



# Volunteer Handbook

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# Welcome!

We are so glad you are interested in becoming a volunteer with our organization. Our volunteers are an integral part of carrying out our mission of **preventing the cruelty, suffering, and overpopulation of animals**. Every department, program, or service we provide is a tool we use to help fulfill that mission. Dedicated staff, volunteers, and community support are essential to making that happen. You are a **VITAL** part of our organization.

## Humble Beginnings...

The Humane Society of Marion County, Inc. was founded in 1964 by a few concerned individuals who wanted to care for unwanted and abandoned companion animals in Marion County. First working with a network of foster homes, the organization outgrew its original facility and it moved into a new facility located at 701 N.W. 14th Road in Ocala in 2004. We now have the capacity to house 300 dogs and cats. We also have the HSMC Thrift Store located at 110 N.W. 10th Street.

## Who Can Volunteer?

- **JUNIOR –13 and under**

While Junior Volunteers are not eligible to work at the shelter or thrift store, there are plenty of opportunities for our young animal lovers to help the organization. From collecting toys, pet food and monetary donations; to leading club projects, our Juniors all contribute to the cause.

- **Marion County Students – Ages 14 to 17**

Most high school students need to complete community service hours before graduation and we gladly work with those students. Our student volunteers require parent or guardian consent and are eligible to work only in our shelter. **Volunteers ages 14 and 15 must be accompanied by their parent/guardian while volunteering and through orientation.**

- **Adult Volunteers – Ages 18+**

People who love animals and want to help are always welcome!

- **Community Service (court ordered) & Career Source - Ages: 18+**

**If you fit in to this category you do not need to attend this orientation. Please see our front desk for further details.** The HSMC works with many local agencies to provide

opportunities for those who are **court ordered & required to complete Career Source hours.** Community Service (CS) Volunteers must be at least 18 years of age and are eligible to work in either our shelter or thrift store.

# EXPECTATIONS

## What should a volunteer expect from the HSMC?

- Support in choosing the best position in which to serve
- No schedule (unless you want to help with events)
- Cooperation, gratitude and respect for you, your service and commitment
- Recognition of your contributions through service awards, inclusion in our newsletter, birthday/holiday remembrances, and lunch/dinner celebrations
- Volunteer Bank – Use your hours for perks
- Evaluations and advancement.

## What should the HSMC expect from a volunteer?

- We love that you are coming to help, however we need volunteers to do things around the shelter. Please always check in with the front desk or kennel staff for things to do
- A serious commitment of time and talent
- Support for the organization, its departments, mission and leadership
- Cooperation with and respect for staff, our rules, and other volunteers
- The humane treatment of our animals **always**

## Humane Society Volunteer Bank

(not available for community service hours)

You will now be able to use your volunteer hours for many different things!  
Hours may be combined but both volunteers must be present to redeem.

Small bag of dog food	10 Hours
Large bag of dog food	20 Hours
Cat Spay/Neuter Certificate	40 Hours
Dog Spay/Neuter Certificate	50 Hours
Volunteer shirts	40 Hours
Magnetic HSMC Name Tag	40 Hours
Remington Dog Lead	40 Hours
Water bottles with attached doggie bowls	20 Hours

## **DRESS CODE**

HSMC expects all volunteers and employees to dress appropriately for their tasks. Inappropriate apparel can send an unprofessional message to the public and some can even become a hazard.

**Examples of inappropriate apparel include, but are not limited to:**

- Clothing with holes, having a ragged appearance, dirty, or in poor condition
- Tattoos with inappropriate slogans, pictures, degrading words, phrases, or images that are not representative of a public service organization.
- **Open toed shoes OR short shorts**

Volunteers are encouraged to wear loose, comfortable clothing that you won't mind getting a little hairy or dirty. Long pants are suggested as protection from scratches or bites.

**VOLUNTEERS ARE REQUIRED TO WEAR A HSMC T-SHIRT WHICH CAN BE OBTAINED WITH A \$10 DONATION.**

# **SAFETY**

All volunteers are expected to exercise caution and to perform their duties in the safest possible manner. Volunteers are **not** covered under our worker's compensation insurance for accidents or injuries and accept all responsibility for their own personal safety.

