

VERSION 1.0
DECEMBER 3, 2013



VOLUNTEER/MEMBER COMMUNICATION PLAN

PRESENTED BY: STEFANIE FORD

INDEPENDENT CAT SOCIETY
4061 S COUNTY LINE ROAD, WESTVILLE, IN 46391

VOLUNTEER/MEMBER COMMUNICATION PLAN

PROJECT COMMUNICATION TABLE

Committee*	Responsibilities	Recommended collaboration with...
Admissions	<ul style="list-style-type: none"> Evaluating new cats Ensuring veterinary records are obtained Making the decision as to whether or not to admit cat into population 	
Adoptions	<ul style="list-style-type: none"> Scheduling and training counselors Distributing apps to Review Committee Handling entire adoption process Providing monthly reports Providing yearly adoption statistics and comparison reports in January 	Health & Wellness
Health & Wellness	<ul style="list-style-type: none"> Ensure good quality of life for ICS cats See that all medical needs are met in timely manner Oversee yearly physical exam of ALL cats Meet regularly and submit a report to ALL committees 	Adoptions
Communications/Public Relations	<ul style="list-style-type: none"> Communicate with media outlets concerning press releases and ads Assist in maintaining social media and web outlets Meet regularly to devise publicity services and events Appoint ad hoc committees based on need 	Membership TNR Technology
Finance	<ul style="list-style-type: none"> Prepare organizational budget Process payroll Pay outstanding bills Retain control of P.O. Box key Submit monthly financial report to Treasurer Coordinate annual audit 	Fundraising Grant Writing
Foster Care	<ul style="list-style-type: none"> Evaluate foster homes and place cats/kittens in them Monitor cats in foster homes Maintain phone and address of approved foster list volunteers 	
Fundraising	<ul style="list-style-type: none"> Plan and coordinate fundraising projects 	Finance Grant Writing
Grant Writing	<ul style="list-style-type: none"> Assess the availability of monies Write and submit grant in timely manner Record results of Granting institution Maintain yearly record Submit monthly reports to Board 	Finance Fundraising
Human Resources	<ul style="list-style-type: none"> Ensure employees are treated fairly 	

Committee*	Responsibilities	Recommended collaboration with...
	<ul style="list-style-type: none"> Advise the Board in matters related to hiring, managing, and terminating employees 	
Membership	<ul style="list-style-type: none"> Send out dues statements one month prior to membership expiration Issue membership cards and keep list of good-standing members Sending new members letter of welcome and current membership materials Conduct membership meetings Conduct membership drives 	Communications/Public Relations
Sponsor a Cat	<ul style="list-style-type: none"> Obtain photo and write biography of each cat Send the biography, photo, and envelopes to new sponsor Notify sponsor when their cat has been adopted/passes away, and offer a new cat or let them choose Post payments to spreadsheet and send reminders for non-payment Sending birthday and holiday greetings throughout the year, and communicate with sponsor as needed Maintain active and inactive lists Write profile articles for Mewsletter 	
TNR	<ul style="list-style-type: none"> Spay and neuter activities with regards to strays, ferals, and community cats Establish and maintain a website as an alternate means providing necessary information to members and the public 	Communications/Public Relations
Technology Newsletter	<ul style="list-style-type: none"> Maintaining the shelter computer and its contents Establish and maintain a website as an alternate means providing necessary information to members and the public Maintain and monitor social media outlets Design, create, and maintain Mewsletter 	Communications/Public Relations
Volunteer	<ul style="list-style-type: none"> Recruit, schedule, and supervise volunteers Coordinate with committees as determined by need 	Fundraising Communications/Public Relations

***All committee chairs should update/post to discussion board bi-weekly (minimum) via <quicktopic.com>.**

TEAM STRUCTURE

TEAM GOALS

- 1. All volunteers and employees must understand the rules and policies of the shelter and why those rules are in place.
- 2. All volunteers and members, as well as the community, must know when our major events are being held as well as how best to communicate with the shelter and the board of directors through our outlets including email, social media, and telephone.
- 3. The community must know what our services and policies are as far as adoptions, spay/neuter services, admissions policies, and how to either work with problem pets or find homes for unwanted or stray animals so that our intake is reduced and adoptions go up.
- 4. Our committees must understand how to work together as well as what and when they must report to the board.

