



PHILLIP CARES

Volunteer Handbook

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Welcome To Phillip Cares

Dear Volunteer,

Welcome and thank you for volunteering with Phillip Cares. Your commitment and service is highly valued. The experience, skills, and enthusiasm you bring will add a valuable dimension to this public charity. Your efforts will enrich the lives of owners and empower them to care for the needs of their pets.

In turn, we hope your volunteer experience touches your heart and changes your life. Volunteering with Phillip Cares is an excellent way to develop your skills and build lasting bonds. We are confident you will find fulfillment through your work at Phillip Cares.

The purpose of this handbook is to outline Phillip Cares' expectations for volunteers and to provide you with some basic information so that you can begin your volunteer commitment feeling confident and prepared. Keep the handbook on file in case issues arise during your service commitment. If you have any questions about any of the topics covered in this handbook, or if any questions arise during your service, feel free to contact the cvo at any time.

Thank you again for your commitment to improving the lives of pet owners throughout Mobile and Baldwin County, Alabama!

Sincerely,

Dea. Phillip C. Johnson
Chief Volunteer Officer (CVO)
info@phillipcares.org

Website: <https://www.phillipcares.org>
Email: info@phillipcares.org

About Phillip Cares

Our Belief

Our belief comes from Proverbs 12:10

A good man takes care of the needs of his pets, while even the kindest acts of a wicked man are still cruel.

(The Passion Translation TPT version)

Vision Statement

A world where all pets live in loving homes, cared for by empowered owners who have the resources and knowledge to provide for their pet's well-being.

Mission Statement

Our mission is to elevate pet well-being by aiding low-income owners with essentials like food, toys, and access to veterinarian services, thereby preventing pet abandonment and promoting responsible care.

Values Statement

Our values define the principles that guide us in achieving our mission:

- **Compassion:** We believe in the inherent bond between people and their pets, and we approach every pet and owner with empathy and care.
- **Prevention:** We focus on preventing pet abandonment by offering proactive support to pet owners, ensuring pets remain in loving homes.
- **Empowerment:** We empower low-income pet owners by providing the resources, knowledge, and tools they need to care for their pets responsibly.
- **Community:** We work together with local partners, volunteers, and supporters to create a community that values the well-being of pets and their owners.
- **Responsibility:** We uphold our responsibility to advocate for pet welfare and to provide assistance to those in need, recognizing the role humans play in caring for animals.
- **Integrity:** We operate with transparency, accountability, and honesty, ensuring that all our efforts serve the best interests of pets and their owners.

Our History

Phillip Cares, Inc. is a nonprofit 501(c)(3) nonprofit, established on January 22, 2024, and based in Mobile County, AL. Our organization was founded by Deacon Phillip Charles Johnson, with a simple yet powerful mission: to support low-income pet owners by providing them with the essentials needed to care for their pets, in order to prevent pet abandonment and promote responsible care. In accordance with Proverbs 12:10, Dea. Phillip's fundamental belief was that "a good man takes care of the needs of his pets." With this understanding embedded in his heart, Dea. Phillip was compelled to offer pet care intervention. He recognized that there was a significant gap in pet welfare services. It seemed, too

often, the support available to pets came only after they've been abandoned, placed into shelters, or rehomed. While each of those efforts are important, a focus on prevention was needed, (e.g., helping pet owners before they face the difficult decision to give up their pets).

With intervention at the forefront, Phillip Cares, Inc. was established to address the critical issue of help for low-income families who love their pets but may struggle to provide for their basic needs due to financial hardship. Our chief aim is to help pet owners keep their beloved pets at home, where they belong. We believe, with a little support, many of these families can continue to provide a safe and loving environment for their pets. To assist them, The Phillip Cares Essentials program (PC Essentials) provides pet owners in Mobile and Baldwin County, AL with annual access of up to \$50 for pet food, toys, and/or to offset the cost for routine veterinary care. This ensures pets are cared for, even when their owners are experiencing financial strain.

