



# **VOLUNTEER HANDBOOK**



# WELCOME LETTER

Welcome to the ROLDA USA family!

We are thrilled to have you on board as a volunteer. Your support is vital to our mission of rescuing, rehabilitating, and rehoming animals in need. With your help, we can continue making a meaningful difference for the hundreds of dogs that rely on us.

In this volunteer pack, you'll find all the information you need to get started, including details on our projects, your role, and how to connect with the wider ROLDA community. Please feel free to reach out if you have any questions or need assistance – we're here to support you every step of the way!

Thank you for choosing to dedicate your time and passion to this cause. Together, we can create a brighter future for the animals who need us most.

Warm regards,  
Dana, Founder and The ROLDA USA Team

# OUR MISSION

At ROLDA, we are dedicated to rescuing, rehabilitating, and rehoming animals in need, ensuring they receive the care and compassion they deserve. Our mission is to create lasting change through responsible animal welfare practices, community engagement, and education. By fostering a world where every animal has a chance to thrive, we aim to build a future where kindness, respect, and love for animals inspire collective action. Together, we can transform lives—one rescue at a time.





# WHO WE ARE

Whatever the crisis, ROLDA is there to help. Whether it's rescuing stray dogs from Romania and Ukraine's streets, offering medical care to the sick and injured, or providing safe shelter for the abandoned or helping animals in Ukraine, we never turn our backs on an animal in need. Beyond rescue, we support communities by promoting responsible pet ownership and offering spay/neuter programs to reduce suffering at the source.

No matter how desperate the situation is, we are committed to giving every animal a chance at a better life. When you volunteer, you become a vital part of this life-saving mission.

We're here to help, so get in touch if you have any questions or need advice: [volunteer@rolda.org](mailto:volunteer@rolda.org).

From hosting your own fundraising activity to helping care for animals at the shelter, you are doing something amazing to support strays in crisis.

In this pack, you'll learn important information about ROLDA, what it means to volunteer with us, and how your work will make a difference.

Thank you for your endless support!



# ROLDA'S IMPACT

## RESCUE & REHABILITATION

ROLDA rescues abandoned, stray, and abused dogs in Romania and Ukraine, providing immediate medical care, shelter, and rehabilitation.



## SHELTER & CARE

We operate modern, well-maintained shelters in Romania where rescued animals receive food, medical treatment, and the love they need to recover.

## REHOMING DOGS

ROLDA works tirelessly to rehome dogs, finding them loving, forever families across Europe and beyond.



## SPAY/NEUTER PROGRAMS

We help reduce overpopulation by running community sterilization campaigns in Romania and Ukraine to prevent unwanted litters and reduce suffering.

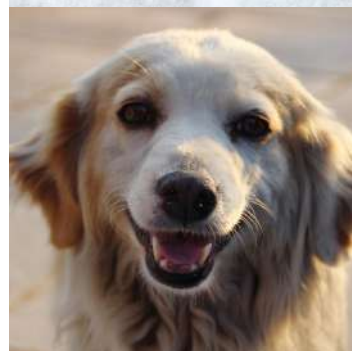
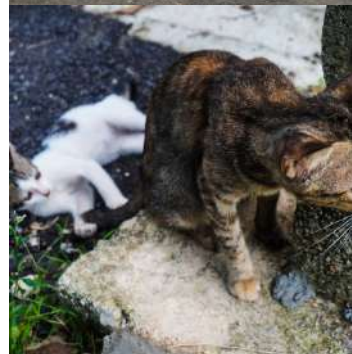
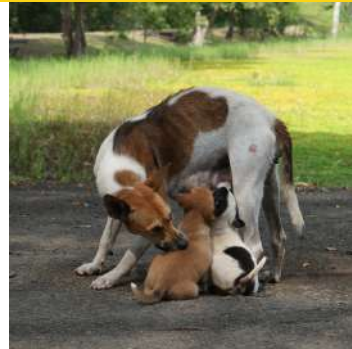
# WHERE YOU COME IN

At ROLDA, our mission to rescue, rehabilitate, and provide a safe future for animals would not be possible without the unwavering dedication of our volunteers.

