

Volunteer Handbook



MERCY FOR
ANIMALS

Together We Stand

Dear Friend,

On behalf of everyone at Mercy For Animals, I thank you for joining us. Welcome!

Mercy For Animals exists to end one of the greatest causes of suffering: the exploitation of animals for food. And we are at a critical moment in history—our actions today will determine what the future looks like for people, the planet, and animals. We believe that we can create positive change to end this suffering and redirect the course of our planet and all its inhabitants, and it starts with you.

Your voice, your ideas, your actions, and most importantly, your time are crucial in our shared fight to end animal abuse. We are the generations that will empty cages and reform our food system. Together, there's nothing our global movement of changemakers can't accomplish through our resolute compassion, collaboration, and commitment to bringing mercy to the forgotten and most abused.

We strive to create a safe and welcoming community and to support your growth and development as an animal advocate. I hope you find your time spent volunteering with Mercy For Animals rewarding, impactful, and fulfilling.

Thank you for joining our volunteer team and being a beacon of hope for farmed animals.

For the animals,



A handwritten signature in black ink, appearing to read 'Leah Garcés'.

Leah Garcés
President, Mercy For Animals



Table of Contents

Purpose of Handbook	4
Who We Are	5
Volunteering with Mercy For Animals	6
Our Community	6
What It Means to Be a Mercy For Animals Volunteer	7
Volunteer Leadership Opportunities.....	8
Volunteer Resources	10
Volunteer Onboarding	10
Culture of Learning and Feedback	10
Our Core Values	11
Our Policies	14
Representing Mercy For Animals.....	14
Safer Spaces Policy	15
Social Media Policy.....	15
Media Policy.....	16
Political Campaigns	16
Intellectual Property.....	16
Confidential Information.....	17
Contractual Obligations and Expenses.....	17
Donations.....	17
Code of Conduct	18
Non-discrimination and Anti-harassment Policy	19
Sexual Harassment Policy	20
Other Forms of Harassment.....	20
Safety and Accident Policy.....	20
Violence Policy.....	21
Complaint Procedure.....	21
Corrective Action and Volunteer Dismissal	21
Thank You	22

A close-up photograph of a pig with large, upright ears, looking towards the camera. The pig is in a field of green grass under a clear blue sky. Another pig is visible in the background to the right.

Purpose of Handbook

This handbook is intended to guide your experience volunteering with Mercy For Animals to help you have the best and most fulfilling experience possible. You will learn what to expect as a volunteer and be familiarized with Mercy For Animals and our policies. The policies summarized in this handbook are applicable to all Mercy For Animals volunteers. Adhering to them is a requirement for volunteering with us.

Please review this handbook carefully and refer to it when questions arise, and don't hesitate to reach out to us for additional assistance by contacting your organizing team staff contact or emailing Organizing@MercyForAnimals.org.



Who We Are

Mercy For Animals is an international farmed animal protection nonprofit. Founded in 1999, Mercy For Animals has grown to be one of the largest and most effective organizations working to end the exploitation of animals raised for food.

Our mission is to construct a compassionate food system by reducing suffering and ending the exploitation of animals for food.

Current forms of food production—in particular, industrial animal agriculture, aquaculture, and fishing—cause egregious animal suffering and have detrimental effects on the planet and people. Mercy For Animals is dedicated to replacing our broken food system with one that is not just kind to animals but essential for the future of our planet and all who share it.

Alongside a dedicated team of volunteers and supporters, we work to create lasting systemic change by focusing on three key areas: **corporate engagement, legislative advocacy, and building the capacity of the animal protection movement.**

Whether taking simple online actions or showing up in person, together we give others a look into a more compassionate future. By taking a stand, we have the power to influence the largest corporations to change their policies and make plant-based foods more accessible, push for legislative and governmental reform, and strengthen the animal protection movement. Through these actions, we raise public awareness and opposition to the cruel practices of an archaic food system while reducing suffering for countless animals.

Together, we can make progress toward our vision of a world where animals are respected, protected, and free.



Volunteering with Mercy For Animals

Most of our progress on behalf of farmed animals is thanks to our dedicated network of volunteers, or advocates. Volunteers are individuals who freely give their time to Mercy For Animals. They may hold leadership roles or responsibilities and participate in special projects. Volunteers are not employees of Mercy For Animals.

