled Principles and Practices for Effective Grant making available on their website at <http://www.cof.org/Content/General/Display.cfm?contentID=156&>.

- They will seek to understand and respect the organizational capacity and needs of grant seeking organizations; and,
- They will respect the integrity of the mission of grant seeking organizations (within 24-48 hours).

XI. Specifics

Board Meetings

- There will be time prior to the opening of the board meeting for “citizens input” which allows each speaker 2 mins of uninterrupted time to offer opinions or concerns re: the business of HSBC
- Any topics desired to be addressed by the board must be submitted to the president 7 days in advance to have it placed on the agenda of next board meeting
- Each person addressing the board (after an approved meeting) is given a reasonable amount of time to discuss their topic without interruption, if the speaker becomes lengthy, it is at the discretion of the board to stop and move on to the next scheduled agenda item. If time is needed to respond to the person bringing the topic, it will be rescheduled at the next board meeting or arrangements made to the satisfaction of both board and inquirer.
- Negative behaviors will not be tolerated. Any person or persons may be asked to leave the meeting if the following behaviors are demonstrated:
 - Insensitivity- neglecting the needs of others regarding their attitudes, feeling of circumstances
 - Rudeness- being discourteous, insolent, ill mannered, using foul language or yelling
 - Meanness- lacking courtesy, kindness; displaying bad temper or acting petty
 - Instigating- urges on poor behavior or stirs up past negativity
- All meetings are intended to do the work of the organization. Please come to the meetings if you are willing and capable of being cooperative and positive.
- Any discussions or ideas will be respected and accepted if they are honest and constructive. No impolite or unconstructive negative comments will be tolerated being directed toward any person.

Phone Calls or Emails:

- Please do not contact a person at their place of employment, unless you were given permission to do so.
- Please be mindful of the times of day (early am or late pm) that you are calling
- Phone calls, voice messages and emails are expected to be answered promptly

Policy Manual Change Log

Date	Description	Team Member Name	Approver
12/9/18	Draft Approval	Shannon Vasko	Judge Alston, Jeannie Wolicki-Nichols
12/20/18	Final Approval	Shannon Vasko	HSBC Board of Directors
1/24/19	Amendments per 1/17 Board Meeting	Shannon Vasko	HSBC Board of Directors