We want you to know how much your time and dedication mean to us and the animals we rescue. ROLDA's mission to save, rehabilitate, and provide safe futures for animals would not be possible without amazing people like you.

Your involvement—whether you're walking dogs, fundraising, sharing posts online, or simply spreading the word—makes a direct impact. Every effort, no matter how small it might seem, brings us closer to giving more animals the second chance they deserve. You are the heart of our organization, helping us reach beyond what we could achieve alone.

Thank you for being part of this journey with us. Your compassion and commitment are what keep us going, and together, we're making a real difference for animals in need.



# REWARDS & RECOGNITION

At ROLDA USA, we deeply value the dedication and contributions of our volunteers. To show our appreciation and encourage continued involvement, we offer various rewards and recognition initiatives based on the funds raised and the length of service. Here's how we celebrate our volunteers.

## SERVICE AWARDS

We recognize the dedication of our volunteers through service awards. As you reach significant milestones in your volunteer journey, you will receive a badge and certificate for:

- 1 Year
- 5 Years
- 10 Years
- 15 Years
- 20 Years
- 25 Years
- 30 Years
- 35 Years
- 40 Years
- 45 Years
- 50 Years
- 55 Years
- 60 Years

## EXTRAS

You will get a T-shirt when you join ROLDA USA and a special postcard for your birthday.



## FUNDRAISING RECOGNITION

To acknowledge the efforts of roles focused on fundraising, we provide badges and certificates for the below amount raised:

- \$100 - \$500
- \$500 - \$1,000
- \$1,000 - \$2,000
- \$2,000 - \$3,000
- \$3,000 - \$4,000
- \$4,000 - \$5,000

# CODE OF CONDUCT

As a ROLDA USA volunteer, you are an ambassador for our mission and values. We ask that you adhere to the following code of conduct to ensure a positive and supportive environment for our volunteers and the community we serve.

## **Represent ROLDA USA with Integrity**

- Act professionally and responsibly at all times, both online and offline.
- Always communicate with respect and kindness, upholding the values of ROLDA USA.
- Only make statements on behalf of ROLDA USA with prior approval from the team.

## **Respect for All**

- Treat fellow volunteers, staff, donors, and members of the public with respect, regardless of their background, beliefs, or opinions.
- Respect the animals in our care, always prioritizing their welfare and safety.

## **Commitment and Accountability**

- Fulfill your agreed-upon commitments and inform your coordinator promptly if you are unable to do so.
- Be punctual, reliable, and ready to engage fully in your volunteer role.
- Maintain confidentiality and protect the privacy of any sensitive information shared within your role.

## **Health, Safety, and Well-being**

- Prioritize your safety and that of others by following all safety guidelines provided by ROLDA USA.
- Report any concerns, incidents, or hazards to your manager immediately.
- Abstain from using alcohol or illegal substances when volunteering or representing ROLDA USA.

## **Social Media and Digital Conduct**

- Use social media responsibly when discussing ROLDA USA, and always positively reflect on our work.
- Do not share confidential or sensitive information about ROLDA or the animals without permission.
- Respect copyright laws and give credit when sharing media or content.

**Conflict Resolution:** If you encounter a problem or conflict, approach it with a constructive attitude and seek assistance from your volunteer manager if needed. Avoid publicizing disputes and strive to resolve issues internally and respectfully.

**Zero Tolerance Policy:** ROLDA USA has a zero-tolerance policy for discrimination, harassment, bullying, or any abusive behavior of any kind. Any volunteer found violating these standards may be subject to immediate dismissal.

## **Acknowledgment**

By volunteering with ROLDA USA, you agree to uphold this Code of Conduct and act in a manner that promotes our mission and values. Please get in touch with your volunteer coordinator if you have any questions or need clarification.

***Thank you for your dedication and for being a positive ROLDA USA representative!***



# HEALTH AND SAFETY POLICY AND PROCEDURE

## Policy Statement

ROLDA USA is committed to ensuring a safe and healthy working environment for all employees, volunteers, visitors, and contractors. We recognize our responsibility to comply with the Occupational Safety and Health Act (OSHA) and other relevant regulations to prevent accidents, injuries, and illnesses that may arise from our operations.