Our Community

Mercy For Animals operates in the United States, Brazil, India, Mexico, and Canada. But our global impact is possible only through the power of volunteers working to create change on the ground in local communities.

Throughout history, social change happens when advocates unite to create collective power, organize, mobilize, and work toward a common goal. That's why we're focused on building the capacity, scale, and breadth of the animal protection movement so that it is inclusive, diverse, empowered, and well-equipped to achieve our mission. We must work together to grow our greatest power—our people—and rise up to take meaningful and impactful actions for animals.

Mercy For Animals volunteers build interconnected communities and create welcoming spaces to bring new allies into the fold. Together, we are cultivating leaders and encouraging advocates to rise up and take action. We are fostering learning and individual development to share ideas, enhance our skills, and be effective advocates for farmed animals.

The success and progress of Mercy For Animals and the animal protection movement relies on the invaluable contributions of volunteers and supporters, like you, and an unrelenting dedication to the animals, to one another, to self-improvement and growth.



What It Means to Be a Mercy For Animals Volunteer

Within our communities are passionate volunteers working with us to construct a kinder food system. Mercy For Animals volunteers share our vision and embody and uphold our core values.

Our volunteers dedicate time and energy to becoming effective animal advocates and taking meaningful actions to help farmed animals. You may receive training, gain access to tools and resources, and connect with other volunteers locally and across the country to build relationships and strengthen your knowledge, skills, and confidence in effective advocacy.

Mercy For Animals volunteers may take various actions that align with their interests, skills, and schedules:

Campaign Actions

- Supporting corporate campaigns by taking digital actions, organizing or attending demonstrations, writing letters, sharing photos, and more
- Furthering legislative progress by engaging with policymakers
- Working with restaurants and local institutions to increase plant-based meal offerings
- Sharing investigation releases and accompanying actions

Outreach and Movement Building

- Participating in virtual or in-person events, including social, impact-based, and learning events or fundraisers, such as community meetups and potlucks, action parties and campaign demonstrations, and trainings and webinars
- Writing letters to the editor and op-eds and other local media outreach
- Tabling at community events and other veg advocacy initiatives
- Growing the movement by recruiting new volunteers
- Learning how to support and coach other activists

Building Your Activist Skills

- Participating in training and development opportunities
- Staying informed about Mercy For Animals campaigns, investigations, and other work

Connect with your local head organizer or your organizing team staff contact to explore these and other opportunities to get involved and help animals.

Volunteer Leadership Opportunities

If you are interested in organizing actions in your community, Mercy For Animals offers positions with additional leadership opportunities for volunteers who exemplify key qualities:

- **Passionately committed to animal protection.** You embody this commitment in your personal life, contribution of time and energy, and excellent follow-through.
- **Dedicated as much to other people as to nonhuman animals.** You are excited to work with a wide range of people—not just those who already align with you 100 percent—and enjoy bringing them together for community and action.
- **Devoted to continual learning and growth.** This includes learning an array of skills that will increase your effectiveness as an animal advocate.
- **Excited about building a powerful team.** You are eager to form a local community of volunteers while connecting to the broader Mercy For Animals community.

Does this sound like you? If so, you may be a good fit for a volunteer leadership role!

Community Leaders

As a community leader, you will recruit and inspire other animal advocates in your community to get involved in local and national campaigns. Community leaders collaborate with one another, including the head organizer, to coordinate and support compelling community actions and events, as well as mobilize local volunteers to take individual actions for farmed animals. Community leader roles might focus on community recruitment, training, actions, and culture.

Community leadership roles offer great opportunities:

- Gain valuable organizing experience
- Enhance various leadership skills
- Amplify your impact for animals while motivating and empowering others
- Build new relationships with other animal advocates

If you are interested in becoming part of a local leadership team, we encourage you to get active and stay involved in your local community. Connect with your local head organizer or your organizing team staff contact to explore opportunities.

Community leader roles are specialized lead support roles. They are available and filled only once the head organizer role is filled.