In addition, our program manages a private Facebook group which provides an online community space where pet owners feel supported and empowered. This exclusive group provides a space for ongoing education and peer support, connecting pet owners with veterinarians and experts who offer guidance on responsible pet care. Through educational content, community engagement, and partnerships with local service providers, we hope to keep pets out of shelters and in loving homes.

Currently, we operate with a small but dedicated team. Our board consists of three committed members, Dea. Phillip C. Johnson, as trustee and board chair; Kenneth Ogbondah, Jr. as trustee; and Zamar Morgan as trustee. In addition, we work with a group of four volunteers who assist with everything from processing applications to coordinating fundraising events. Though we are a young organization, we are proud of the strong partnerships we've already established with local veterinarians, pet supply stores, and community organizations.

As we continue to grow, Phillip Cares, Inc. will be focused on expanding our services and reaching more pet owners in need. Our ultimate goal is to reduce pet abandonment, strengthen the human-animal bond, and ensure that all pets in our community receive the care they deserve, no matter their owner's financial situation. We are passionate about our mission and committed to making a lasting impact on the lives of pets and their families.

Phillip Cares Volunteer Policies & Procedures

Volunteer Commitment

Relationship building is a core component of the work we do at Phillip Cares, we ask that long or short term, program-based volunteers commit to at least one full hour of service. Part of what we offer at this public charity is to aid owners with essentials for their pets. We also understand that people's lives and plans change. Therefore, you have the right to terminate your volunteer commitment at any time—without any reason. Phillip Cares reserves the same right.

If you cannot serve on a particular day, due to illness or some other reason, please contact the cvo. If you decide to end your service earlier than planned, please inform the cvo.

You may be asked to fill out an exit survey/evaluation at the end of your service commitment so we can learn and grow from your experience AND PERSPECTIVE.

Closings & Changes In Hours of Operations

Please make yourself aware of flyers, calendars or posted announcements regarding any events that might excuse you from your commitment on a given day. Phillip Cares officials make their best efforts to notify or remind volunteers of any impending dates of this public charity closures or changes in operating hours. Your attention to this detail will ensure that you do not arrive at the events to find nobody is there!

Phillip Cares closes on the following holidays:

- New Year's Eve
- New Year's Day
- Rev. Dr. Martin Luther King Jr. Birthday
- Mardi Gras (Monday and Tuesday)
- Presidents' Day
- Good Friday
- Memorial Day
- Juneteenth
- The 4th of July
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

Public Charity may close or alter their operating hours at other times for trips and other occasions.

Discrimination & Harassment

Phillip Cares is committed to diversity with our volunteers. We do not discriminate in volunteer opportunities on the basis of veteran status, marital status, physical or mental disability, race, age, color, religion, sex, national origin, sexual orientation, medical condition, political activity or ancestry. Harassment by or directed toward volunteers, staff or pet owners will not be tolerated. If you feel you are being harassed or discriminated against by a staff member, please report it to the cvo immediately.

Mutual Respect & Disclosure

Phillip Cares emphasizes a policy of mutual respect between volunteers, staff and pet owners. Self-respect and respect for others are absolutely necessary when serving the owners and their pets. If at any time you feel as though respect to you, a pet owner or staff member is being compromised please take advantage of the support of Phillip Cares staff and/or contact the cvo immediately.

Phillip Cares Rules

Phillip Cares has a specific set of rules regarding conduct and attire (i.e. no gum chewing, no swearing, etc.). Volunteers are expected to follow all Phillip Cares rules. Please take the time to familiarize

yourself with the volunteer Codes of Conduct. Volunteers, staff and pet owners, alike, are expected to follow these rules at all times.