**Volunteers should never put themselves in a situation that is uncomfortable or potentially hazardous.** Our staff members are trained to handle those types of situations and should always be called upon if there is ever any question of safety.

**If an alarm sounds, volunteers should report to a staff member in a safe place for instructions.**

**ALL BLACK COLLARED DOGS ARE TO BE WALKED BY STAFF ONLY!**

## Just between us...

**PUBLICITY:** The Executive Director, President of the

Board of Directors, and people that are admin on social media are those charged with the responsibility of addressing or responding to the media (including social). **No volunteer** shall make statements that maybe seen as representative of the opinions and policies of HSMC. **CONFIDENTIALITY:** Personal information about volunteers, employees, customers, adopters, or the outcome of individual animal situations is to remain in the strictest of confidence. During their duties, volunteers may obtain information about members of the public surrendering animals, adopting animals, or making donations and all such information should never be repeated or shared.

**VOLUNTEER FEEDBACK:** Volunteers provide a valuable service and if they have information to share with us, we want to hear it. We encourage volunteers to make suggestions, voice concerns, and give ideas. Volunteers are expected to respect the same chain of command that staff members abide by and not participate in gossip or meaningless discussion of other persons or situations.

**When in doubt see your Volunteer Coordinator.**

## Volunteer Levels

Please see your volunteer manual for a detailed description.

**Level One:** A level one volunteer is someone that has just been accepted to our volunteer program. This individual has had a basic orientation. Small list of activities.

**Level Two:** A level two volunteer has volunteered a minimum of 10 hours of service. Eligible to take Dog or Cat 101. Given more activities.

**Level Three:** The level three volunteer has volunteered a minimum of 40 hours service. Must pass Dog or Cat 101 to advance. A volunteer must be recommended by the Volunteer Coordinator for advancement to this level. Eligible to take Dog or Cat 2.0. Given more activities and eligible to be a Volunteer Liaison.

**Level Four:** The level four volunteer has volunteered a minimum of 300 hours of service. Must pass Dog or Cat 2.0 to advance. A volunteer must be recommended by the Volunteer Coordinator for advancement to this level. Given more activities and eligible to be a Volunteer Instructor.

## NAME BADGES

Name tags are kept next to the sign in tablet. It is essential that the name badge be worn whenever you are on premises. This allows the staff to know you are a volunteer and provides you with the credentials to be in off-public areas. It also allows staff and volunteers to learn each other's names. If you are a level two volunteer or higher your name tag with paw prints is VERY important.

**Your PIN:** Your PIN is assigned by the Volunteer Coordinator and given to you at orientation. If you forget your PIN, please use the clipboard located at the front desk.