Head Organizers

As a head organizer, you train and inspire other advocates in your community to take on leadership roles in local and national campaigns and help develop their advocacy skills. Head organizers collaborate with and empower community leaders to build and strengthen the local community and ensure volunteers are well-equipped to advance progress for farmed animals through recruitment, training, actions, and culture.

Head organizer roles offer great opportunities:

- Further develop your organizing and mobilizing experience, in part through coaching from staff
- Enhance various leadership skills through advanced trainings, including organizing and hosting events, public speaking and presenting, goal and strategy setting, training and development, and relationship building
- Amplify your impact for animals while empowering and developing others as leaders
- Build new relationships with other animal advocates, strengthening your professional networks and increasing peer-coaching opportunities

Head Organizers:

Build a Team:

- Recruit and develop an inclusive, diverse, and well-equipped core team of community leaders
- Train and develop community leaders and empower others to take on leadership roles

Plan and Execute Actions and Events:

- Plan impactful actions and train volunteers to conduct them
- Plan and execute community events and oversee volunteer engagement and involvement

Create Community:

- Communicate regularly with your organizing team staff contact
- Meet regularly with community leaders and engage on Mercy For Animals' communication platforms

If you are interested in becoming a head organizer, let your organizing team staff contact know, or email Organizing@MercyForAnimals.org.

A head organizer covers the responsibilities of community leaders until the community leader roles are filled.

Volunteer Resources

As a Mercy For Animals volunteer, you will gain exclusive access to trainings, tools, and other resources to grow your skills, expand your knowledge, and aid your advocacy efforts.

Volunteers also gain access to community platforms to connect with other animal advocates in or outside their local communities. Platforms include the MFA National Organizing Community Facebook group and MFA Organizing Community Slack workspace.

To join the Facebook group and Slack workspace, email Organizing@MercyForAnimals.org after you complete your Mercy For Animals volunteer orientation.

Volunteer Onboarding

All Mercy For Animals volunteers must complete the volunteer onboarding process outlined below:

1. Meet your local head organizer or Mercy For Animals organizing team staff contact
2. Complete the Mercy For Animals volunteer orientation
3. Sign the digital volunteer agreement, acknowledging that you have read and understand the volunteer handbook and volunteer terms
4. Join the MFA Organizing Community Slack workspace, which includes completing your profile and introducing yourself
5. Join the MFA National Organizing Facebook group

Community leaders and head organizers must complete additional steps and training as part of onboarding.

Culture of Learning and Feedback

At Mercy For Animals, we embrace a culture of learning, which often starts with giving and receiving feedback. We strive to create an open and safe space for our team, both staff and volunteers, to share kind, caring, and nonjudgmental feedback; this includes expressing dissent and communicating areas of improvement. We understand that change happens only when we are aware of opportunities, and we appreciate your willingness to ask questions, propose solutions, and work alongside us as we learn and grow as individuals, as an organization, and as a movement.

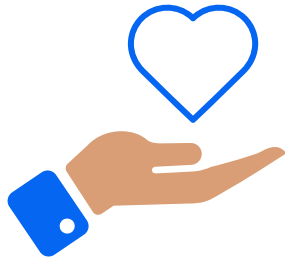
So that you can share your experiences and feedback with us, we often provide feedback forms and an annual community experience survey. We are open to your ideas and suggestions for improving and expanding opportunities to gather feedback and continuing to foster a safe and welcoming space. We invite you to share feedback with your local head organizer or your organizing team staff contact at any time.





Our Core Values

Mercy For Animals proudly embodies a set of core values that guide our approach and culture. Our volunteers are our best representatives, and Mercy For Animals asks that you embrace these values and model them at all times. Below are some examples of these values in action, but we encourage you to imagine scenarios of your own and how you might demonstrate these values. What comes up for you?



Compassion

Our circle of compassion is wide. It encompasses not only animals but all victims of industrial animal agriculture, aquaculture, and fishing. We hold one another and those who may not share our vision in our hearts.

Compassion in action: *While you're volunteering at a public outreach event, a passerby stops to express disagreement with our vision. Instead of reacting defensively or offensively, you take a moment to listen and try to understand. Then you respond calmly and positively. Remember, any interaction could plant a seed of compassion!*



Impact

We aim to reduce the most suffering for the most animals. We evaluate and reevaluate our effectiveness. To optimize the impact of every donor dollar and volunteer hour, we insist that our approach be data-driven, evidence-based, and maximally change-making.