Our goal is to promote a positive safety culture throughout the organization by actively encouraging safe practices and continuously improving our health and safety performance.

## Objectives

To achieve our health and safety goals, ROLDA USA will:

- Provide adequate resources to ensure health and safety are effectively managed.
- Ensure all employees and volunteers understand their responsibilities regarding health and safety.
- Maintain safe working environments, equipment, and systems of work.
- Provide appropriate training and information to employees and volunteers.
- Regularly review and update health and safety policies, risk assessments, and procedures.
- Foster a culture where health and safety concerns can be raised without fear of reprisal.

## Scope

This policy applies to all ROLDA USA employees, volunteers, contractors, and any third parties involved in our operations.

## Responsibilities

### Management Responsibilities

- Ensure compliance with all relevant health and safety legislation.
- Implement and regularly review the Health & Safety Policy.
- Provide necessary training, supervision, and resources.
- Conduct regular risk assessments and act upon findings.
- Maintain a system for reporting and investigating accidents, near misses, and incidents.

### Employee and Volunteer Responsibilities

- Take reasonable care for their health and safety and that of others.
- Follow all health and safety instructions and guidelines.
- Report any unsafe practices, accidents, or hazards to their supervisor.
- Participate in health and safety training sessions as required.
- Use equipment and materials safely, following the training provided.

## **Risk Assessments**

ROLDA USA will conduct risk assessments to identify and manage health and safety risks associated with its activities. These assessments will be regularly reviewed and updated, with specific attention to:

- Office environments.
- Off-site activities, including travel and public engagements.
- Use of equipment and materials.
- Fire safety, first aid, and emergency procedures.

## **Incident Reporting and Investigation**

All accidents, incidents, and near misses, no matter how minor, must be reported and recorded. An investigation will be conducted to determine the cause and implement corrective actions to prevent recurrence.

## **Procedures for Reporting**

1. Report the incident to your immediate supervisor.
2. Complete an Accident/Incident Report Form.
3. Participate in any investigation as required.

## **Training and Competency**

ROLDA USA will provide health and safety training to all employees and volunteers, ensuring they understand their responsibilities and have the necessary skills to perform their duties safely. Training will be reviewed and updated as needed, particularly when new risks are identified or operations change.

## **Communication and Consultation**

We are committed to consulting with employees and volunteers on health and safety matters. Health and safety updates will be communicated through:

- Regular meetings and briefings.
- Written communications, such as newsletters or memos.
- One-on-one consultations, where applicable.

## **Monitoring and Review**

The effectiveness of this policy will be monitored through regular health and safety audits, inspections, and management reviews. The policy will be reviewed annually or following any significant changes in operations, regulations, or organizational structure.

## **Policy Approval and Review**

This policy has been approved by ROLDA USA's management and will be reviewed annually to ensure its effectiveness.

# CASH HANDLING POLICY

## **Purpose**

The purpose of this policy is to ensure that all cash-handling activities within ROLDA USA are conducted safely, transparently, and in accordance with best practices. This policy aims to minimize the risk of loss, theft, or mismanagement of cash and to protect both the organization and individuals involved in handling cash.

## **Scope**

This policy applies to all staff, volunteers, and trustees of ROLDA USA who are involved in handling cash for the organization, whether through donations, event collections, or other fundraising activities. It covers all processes related to receiving, recording, storing, and depositing cash.

## **Policy Statement**

ROLDA USA is committed to maintaining high standards of financial integrity and transparency. Cash handling must be conducted in strict adherence to this policy to prevent loss and ensure that all funds are accurately accounted for. Cash handling should always be minimized when possible, and alternative payment methods (e.g., bank transfers, online donations) should be promoted. Any suspected theft or mismanagement of cash will be promptly investigated and may result in disciplinary action or reporting to the relevant authorities.

