



PetSmart Policy for Volunteers

Safety for pets and people is our number one priority. For our adoptions program, we also focus on providing safe, rewarding interactions between potential pet parents and pets as they get to know one another. In order to ensure a comfortable safe experience for pets and pet parents, volunteers are expected to conform to some basic expectation:

- No food, gum, tobacco or alcohol at the adoption events or in the Cattery.
- Towels and bedding are to be changed and laundered once a week unless soiled.
- Volunteers (at adoption events or in the Cattery) **must be ages 14 and older**.
- Volunteers **between the ages of 14 and 17** must be accompanied and supervised by a parent or guardian.
- Volunteers who bring their child (under age 14) to the adoption event or cattery must directly and actively supervise their child.
- For the safety of the pets and pet parents, relatives, friends, or significant others of volunteers may not visit during a volunteer's shift unless they are also volunteers or are under the direct and active supervision of the volunteer.
- For the safety of the pets and pet parents, personal pets may not visit during adoption partner shifts.
- Harassment and discrimination are not tolerated and are grounds for immediate termination from the adoption/volunteer program.
- Volunteers must make personal store purchases before or after an adoption shift. Product may not be set aside during the shift to be purchased at a later time. Any purchases should be removed from the store immediately.
- Personal belongings should be left at home. PetSmart is not responsible for lost or stolen personal items.
- Volunteers shall not disparage PetSmart, PetSmart Charities, or any PetSmart products, services, or associates; Banfield the Pet Hospital or its associates; or the activities or reputations of any other organizations participating in the adoption program.
- Volunteers should dress professionally and in accordance with PetSmart's appearance/dress code:
- Wear modest attire (such as jeans, t-shirts with or without organization logo) and closed-toe shoes.
- Some attire is specifically not allowed. This includes shorts, skorts, sweat pants, sweatshirts (except company-sponsored sweatshirts), jogging suits, jean bib overalls, leggings, lycra, stirrup pants, mini-skirts, spaghetti-strap dresses, tank tops, halter tops, slippers, and flip flops or thong sandals.
- For the safety of pets and personnel, a minimal amount of nonhazardous jewelry may be worn.
- Hair should be clean and conservatively styled in a way that will not cause a hazard. Men with shoulder length or longer hair must secure hair in a ponytail. Facial hair should be closely trimmed, neat and professional.

Remember, you are a representative of your organization; your appearance will shape the expectations of potential adopters.

Petco Policy for Volunteers

- Volunteers at the adoption event must be ages 18 and older.