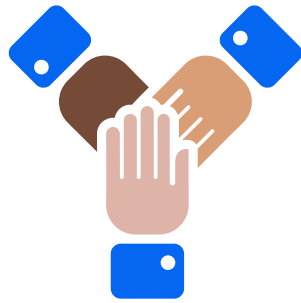
Impact in action: *While assisting with the planning of a volunteer event, you reflect on what will make the event successful and set goals. After the event, you gather feedback from others to evaluate what you might do differently to make your next event even better!*



Integrity

We hold animal abusers accountable. But we also hold ourselves accountable—to the utmost standards and to our word. We give credit where credit is due, and we value transparency.

Integrity in action: *While you're tabling at a veg fest, an attendee stops to express their support for Mercy For Animals and gives you a five dollar bill as a donation. Even though you do not receive any other donations at the event, you follow the proper procedure to ensure the donation is sent to Mercy For Animals. You do what's right no matter how big or small!*



Collaboration

Ending animal exploitation for food is a monumental mission. We collaborate with others working to end it, whether or not their values match ours. We reach across the table to help those who exploit animals for food find alternatives and reduce suffering.

Collaboration in action: *While planning a community potluck, you decide to bring a speaker from another animal protection organization to help lead a discussion. By collaborating with others, we broaden our learning, networks, and power to effect change!*



Innovation

We encourage inventiveness and fresh thinking. We evolve with the times and leverage new technologies to maximize our impact. We support cell-based foods and other revolutionary approaches to constructing a compassionate food system.

Innovation in action: *While taking part in a local campaign event, you share ideas for new ways to raise awareness for the campaign to attract new volunteers to the next campaign event. You and your local leadership team work together to test some of the new ideas to learn what is effective!*



Global Mindedness

We work wherever farmed animals suffer the most. Our solutions must be global while regionally sensitive and adaptive. We foster autonomy of our regional operations yet remain a unified force.

Global Mindedness in action: *While volunteering at a local event, you're asked by someone interested in volunteering why this work matters. You explain how the work your team does makes progress for animals locally but also share the potential for change beyond your own region to emphasize the global impact!*

A photograph of a herd of black and white cows in a lush green field. The cows are the central focus, with one in the foreground looking directly at the camera. The background shows rolling green hills under a clear sky. The image has a semi-transparent dark overlay to make the text stand out.

Our Policies

Representing Mercy For Animals

When engaging in Mercy For Animals activities or otherwise representing the organization, volunteers must be respectful and not misrepresent the mission, values, and messaging of Mercy For Animals. Volunteers must receive approval from their organizing team staff contacts before representing Mercy For Animals at any event or activity unrelated to the organization.

Safer Spaces Policy

We are committed to creating safer spaces for volunteers, supporters, and everyone else we engage with. For our movement to grow, we must do our best to ensure that it is welcoming and empowering for all. As a Mercy For Animals volunteer, you might attend, host, or organize a variety of Mercy For Animals events. This safer spaces policy is in effect at every Mercy For Animals event.

In building community, we strive to create inclusive events where individuals feel safe. Everyone engaged in Mercy For Animals activities, whether by participating, hosting, or organizing, must be committed to working with us and one another to create safe and comfortable environments. Volunteers should be thoughtful and kind in all communications. Inappropriate behavior, which includes but is not limited to racist, sizeist, sexist, transphobic, queerphobic, ableist, xenophobic, ageist, and homophobic statements, behaviors, or actions, will not be tolerated. Personal backgrounds and identities, as well as personal space, should be respected. Violation of this policy may result in disciplinary action determined at Mercy For Animals' discretion, ranging from individual reprimand or being asked to leave an event to termination as a volunteer.