## **Roles and Responsibilities**

- Staff and Volunteers: Must follow this policy when handling cash and report any issues or discrepancies immediately.
- Finance Manager/Designated Person: Oversees cash-handling procedures, reconciles records, and ensures compliance.
- Board of Trustees: Provides oversight, reviews financial procedures, and approves any updates to this policy.

# CASH HANDLING POLICY

## Cash Handling Procedures

- **Receiving Cash Donations**
  - TBD
- **Cash Handling During Events**
  - During events or fundraising activities, the following procedures must be followed:
  - Cash Collection Points: Each collection point must be staffed by at least two individuals, and cash must be transferred to a secure location at regular intervals.
  - Cash Bags and Security: Cash should be placed in tamper-proof bags, sealed, and labeled with the name of the collection point, date, and recorded amount.
  - End-of-Day Reconciliation: At the close of the event, all cash must be counted by two individuals, recorded, and reconciled with event records.

## Reporting and Investigation

Any cash discrepancies, loss, or suspected theft must be reported immediately to the CFO and the Board of Trustees. An internal investigation will be conducted to determine the cause and identify appropriate corrective actions. If necessary, external authorities (e.g., police) may be contacted depending on the severity of the issue.

## Review and Compliance

This policy will be reviewed annually or whenever there are changes in legal requirements or organizational structure. All staff and volunteers involved in cash handling must receive training on this policy and sign a declaration acknowledging their understanding and compliance.

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# VOLUNTEER AGREEMENT

This Volunteer Agreement establishes mutual expectations between ROLDA USA and our volunteers. By agreeing to volunteer with ROLDA USA, you acknowledge and agree to the terms outlined in this agreement.

**Volunteer Role:** As a volunteer with ROLDA USA, you will contribute to ROLDA's mission throughout all activities. This role is unpaid, and you can discontinue your service anytime.

## **ROLDA USA's Commitment to You**

As a ROLDA USA volunteer, you can expect:

- **Respect and Inclusion:** To be treated fairly, with respect, and as a valued member of the ROLDA USA team.
- **Support and Guidance:** Access to relevant information, training, and a designated point of contact to help you succeed in your role.
- **A Safe Environment:** A working environment that adheres to safety standards and provides a welcoming atmosphere.
- **Recognition and Feedback:** Regular recognition and feedback to celebrate your contributions and support your development.

## **Volunteer Responsibilities**

By joining us, you agree to:

- **Adhere to ROLDA USA's Code of Conduct** and policies outlined in the volunteer pack.
- **Commitment and Communication:** Notify us in advance if you are unable to fulfill your volunteering commitments.
- **Uphold Our Mission and Values:** Act as a positive representative of ROLDA USA and promote the welfare of animals in all interactions.
- **Maintain Confidentiality:** Respect the privacy and confidentiality of sensitive information regarding ROLDA USA's activities, staff, donors, and animals.
- **Health and Safety:** Follow all health and safety guidelines, reporting any issues or concerns to your supervisor.

**Time Commitment:** While ROLDA USA greatly values your support, we recognize that volunteers may have varying levels of availability. We appreciate open communication about your time commitments and any changes to your availability.

**Volunteer Status:** This agreement is not intended to create an employment relationship. As a volunteer, you will not receive financial compensation, and this role does not imply a contractual or employment relationship.

**Ending the Volunteer Agreement:** ROLDA USA and the volunteer have the right to end this agreement at any time, with or without notice. We kindly ask that you provide notice to allow for transition and continuity in our work.

***If you have any questions or need clarification, please speak to your volunteer manager.***

# SIGNATURE PAGE

By signing this document, I confirm that:

1. I have read, understood, and agree to abide by the guidelines, policies, and expectations outlined in the ROLDA Volunteer Pack.
2. I commit to upholding ROLDA's values and mission while performing my volunteer duties.
3. I understand that volunteering with ROLDA requires responsibility, integrity, and respect for both animals and fellow team members.
4. I will conduct myself in a way that reflects positively on ROLDA, ensuring the safety and well-being of all animals and participants involved.

## Volunteer Information

- Full Name: \_\_\_\_\_
- Address: \_\_\_\_\_
- Phone Number: \_\_\_\_\_



# CONTACT INFORMATION

Your **Volunteer Program**

**Manager** is Corrine T

([help@rolda.org](mailto:help@rolda.org)).