**PLEASE refer to the clipboard to obtain your PIN on your next visit.**

~~~~~When using the clip board please: ~~~~~

**Provide all information that is requested on it. IF you do not print clearly or completely you WILL NOT receive credit for hours completed.**

**SIGN IN/OUT:** Each volunteer signs in and out with their own pin #. It is essential for you to sign in and out to credit your hours. Plus, it keeps you showing as a current volunteer. This also helps the volunteer program show the strength of the program. If there are not active hours showing on your account within the last 6 months, your account will be deactivated. If there are not active hours showing on your account within the last 12 months, your account can be purged.

### Volunteer Information Center



Welcome. The Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out, enter your PIN to get started.

If you are interested in volunteering, or you have trouble checking-in or out, please contact Linda in Volunteer Services (ext. 302).

#### Enter your volunteer PIN number

Enter your volunteer ID number using the keypad buttons, and then touch the Continue button.

|   |   |   |             |
|---|---|---|-------------|
| 1 | 2 | 3 |             |
| 4 | 5 | 6 | Cancel      |
| 7 | 8 | 9 | ← Backspace |
| * | 0 | # | Continue    |



# HSMC SHELTER LAYOUT



## Now that you know all of that, what should you do on your first day?

1. Come prepared for what you would like to do that day. (leash, water, hat & etc...)
2. Wear your volunteer shirt or purchase one for \$10 from the front desk.
3. Use the tablet to sign in, or the clip board only if you don't have/forgotten your PIN.
4. Get a name tag.
5. Please check the upcoming events calendar to see if there is an event you would like to help with. If there is, send Mandie a text or sign up via your volunteer portal.
6. Check in with the front desk or kennel staff to see if there is anything that needs to be done.
7. Please ask if you are unsure in what to do.
8. Do not take out a dog that you are not familiar with. Please look for the Staff Dog Notes Binder, read their kennel card, and shadow a walker if you are not 100%.
9. Do not ever put yourself in a situation that you are not 100% confident in.

# Information & Locations

## Your Volunteer Coordinator

Liz Everett 352-873-7387 Ext. 208

L.Everett@HumaneSocietyofMarionCounty.com

[www.thehsmc.org](http://www.thehsmc.org)

The web site has a lot of excellent information. Please explore it! Browse and review HSMC's website for a wealth of information regarding our programs, services, adoptable animals, and current volunteer information! The volunteer page of HSMC's website has a volunteer portal where you can login to track hours, sign up for events, and change your information. Plan for success by planning your volunteer hours ahead of time (around your personal/work schedule).

## Volunteer Hours

Thursday-Tuesday – 7:00 AM – 6:00 PM (at the latest)

Wednesday – 7:00 AM – 5:00 PM (Closed to the Public)

Holidays – 7:00 AM – 3:00 PM (at the latest)

## Dog Walking Hours

Thursday-Tuesday – 10:00 AM – 6:00 PM (at the latest)

Wednesday – 11:00 AM – 5:00 PM (Closed to the Public)

Holidays – 7:00 AM – 3:00 PM (at the latest)

## Essential HSMC Facts

- HSMC is a nonprofit 501 (c)(3) organization (it is not funded by the government or national organizations), and we do not receive tax dollars. The HSMC relies on the support of the communities we serve through private donations and fundraising activities to fulfill our mission independent from other humane societies and agencies. We do not euthanize any adoptable animals due to a lack of space or length of stay.

## Programs and Services:

In addition to our adoptions and sheltering thousands of homeless animals each year, HSMC offers:

- Low-Cost Spay/Neuter Certificates for dogs and cats
- Happy Paws Pet Food Bank for people in the community who are struggling to feed their pets

- Follow up counseling to help pet owners to prevent them from having to give up their adopted pet
- Humane Education programs to ensure a humane community “Teach today, Practice tomorrow”
  - Doggone Good Reading Program that that allows children to read to approved dogs on selected days
- Safe-Haven program for victims of domestic violence
- Traveling Tails program enriches dogs and people’s lives in assisted living facilities
- Lost and Found services to reunite owners with pets
- Foster Care Program for animals that are not yet ready to be adopted for reasons such as age, medical condition, or behavioral condition
- Corporate/Team building volunteer days
- Seniors for Seniors offers citizens at least 65 years old and living in an assisted living facility the opportunity to adopt a companion animal at no cost. This program also helps if an owner were to no longer be able to care for the animal adopted on that program.