Social Media Policy

Mercy For Animals consistently engages with millions of supporters through social media channels. Social media is not only a useful tool for communicating and sharing information but a powerful opportunity to reach a large audience. So we must represent ourselves, animals, and Mercy For Animals in accordance with our mission and communication guidelines. When posting about Mercy For Animals on your personal pages or the organization's pages, including any volunteer work you are engaged in, your communications should be respectful and truthful. You should not post content that violates the Mercy For Animals policies provided in this handbook, including our anti-harassment and non-discrimination policies, or anything that could be viewed as threatening or obscene. You should not post critical, disparaging, or defamatory remarks about Mercy For Animals, other volunteers, our mission, our work, or the mission and work of any other group or individual engaged in animal protection.

You should not claim that Mercy For Animals has authorized you to speak on behalf of the organization or that Mercy For Animals has endorsed or approved your message, unless you receive written authorization to do so from your organizing team staff contact. If you do not receive express written authorization to speak on behalf of Mercy For Animals, please clearly state that the views expressed are your own.



Media Policy

Occasionally the media is present at Mercy For Animals events. Volunteers may be asked by either the media or staff to make public statements about our work. In those instances, volunteers must adhere to Mercy For Animals' approved talking points, which will be provided before the event. Volunteers asked to speak to the media should be courteous and provide prompt, accurate information.

Before any actions or statements that might significantly affect Mercy For Animals, volunteers should seek consultation and approval from their organizing team staff contacts. These include but are not limited to press statements, lobbying and launching initiatives in collaboration with other organizations, and any action or statement that may result in financial obligations.

Political Campaigns

As a 501(c)(3) tax-exempt entity, Mercy For Animals is forbidden from supporting or opposing any political party and participating in any political campaign on behalf of or in opposition to any candidate for elective public office. Please do not use any Mercy For Animals resources for any partisan activities, and do not engage in any political campaigning or campaign-related activities during your volunteer service. You may participate in partisan activities on your own time, as an individual outside your Mercy For Animals volunteer role. Along the same lines, do not use any Mercy For Animals-issued email address for any political campaign or event. If you're not sure whether an event or action constitutes prohibited political activity, please reach out to your organizing team staff contact.

Intellectual Property

Mercy For Animals' name, logo, and trademarks; written materials; graphics; and signs, as well as other materials created by or for Mercy For Animals, are the property of Mercy For Animals and protected by trademark, copyright, and all applicable intellectual property laws. Mercy For Animals retains all right, title, and interest in and to its intellectual property.

Mercy For Animals is sole owner of any intellectual property that is conceived of or developed by volunteers during their service with Mercy For Animals or within the scope of their volunteer roles to the extent permitted by applicable law.

This means that a volunteer cannot assert any rights in and to any intellectual property created by the volunteer during their service with Mercy For Animals or make use of such intellectual property without the consent of Mercy For Animals.



Confidential Information

Many aspects of Mercy For Animals' work are highly confidential, and we take the protection of confidential information seriously. Confidential information may be accessible to or shared with volunteers through various means, including oral and written communications. Mercy For Animals' confidential information includes information related to the organization's strategies and tactics, partnerships, financial information, research, and donor and volunteer personal information.

Mercy For Animals volunteers are strictly prohibited from using or sharing confidential information with any person not authorized to receive such information without express permission from the organization. Volunteers may not use any confidential information for any purpose other than the specific, limited business-related purpose for which the information was shared with the volunteers or as otherwise directed or approved by Mercy For Animals. Volunteers may not use any confidential information for their personal benefit or enrichment or the personal benefit or enrichment of any other party.

Volunteers in leadership positions, such as community leaders and head organizers, may have access to volunteer personal information, including names, email addresses, and phone numbers. Mercy For Animals also maintains information relating to volunteers, including onboarding and training information, personal information, and documents signed by a volunteer.

Contractual Obligations and Expenses

Volunteers are prohibited from negotiating, entering into, or signing any contract on behalf of Mercy For Animals, or otherwise obligating the organization, or positioning themselves as having the authority to do so. Volunteers are not authorized to incur expenses on behalf of Mercy For Animals without written authorization from the organization, and Mercy For Animals cannot be held responsible for any unauthorized costs incurred by volunteers in relation to their participation as a Mercy For Animals volunteer.

In the event that you expect to incur a cost on behalf of Mercy For Animals, please reach out to your organizing team staff contact for written authorization.