Volunteer Code Of Conduct

Phillip Cares volunteers will be expected to follow the Phillip Cares Code of Conduct:

- Be honest and respect yourself
- Applaud the efforts of others
- Avoid inappropriate language
- Dress appropriately at all times
- Say only good things about others
- Be respectful of Phillip Cares staff
- Resolve disagreements in a positive way
- Listen during appropriate times and assemblies
- Be respectful of the owners and their pets
- Participate only in activity areas open to your agreed and assigned project
- Take care of Phillip Cares facilities, grounds, and equipment
- Tobacco, drugs, alcohol, weapons, & gang colors/logos/gestures are prohibited

Personal Safety & Injury

Please be aware of personal safety while volunteering at Phillip Cares. Use reasonable judgment when lifting heavy objects, operating machinery or participating in any activity that may involve physical injury. If you get injured while volunteering, inform Phillip Cares staff immediately and contact the Founder & President to follow up on proper procedures. Phillip Cares is not responsible for personal items that are lost or stolen. Please do not bring valuables.

Reacting Physically

Use of force as a response to violent behavior should be the last choice of action for Employees and Volunteers.

Do not hit, push, slap or take physical action against an employee, volunteer, nor the owner and their pets. Doing so will result in immediate termination and possible legal action. Again, if a weapon is involved, the recommended action for anyone is to remove themselves and others from the area within range of the weapon and notify staff if possible so they can contact the authorities.

Dress Code

We ask that you please wear comfortable and appropriate clothing while volunteering.

- No Flip-flops or open toed shoes.
- No Spandex, leggings, low cut shirts, low cut blouses, gym shorts, or cut-offs shorts.
- No gang affiliated attire, including red and blue clothing.

Shoes

Tennis shoes are recommended for program and project activities. If wearing dress shoes or heels make sure they have an enclosed toe. Heels should be less than 2 inches. “Flip-flop” shoes are not allowed. For health/safety reasons, socks must be worn with open-toe sandals and tennis shoes.

Jewelry

All jewelry should be conducive to a professional work setting. Jewelry cannot be worn during physical activities for your own safety and that of the owners and their pets.

Boundaries For Volunteers

Boundary violations are often a result of good intentions; however, they may foster situations that are not in the best interest of the owners and their pets. A general guideline involves asking: Does this action or inaction pose a risk to the pet owners, this public charity or me?

Lastly, please remember that the staff is there for you. You may approach them if you would like advice on boundaries or if you need other support.

Animal Cruelty & Neglect

Under Alabama Code, Title 13A-11-14 and 13A-11-14.1 of the Criminal Code, Volunteers are required to report all suspicion of the act of cruelty or neglect involved the infliction of torture to the animal. Volunteers are not obligated to report any information to Phillip Cares staff. In no way should any suspicion of cruelty to animals be overlooked or unreported. Volunteers should assume responsibility for notifying law enforcement when cruelty or neglect is suspected. This is not the sole responsibility of Phillip Cares staff.

As a volunteer, it is not your responsibility to investigate cruelty and neglect, but it is your responsibility to notify law enforcement when you have knowledge of it.

Volunteering With The Owner Their Pets

As a new Phillip Cares volunteer, you may have little or no experience working with the owners and their pets. Don't worry! Our public charity is staffed by trained volunteers who will be there to give you guidance and support; however, a little bit of advance knowledge never hurts. Pet owners can be baffling at times.

This handbook is meant to give you the information that will help you walk through the volunteer experience for the first time, feeling confident and prepared to handle those occasional baffling moments. Of course, if you ever have any doubts about a situation, please don't hesitate to speak to a staff member.

Effective Behavior Management & Techniques To Handle Conflict

Phillip Cares sets high standards of behavior for our volunteers. Misbehaviors always result in some kind of action. We don't expect volunteers to be “babysitters” for each other. But, as a volunteer, you can

help to REMIND one another of how to follow a rule, as well as serve as a role model. A key thing to remember is that if you want fellow volunteers to treat you with respect, you must treat them the same way. Try to say “please” and “thank you” when correcting a volunteer’s behavior. Moreover, remember to follow the rules yourself (e.g. don’t chew gum.) If all else fails, get a staff member and he/she will take charge of the situation.