### **To put our work in perspective**

HSMC takes in almost 2,000 animals yearly.

- We assist several hundreds of pets and their owners through our many outreach services and programs.
- At any given time, there are approximately 250 animals in our care.
- We serve an area of more than 350,000 people.
- All employees work directly with the animals to some extent.
- We have an on-site veterinary team to provide medical care for the animals at our shelter.
- Our operating expenses include all utilities, insurance, building upkeep, and staff to care for and advocate on behalf of the animals that come to us.

### **Our homeless animals and adoptions**

We work hard to find loving new homes for our resident animals.

- During each animal’s stay at HSMC, both medical and behavioral care are provided.
- Each dog that comes to HSMC receives a temperament – or personality - test.
- Cats are tested for FIV and FeLV.
- All adoptions include spay/neuter surgery, microchip, vaccinations, deworming, and flea treatment. Adoption folders that include pet information and a FREE vet visual appointment are given to all adopters.

- All our adoptions are dogs and cats
- Pit bulls: Much of our canine population consists of Pit Bulls/Pit Mixes because our service area produces an overabundance of these dogs. Many shelters turn away or euthanize Pit bulls, but the HSMC does not. This is a loving, loyal, and highly adoptable breed.

### **Sign in Station**

The Sign in Station is located to the right inside the front door of the lobby. You MUST sign in when you come into volunteer. You may also use your hours with our Volunteer Bank!

### **Incident/Accident Reports Forms**

Every volunteer must immediately tell an HSMC staff member if they are injured in any way (including, but not limited to scratch, bite, twisted ankle, etc.) while volunteering at the shelter. Incident report forms are available at the front desk and with the Volunteer Coordinator.

### **Enrichment**

Dog toys, stuffed dog toys, balls, frisbees, and squeaky chew toys are in the laundry room in totes located to the left against the wall. Only non-destructible toys can be put in the kennels, cages, or crates, such as, but not limited to, Kongs and Nylabones. Peanut butter and our HSMC frisbees are in the staff tool room. Please always ask permission prior to putting peanut butter on kennels (we usually only do this once a week). Enrichment toys are in the Meet & Greet Room on the white shelf.

### **Volunteer Daily Log & Vet Tech Notes**

These notes need to be completed for any dog that is limping, bleeding, has diarrhea, blood in her/his stool, or any other health or medical condition. Please always grab a sample of stool if their stool looks different. It must be given to a staff member right away. These notes are located inside the Meet and Greet room. Behavioral evaluation forms need to be completed for any dogs that are demonstrating signs of possible behavior issues including, but not limited to, growling, resource guarding, repeated spinning in kennel, tenseness, or aggression. The sooner any such possible behavior issue is reported to HSMC staff, the sooner HSMC staff/trainers can begin to work with the dog and treat the problem. Behavioral evaluation forms are in the Meet & Greet room next to the white board and should be placed in the designated folder when completed.

### Grooming Supplies

There are plenty of brushes and grooming tools available at the front desk or in the laundry room.

### Cleaning & Restroom Supplies

The following items are located inside the staff/volunteer restroom located by the lockers: cleaning supplies, toilet paper, and paper towels.

### Dog Walking Board

This board is used to keep track of which dogs are walked each day.

- There is column for row “A,” “B,” “C,” and “D”.
- The Dog Walking Board has a column for each row of the kennels.
- Each box is divided in half in the event a dog gets taken out for a walk twice in one day.
- A dog volunteer should write the hour of the day the dog gets out and their first name & last initial in the left half of the box.
- If another volunteer walks that same dog the same day, they will write the hour and their first name & last initial in the right half of that day.




| Row A   |                                                      |
|---------|------------------------------------------------------|
| 1Brisco | 11:15<br>Patty C.                                    |
| 2Joy    | 10:32<br>Jim T.                      4:56<br>Mike P. |
| 3 Petty |                                                      |