Donations

While participating as a volunteer with Mercy For Animals, you may receive requests to accept donations to Mercy For Animals. You agree to comply with all instructions and protocols from Mercy For Animals staff regarding the proper receipt and submission of donations to Mercy For Animals.

Code of Conduct

Whenever people gather to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and respectfully. By participating as a volunteer with Mercy For Animals, volunteers agree to adhere to certain rules of behavior and conduct in their actions with Mercy For Animals staff, other volunteers, donors, and any other individuals volunteers come in contact with while performing volunteer service with Mercy For Animals. Volunteers are also expected to comply with all federal, state, and local laws, rules, regulations, and ordinances.

The activities outlined below are strictly prohibited. Violation of this code of conduct is subject to discipline, up to and including termination of the volunteer role, at the discretion of Mercy For Animals. This may also include reports to law enforcement of any suspected criminal activity.

- Conduct that is dishonest, illegal, or unethical
- Conduct that is unauthorized, could be detrimental to, or is contrary to Mercy For Animals' mission, including promoting animal products at Mercy For Animals events or while representing the organization
- Sexual or other unlawful or unwelcome harassment or other discriminatory behavior
- Possession or control of dangerous or unauthorized materials, such as illegal drugs, weapons, explosives, or firearms at Mercy For Animals events or while representing the organization
- Abusive language, fighting, or actual or threatened violence at Mercy For Animals events or while representing the organization
- Bullying or taking unfair advantage of any Mercy For Animals staff, volunteer, or supporter
- Soliciting or diverting Mercy For Animals resources for unauthorized or non-Mercy For Animals purposes

- Conducting or engaging in any act that threatens or otherwise endangers the health and safety of another person
- Unauthorized use or disclosure of Mercy For Animals' confidential information
- Using or authorizing the use of Mercy For Animals resources, copyrighted materials and other intellectual property, or any other Mercy For Animals assets for any unlawful, unethical, unauthorized, or inappropriate purpose or for the benefit or advantage of any person
- Stealing, misusing, destroying, or damaging property or trespassing on private property
- Accepting any financial advantage or gain as a result of the volunteer's affiliation with Mercy For Animals or seeking any financial advantage or gain on behalf of any other person as a result of the volunteer's affiliation with the organization
- Failure to cooperate with a supervisor
- Violation of Mercy For Animals policies or procedures, including those contained in this handbook

Volunteers who witness any violations of this code of conduct should immediately report such conduct in accordance with the complaint procedure found on page 21 of this handbook.





Non-discrimination and Anti-harassment Policy

Mercy For Animals is committed to providing an environment for volunteers that is free from discrimination and harassment and expects all volunteers to conduct themselves in accordance with this policy and to report offensive behavior. Mercy For Animals prohibits harassment or discrimination on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, pregnancy, genetic information, marital status, amnesty, status as a covered veteran, or any other legally protected characteristic. Such conduct by or toward any person who engages with Mercy For Animals (e.g., volunteer, employee, donor) will not be tolerated.

Sexual Harassment

Mercy For Animals prohibits any form of unlawful harassment based on a characteristic protected by law, including sexual harassment. Sexual harassment is a form of discrimination and is illegal under federal, state, and local laws. Sexual harassment is defined as unwelcome sexual advances; requests for sexual favors; and other verbal, physical, or visual conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or engagement; (2) submission to or rejection of such conduct by an individual is used as the basis for decisions affecting employment or engagement of such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's ability to engage or creates an intimidating, hostile, or offensive working environment.

Sexual harassment may include sexual jokes and innuendos; unwelcome sexual advances; physical assaults of a sexual nature; insulting, lewd, vulgar, or obscene comments, gestures, visual images (e.g., posters or cartoons); requests for sexual favors; unwelcome sexually suggestive looks or gestures; and other unwelcome physical contact.

Other Forms of Harassment

Other forms of harassment or discrimination may include epithets, slurs, or negative stereotyping; threatening, intimidating, or hostile acts; the use of violence or physical force; nonconsensual physical contact; denigrating, crude, or explicit jokes; and written or graphic material that denigrates or shows hostility, aversion, or disrespect toward a person or group and is shared verbally or circulated among volunteers.