What To Expect On Your First Day!

Before You Start

You will be directed ahead of time on which agreed and assigned service and who to report to once you start. The cvo will send you an email at least 48 hours in advance of your first day.

When You Start

Check-in with the cvo and introduce yourself. Be sure to track your hours. Some volunteer hours will be tracked.

Spend time on your first day asking questions about the project you are working on, and how you can best serve the owners and their pets. Ask what the rules and proper procedures are for Phillip Cares.

Other Ways To Get Involved

Make A Donation

Your support helps to create and sustain a sense of responsibility with the owners that allows their pets to find both the nurturing and structured support they need to grow and thrive. Working together, we can equip the owners with the aid they need to succeed and embrace their role as caregivers for their pets.

To make a secure donation online, visit our website at www.phillipcares.org/give

To donate by mail, please make your check payable to:

- Phillip Cares, Inc.
Post Office Box 160772
Mobile, AL 36616

Every fall critical items the owners need include food, toys, and access to veterinarian services. Support our Holiday Fund-Raising Drive by donating a monetary gift for their pets.

Workplace Giving Campaign & Matching Gifts Programs

Annual workplace giving campaigns present opportunities for employees to contribute to an public charity or cause that is personally meaningful to them. Many companies have programs in place to help their employees facilitate their gift. You can designate Phillip Cares as the beneficiary of your

contribution through an automatic payroll deduction or through your local United Way workplace campaign.

Companies have a strong interest in supporting causes that are important to their employees. Through your company's Matching Gift Program, any gift you pledge to Phillip Cares will be matched equally by your employer, doubling your gift's impact. Contact your company's human resources, community relations, publicity or marketing department for more information.

In-Kind Donations

In-kind contributions of equipment, supplies, product, services, tickets to museums, performances and sporting events, and other resources are yet another way to support Phillip Cares. Supplies and services to support our special events are always welcome. In-kind services include administrative and IT support, consulting, facilities maintenance and upgrades.

To find out what is on our wish list or make an in-kind donation, please email info@phillipcares.org or call us at (251) 300-5967.

Sponsorship

Through event sponsorships and program underwriting, your company can enhance its visibility by putting your company's name in front of our constituents. Communicate your company's values by sponsoring our annual Celebration and Ceremony. Express your company's commitment to the community by underwriting one of our programs. Your sponsorship may include recognition in Phillip Cares' annual report, event programs, newsletter, donor marquee or signage, website and/or other media.

For more information, please email info@phillipcares.org or call us at (251) 300-5967.

Planned Giving

Phillip Cares encourages you to think about your legacy by including our 501(c)(3) public charity as a beneficiary in your estate. Ask your tax professional about the advantages you may incur through charitable remainder trusts, bequests, retirement plans, real property, stocks and bonds, insurance and residence as a gift to our endowment fund.

By planning ahead to assure your heirs the best possible tax advantages, you might discover an opportunity to make a meaningful difference in the lives of owners and their pets today while ensuring that we continue to meet the needs of pet owners for generations to come.

For more information, please email info@phillipcares.org or call us at (251) 300-5967.

Receipt & Acknowledgement Of Volunteer Policies

I acknowledge that I have received a copy of the Phillip Cares Volunteer Handbook. I understand that the policies and procedures contained in this Handbook may be modified at any time with prior cvo approval. I agree to read this document and to follow the policies and procedures described herein.

I understand that my volunteerism with Phillip Cares is at-will and that I may be terminated at any time for any reason whatsoever, with or without cause, and with or without notice. I understand that any violation of a Phillip Cares policy or procedure may subject me to disciplinary action up to and including termination.

Nothing in this Volunteer Handbook or Phillip Cares' volunteer policies, practices, or procedures is intended to create a contract for volunteerism, express or implied, nor a guarantee of continued volunteerism for a specific duration.

If I have questions concerning the contents of this Handbook, I will contact the cvo.

Date _____ / _____ / _____

Name _____

Signature _____