COMMITTEE ASSIGNMENTS

Communications and Public Relations (Use this section for current goals/projects)

Name of Committee	Committee goals	Committee leads	Member roles

PROCEDURAL MANAGEMENT

TRACKING RISKS, ISSUES AND ACTIONS

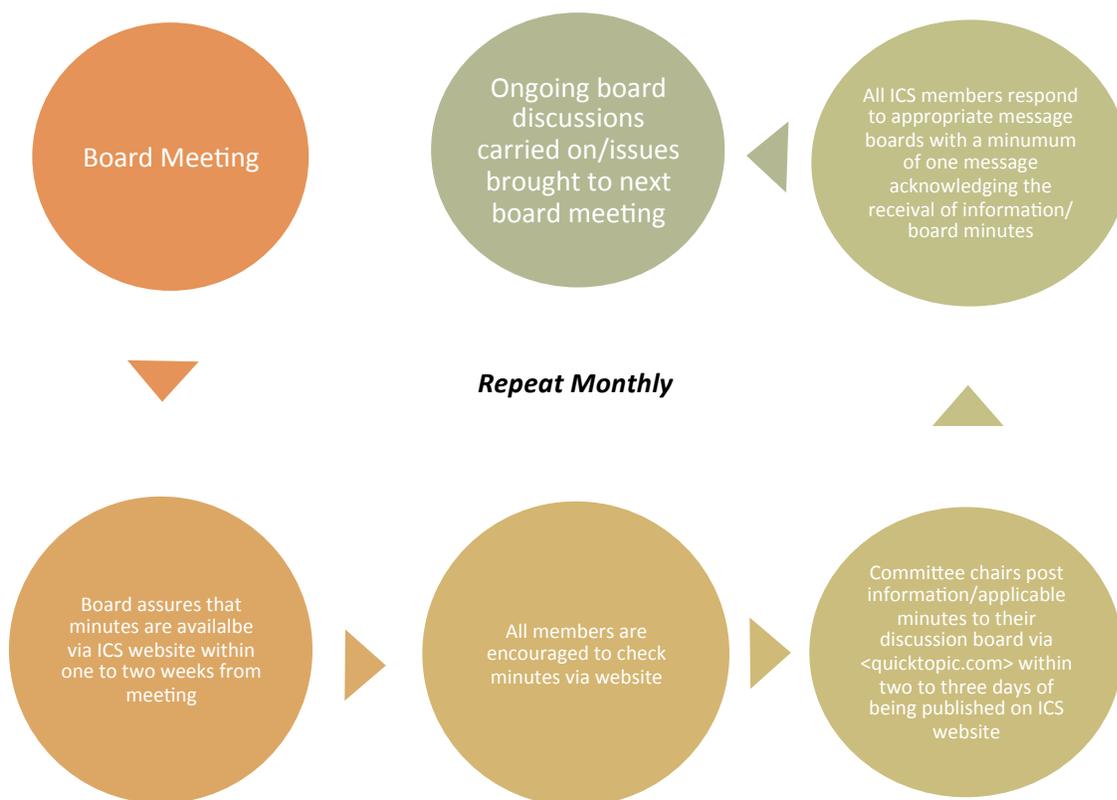
Date recorded	Time	Risk/Issue # _____	Risk/Issue Description	Action taken	Initials

CHANGE MANAGEMENT PROCESS

CHANGE MANAGEMENT PROCESS STEPS

The following flow chart represents a suggested communication process for disseminating new information through ICS. Again, this is a suggestion/example; Please use the chart as is or adapt it as you see fit.

CHANGE MANAGEMENT PROCESS FLOW



First, Communicate Internally – Facilitate the Work