Volunteers who feel they have been harassed or discriminated or retaliated against, or who witness any such conduct by an employee, volunteer, vendor, or anyone else who engages with Mercy For Animals, should immediately report such conduct in accordance with the complaint procedure found on page 21 of this handbook.

Safety and Accident Policy

It is the responsibility of each volunteer to conduct all tasks in a safe manner, complying with all Mercy For Animals policies, as well as any local, state, and federal rules and regulations, and considering any special safety precautions that must be met under the circumstances.

In the event that a volunteer uses a personal vehicle to perform volunteer services, the volunteer must have auto insurance coverage on such vehicle, and the costs of all liabilities will be covered by the volunteer's own auto insurance policies.

In the event that a volunteer is involved in any accident or incident involving safety, or observes or commits any safety or health violation, the volunteer should immediately report such incident to the organizing team staff contact or to any member of the Mercy For Animals people operations staff at Pops@MercyForAnimals.org. If immediate emergency assistance is needed, volunteers should call 9-1-1.



Violence Policy

Mercy For Animals is committed to creating a safe environment for volunteers free of violence. All volunteers and those whom we work and interact with must be treated with courtesy and respect at all times.

Volunteers are expected to refrain from conduct that may be dangerous to others. Conduct that threatens, intimidates, or coerces another volunteer, employees, supporters, vendors, donors, or members of the public will not be tolerated. Mercy For Animals resources may not be used to threaten, stalk, or harass anyone.

Volunteers should report indirect or direct threats of violence, incidents of actual violence, and suspicious individuals or activities as soon as possible to their organizing team staff contact or to any member of the Mercy For Animals people operations staff at Pops@MercyForAnimals.org. If immediate action is needed, volunteers should call 9-1-1 and never imperil themselves or attempt to intercede during an incident.

Mercy For Animals will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. Anyone found to be responsible for threats of violence or actual violence or other conduct that is contrary to these guidelines will be subject to prompt disciplinary action up to and including termination of the volunteer role, at the discretion of Mercy For Animals.

Complaint Procedure

As described in this handbook, there are circumstances where a volunteer may want to raise a concern with or make a complaint to Mercy For Animals. In such circumstances, volunteers should immediately report any such concern or complaint to their organizing team staff contact; to a Mercy For Animals team leader; to any member of the Mercy For Animals people operations staff; or through our third-party reporting hotline, [EthicsPoint](#), where you have the option to make a report anonymously. If you are not sure who to talk to on the leadership or people operations teams, you can send an email to Pops@MercyForAnimals.org, and a member of the people operations team will advise.

Allegations will be promptly investigated, and Mercy For Animals will take any corrective and disciplinary action it determines appropriate.

Mercy For Animals prohibits retaliation against any volunteer who seeks advice from, raises a concern with, or makes a complaint to Mercy For Animals (including via EthicsPoint) about policy violations, discrimination, illegal conduct, unethical conduct, unsafe conduct, or any other misconduct by Mercy For Animals employees or volunteers.

Corrective Action and Volunteer Dismissal

Mercy For Animals expects volunteers to be aware of and abide by the organization's rules and policies. Volunteers who violate Mercy For Animals policies or who conduct themselves in a manner damaging to the organization or other volunteers are subject to corrective action up to and including dismissal as a Mercy For Animals volunteer, at the discretion of Mercy For Animals.

As the roles are voluntary, volunteers can terminate their roles at any time. Further, Mercy For Animals may terminate a volunteer relationship with anyone at any time. Volunteers who separate from Mercy For Animals must return all Mercy For Animals property at the time of separation, including all files, records, equipment, and materials.

If you have questions or concerns regarding the status of your volunteer role, please bring them to the attention of your organizing team staff contact.



Thank You

Mercy For Animals and the animal protection movement could not make progress for animals without volunteers like you. With you by our side, we can make an impact for the animals who need us, and together, we can construct a compassionate food system by reducing suffering and ending the exploitation of animals for food. We are so grateful for your support.

We appreciate your time in reviewing this volunteer handbook and hope you find it helpful as you get started as a Mercy For Animals volunteer. If you have any questions, don't hesitate to reach out to our organizing team staff at Organizing@MercyForAnimals.org.

Thank you for joining us to inspire compassion and end cruelty.