\*\* Please note it is preferred that all the dogs that are permitted to get out for a walk get walked before a dog gets walked a second time. However, if there are no dogs left to walk that a volunteer feels comfortable handling, please take a dog out for a second walk that you are comfortable handling. The more a dog gets out of his kennel for some type of enrichment, the healthier it will be.

\*\*Please be sure to thoroughly read all kennel signage and dog binder to determine if the dog can be walked, and by what level of trained volunteer; and if there are any special tools to use for a specific dog.

**ALL BLACK COLLARED DOGS ARE TO BE WALKED BY STAFF ONLY!**

## Cat Paw Levels

|                                                                                    |                                                                                                                           |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
|   | Cat - Level two volunteer that has taken basic orientation and passed Cat 101.                                            |
|   | Cat - Level three volunteer that has taken basic orientation, passed Cat 101, and passed Cat 2.0.                         |
|  | All Volunteers – (Loyalty Paw)<br>This paw is for volunteers who have committed to serving the HSMC for one year or more. |

# Cat Volunteer Levels

## Level One Cat Volunteer:

- Basic orientation & tour of the facility
- Shadow other volunteers who are level 2 and up or staff
- Not allowed to open front cages or to enter separation room
- Volunteer on their own with level one activities
  - Dishes & Food Prep
  - Fundraising
  - Thrift Store
  - Clerical & Mailings
  - Foster Parents
  - Reception & Greeting
  - Cleaning/Scooping Boxes
  - Assisting with watering
  - Washing walls, windows, and cages
  - Wiping cat towers

## Level Two Cat Volunteer:

- Minimum of 10 hours required
- Shadow other volunteers who are level 3 and up or staff
- Allowed to enter front cat rooms and to open front cages without permission from staff
- Not allowed to enter separation room
- Volunteers at this level will be eligible to attend Cat 101 (passing = yellow paw)
- Volunteers must be recommended by the Volunteer Coordinator for advancement to this level
- Volunteer on their own with level one and two activities
  - Feline enrichment in front rooms or front cages after passing Cat 101
  - Doggone Good Reading
  - Maintenance, Gardening, & Yard Maintenance
  - Pet-ographer Assistant (in office may work alone, with animals must work with a level three or higher Pet-ographer.)

## Level Three Cat Volunteer:

- Minimum of 40 hours, at least one evaluation rating of above average, & passing Cat 101 required (yellow paw)
- Shadow other volunteers who are level 4 and or staff
- Volunteers at this level will be eligible to receive Cat Training 2.0 (purple paw)
  - After passing the volunteer will be allowed to enter separation room with permission

- A volunteer must be recommended by the Volunteer Coordinator for advancement to this level
  - May volunteer on their own in level one, two, and three activities
  - Grooming
  - Doggie Banks
  - Special Events (small orientation and hand out)
  - Grant Writing
  - Humane Education
  - Pet-ographers (Adoptions, purple paw)
  - Traveling Tails (yellow paw required)
  - Volunteer Leaders Level 3
    - Foster Liaison (Foster 101)
    - Adoption Follow-Up Liaison (phone calls and follow-ups)
    - Outreach/Promotions Liaison (paw pal, events, and thanking partners)
    - Home-Visit Liaison
    - Humane Education Liaison
    - Traveling Tails Liaison
    - Seniors for Seniors Liaison
    - Kennel Card Liaison
    - Feline Enrichment Liaison
    - Volunteer Relations Liaison

#### **Level Four Cat Volunteer:**

- Minimum of 300 hours, at least two evaluation ratings of above average, passing Cat 101 (yellow paw), and passing Cat Training 2.0 (purple paw) required
- Allowed to enter separation room without permission
- A volunteer must be recommended by the Volunteer Coordinator for advancement to this level
- May volunteer in all approved activities
  - Pets day out
  - Pet-ographers (purple paw = in back cat rooms with permission)
  - Volunteer Leaders Level 4
    - Basic Orientation Liaison
    - Cat 101 Liaison
    - Training 2.0 Liaison
    - Community Cat Program Liaison



## Dog Paw Levels

|                                                                                     |                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | Dog - Level two volunteer that has taken basic orientation and passed Dog 101.                                                                                                                                              |
|    | Dog - (Age 18+) Level three volunteer that has taken basic orientation, passed Dog 101, and passed Dog 2.0.                                                                                                                 |
