



VOLUNTEER HANDBOOK



WELCOME LETTER



Welcome to the ROLDA Suisse 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,

A handwritten signature in blue ink that reads "D. Costin".

Dana, Founder
and The ROLDA SuisseTeam

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.

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!



We're here to help, so get in touch if you have any questions or need advice:
contact@rolda.ch

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

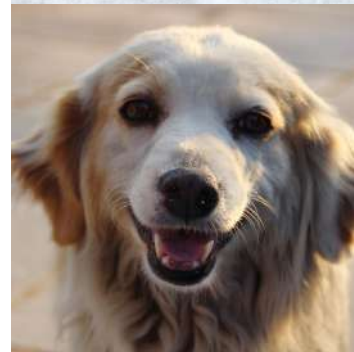
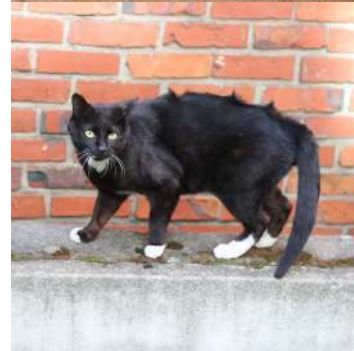
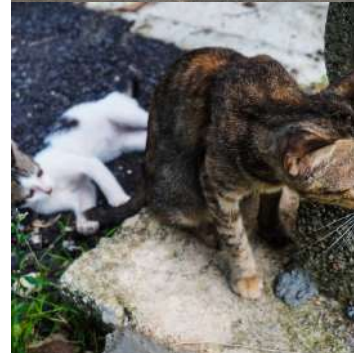
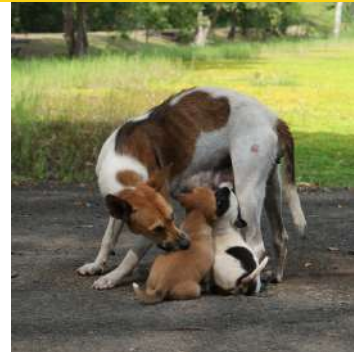


At ROLDA, our mission to rescue, rehabilitate, and provide a safe future for animals would not be possible without the unwavering dedication of our volunteers.

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 Suisse**, 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

Your journey with ROLDA is more than service – it is part of a lifelong mission to protect and heal animals.

We honour your dedication at meaningful milestones, recognizing not only the time given, but the compassion behind it:

- **First Steps of Impact** – 3 months of engagement
- **Growing Commitment** – 6 months
- **Trusted Contributor** – 1 year
- **Dedicated Advocate** – 2–5 years
- **Mission Pillar** – 5–10 years
- **Legacy Champion** – 10+ years



At each milestone, volunteers receive personalised recognition packages, including certificates, digital badges, and heartfelt acknowledgements from the team and, where possible, stories showing the real impact of their contribution.

FUNDRAISING RECOGNITION

Every dollar raised helps transform the life of an animal in need – and we recognise that effort as direct lifesaving impact.

Rather than only financial thresholds, we celebrate *lives changed*:

- **First Impact Maker** – \$100= (food, care, or basic medical support for animals)
- **Care Enabler** – \$500= (vaccination or treatment support for multiple animals)
- **Life Improver** – \$1,000= (rehabilitation or shelter support)
- **Life Saver** – \$2,500= (critical medical intervention or rescue operation support)
- **Change Creator** – \$5,000= (large-scale rescue or sustained care support)

Each level is recognised with personalised certificates, milestone badges, and impact stories showing exactly what your contribution made possible.

CODE OF CONDUCT

As a ROLDA Suisse 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 Suisse with Integrity

- Act professionally and responsibly at all times, both online and offline.
- Always communicate with respect and kindness, upholding the values of ROLDA.
- Only make statements on behalf of ROLDA 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 Suisse.
- Report any concerns, incidents, or hazards to your manager immediately.
- Abstain from using alcohol or illegal substances when volunteering or representing ROLDA.

Social Media and Digital Conduct

- Use social media responsibly when discussing ROLDA, 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 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 Suisse, 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 Suisse representative!

MEDIA RELEASE

I hereby give permission to ROLDA Suisse and its representatives to edit, alter, copy, exhibit, distribute, and publish in print, video, audio recorded productions, and on the World Wide Web the use of photographs, videos, and testimonials featuring my likeness, name, or words for purposes of publicizing **ROLDA**, organizational programs, or other lawful purpose without payment or any other consideration.

I consent and understand that **ROLDA** may use my likeness to appear on the following:

- Social media platforms (e.g., Facebook, Instagram, Twitter, TikTok)
- **ROLDA's** website, newsletters, and promotional emails
- Press releases, brochures, and printed materials
- Campaigns to raise awareness, promotion events, or attract donations

I understand and agree to the following:

____ I will not receive compensation for using my image, video, or testimonial.

____ **ROLDA** may edit, publish, or reuse my contributions indefinitely in any format and for any lawful purpose related to its mission.

____ This authorization is continuous and may only be withdrawn by providing written notice to volunteer@rolda.org. The request to withdraw consent will not affect materials already in use.

____ The materials will be used only for nonprofit/educational purposes.

____ The materials will become the property of **ROLDA**, stored in a place chosen by **ROLDA**, and will not be returned to me.

In addition, I waive the right to inspect or approve the finished product, including written or electronic copy, wherein my likeness appears. I hereby hold harmless and release and forever discharge **ROLDA** from all claims, demands, liability, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization.

Acknowledgment

I hereby release **ROLDA** from any and all claims in connection with the media, including any and all claims of libel.

____ I am at least 18 years old.

____ I have voluntarily agreed to the terms of this release and understand its implications.

I have read this release before signing below and fully understand its contents, meaning, and impact.

Signature: _____

Print: _____

Date: _____

VOLUNTEER AGREEMENT

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

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

ROLDA Suisse's Commitment to You

As a ROLDA Suisse volunteer, you can expect:

- **Respect and Inclusion:** To be treated fairly, with respect, and as a valued member of the ROLDA Suisse 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 Suisse'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 Suisse and promote the welfare of animals in all interactions.
- **Maintain Confidentiality:** Respect the privacy and confidentiality of sensitive information regarding ROLDA Suisse'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 Suisse 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 Suisse 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: _____



Thank you from the Suisse Team

Thank you to Canva Pro and ROLDA for the images used in this material. All photos are used with permission.

CONTACT INFORMATION

Your **Volunteer Program Manager**
is Geraldine

contact@rolda.ch

+41 22 512 00 39

Mailing address:

ROLDA Switzerland

Rue des Grands-Proz 2A

1957 Ardon



DONATE

To make a donation, please use the below details:

Scan Me
for access to
ROLDA's direct
donation page



Additional methods of donating can be found at
<https://ch.rolda.org/sauvez-des-vies/>



ADOPT A DOG

Make a life-changing difference by adopting a dog from ROLDA Suisse. 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 Suisse** 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.