**Mailing address:**

ROLDA USA

PO Box 4674

Crofton Maryland

21114





# DONATE

To make a donation, please use the below details:

**By check:**

ROLDA USA  
PO Box 4674  
Crofton, MD  
21114

**By phone:**

If you are in the US and would prefer to donate by card over the phone, please call 410-353-5505

**Scan Me**

for access to  
ROLDA's direct  
donation page



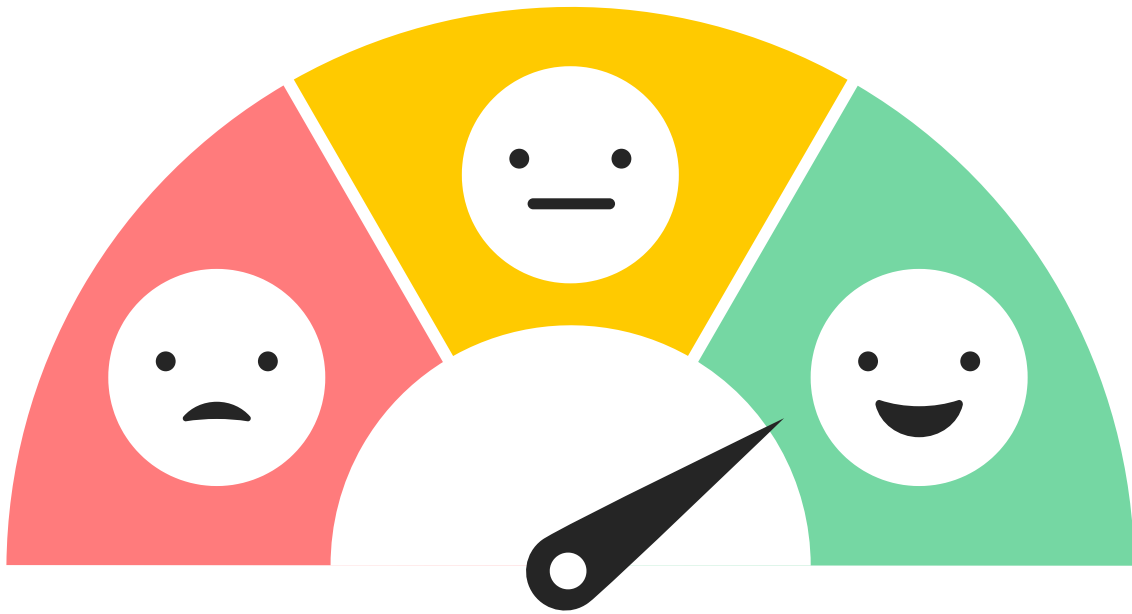
**Additional methods of donating can be found at [www.rolda.org/all-ways-to-give](http://www.rolda.org/all-ways-to-give)**



# ADOPT A DOG

Make a life-changing difference by adopting a dog from ROLDA USA. Our Adopt a Dog program focuses on rescuing abandoned dogs, giving them a second chance at a loving home. By adopting, you provide a safe, permanent home while helping reduce the overwhelming stray population.

The process is simple: complete an application, pass a home check, and commit to giving your new furry friend the care and attention they deserve. You'll gain a loyal companion and play a vital role in saving a life. Adopt a dog today and be part of the solution!



# FEEDBACK

Thank you for being a vital part of the ROLDA USA team! Your dedication as a volunteer plays a crucial role in helping us rescue, care for, and provide second chances to animals in need. We deeply value your time and contributions, and we are committed to ensuring that every volunteer has a meaningful and rewarding experience with us. Your efforts are truly appreciated.

To help us improve, we invite you to share your thoughts and feedback about your time with ROLDA. Whether it's about the support you received, the tasks you completed, or suggestions for enhancing the program, your insights are invaluable. Your feedback will help us refine our volunteer efforts and continue making a positive impact on the animals we care for. Thank you for your honesty and support!

Please scan to complete the volunteer questionnaire form.