|    | Dog - (Age 18+) Level four volunteer that has taken basic orientation, passed Dog 101, passed Dog 2.0, and completed 300 or more hours.                                                                                     |
|  | Dog - (Age 18+) Level four volunteer that has taken basic orientation, passed Dog 101, passed Dog 2.0, has been approved by the executive director and volunteer coordinator to be in ISO, and completed 300 or more hours. |
|  | All Volunteers – (Loyalty Paw) This paw is for volunteers who have committed to serving the HSMC for one year or more.                                                                                                      |

# Dog Volunteer Levels

## Level One Dog Volunteer:

- Basic orientation & tour of the facility
- Shadow other volunteers who are level 2 and up or staff
- Volunteer on their own with level one activities
  - Dishes & Food Prep
  - Fundraising
  - Thrift Store
  - Kennel work
  - Clerical & Mailings
  - Foster Parents
  - Reception & Greeting
  - Bathing (green only with staff permission)

## Level Two Dog Volunteer:

- Minimum of 10 hours required
- Allowed in kennels with permission from staff
- Own and maintain a dog clicker
- Shadow other volunteers who are level 3 and up or staff
- Volunteers at this level will be eligible to attend Dog 101 (passing = green paw)
- Volunteers must be recommended by the Volunteer Coordinator for advancement to this level
- Own and maintain a dog clicker
- Volunteer on their own with level one and two activities
  - Canine Enrichment in kennels after passing Dog 101 (green & blue)
  - Doggone Good Reading
  - Maintenance, Gardening & Yard Maintenance
  - Bathing (green & blue with staff permission)
  - Pet-ographer Assistant (in office may work alone, with animals must work with a level three or higher Pet-ographer.

## Level Three Dog Volunteer:

- Minimum of 40 hours, age 18, at least one evaluation rating of 'above average' & passing Dog 101 required (green paw)
- Shadow other volunteers who are level 4 and or staff
- Own and maintain a dog clicker and slip lead
- Volunteers at this level will be eligible to receive Dog Training 2.0 (orange paw)
  - After passing, the volunteer will be able to walk blue collared dogs with another volunteer that has also passed Dog 2.0 and our Executive Director (Eddie Leedy's) approval.

- A volunteer must be recommended by the Volunteer Coordinator for advancement to this level
- Own and maintain a dog clicker and slip lead
- May volunteer on in all approved activities
  - Grooming & Bathing (green & blue)
  - Doggie Banks
  - Special Events (small orientation and hand out)
  - Grant Writing
  - Humane Education
  - Pet-ographers (Adoptions, orange paw required)
  - Walking Dogs (Green & Blue)
  - Traveling Tails (Orange paw required)
  - Volunteer Leaders Level 3
    - Adoption Follow-Up Liaison (phone calls and follow-ups)
    - Outreach/Promotions Liaison (paw pal, events, and thanking partners)
    - Home-Visit Liaison
    - Humane Education Liaison
    - Traveling Tails Liaison
    - Seniors for Seniors Liaison
    - Kennel Card Liaison
    - Canine Enrichment Liaison
    - Volunteer Relations Liaison
    - Foster Liaison (Foster 101)

**Level Four Dog Volunteer:**

- Minimum of 300 hours, at least two evaluation ratings of above average, passing Dog 101 (green paw), and passing Training 2.0 (orange paw) required
- May volunteer on their own in level one, two, three and four activities
- May walk red dogs with permission from our Executive Director (Eddie Leedy).
- A volunteer must be recommended by the Volunteer Coordinator for advancement to this level
  - Grooming & Bathing (green, blue & red)
  - Trainers & Walking
  - Pets' day out
  - Volunteer Leaders Level 4
    - Training Liaison
    - Basic Orientation Liaison
    - Dog 101 Liaison
    - Training 2.0 Liaison

## STANDARDS OF CONDUCT FOR VOLUNTEERS

**SUBSTANCE ABUSE:** The HSMC has adopted a zero-tolerance policy for substance abuse, workplace violence, and sexual harassment. This applies to our staff members and volunteers alike. Any volunteer who presents for his or her scheduled shift noticeably under the influence of alcohol or drugs will be asked to leave and appropriate assistance given. Any volunteer who brings alcohol or drugs onto HSMC property will be escorted from the premises, and their volunteer relationship will be immediately terminated.

**VIOLENCE:** Any volunteer who threatens or exhibits any type of violent behavior toward another volunteer, employee, customer, or animal will be immediately terminated and appropriate action taken depending on the nature and severity of the incident. Weapons of any kind are prohibited on HSMC property.

**SEXUAL HARASSMENT:** While sexual harassment is not easy to define, a good guideline is that any sexual attention should be avoided. If a volunteer is found to be exhibiting unwanted sexual attention toward another volunteer or employee to the point of making that person uncomfortable in the performance of his or her duties, the offending volunteer's relationship with the HSMC will be immediately terminated.

**PUBLICITY:** The Executive Director and President of the Board of Directors are those charged with the responsibility of addressing or responding to the media. No volunteer shall make statements that may be representative of the opinions and policies of the HSMC.

**CONFIDENTIALITY:** Personal information about volunteers, employees, customers, adopters, or the outcome of individual animal situations is to remain in the strictest of confidence. During their duties, volunteers may ascertain information about members of the public surrendering animals, adopting animals, or making donations and all such information should never be repeated or shared. In addition, information regarding animals that are in the isolation area should never be shared with the public.

**DRESS CODE:** HSMC expects all volunteers to dress appropriately for their position.

Examples of inappropriate apparel includes, but are not limited to: Short shorts, clothing with holes/ ragged appearance/tattered/in poor condition, sweatpants, tights, shower clogs/flip flops, stretch pants, clothes composed of see through/netting material, apparel with degrading words/slogans/images that are not representative of a public service organization. Kennel volunteers may wear scrubs. If the above policy causes religious concerns or concerns based upon any other legally protected class, please contact the Executive Director to discuss an appropriate religious accommodation.

**VOLUNTEER FEEDBACK:** The Humane Society of Marion County encourages volunteers to make suggestions, voice concerns and give ideas about how we can better fulfill our mission. All suggestions will be taken under consideration. volunteers should not take it upon themselves to change policy or procedure. Volunteers are expected to respect the same chain of command for issues or grievances that staff members abide by and not participate in gossip or meaningless discussion of other persons or situations.

I HAVE READ THE ABOVE STANDARDS OF CONDUCT AND UNDERSTAND THAT FAILURE TO FOLLOW THESE STANDARDS MAY RESULT IN TERMINATION OF MY VOLUNTEER RELATIONSHIP WITH THE HUMANE SOCIETY OF MARION COUNTY.

---

Print name

Signature

Date

## **VOLUNTEER POLICIES AND PROCEDURES**

**Communication:** DO NOT contact the media, plan an event, solicit donations, etc. without prior permission from staff.

**Social Media:** Please be aware that as an active volunteer you are considered a representative of HSMC so please be a good ambassador when posting/responding regardless of subject matter. Be courteous and use good sense.

**Professionalism:** Volunteers are always expected to uphold the same standards of professionalism as staff members. Always be friendly with the public!

**Dress code:** Always identify yourself as a volunteer. Wear a volunteer tag and HSMC gear, so it's clear that you're not a member of the public.

**Incident Reports:** Please use assigned accident/incident reports to report if you are injured while volunteering with HSMC.

**Important animal care/behavior notes:** Please check and follow all notes that appear on the animals' kennels/cages. Important information regarding an animal will always be relayed on their kennel.

**SANITIZE, SANITIZE, SANITIZE:** this is especially important with the cat volunteers.

**Check animal log sheets:** Dogs and some cats have tracking sheets to make sure each animal has received play time or a walk each day.

**Dog Walkers:** Remember to keep dogs away from each other to avoid personality conflicts and be sure to clean up their stool! Dogs that have not been tested and have a color code on their cage and are not quite ready for adoption. Please only work with dogs on your level.

### **NOT PERMITTED WHILE VOLUNTEERING:**

- Family, friends, cell phones, and smoking. Your focus must be on the animal you're working with.
- Isolation (ISO) animals: The animals are not available for interaction, should not be advertised, photographed, or spoken about. These animals are often behind the scenes for medical, behavioral, or investigation purposes.

### **Volunteering is a two-way street!**

Dog & cat kisses are great stress relievers plus every time you show up gives the animals **HOPE** – so please keep showing up and don't count on someone else when you don't.

I HAVE READ THE ABOVE POLICIES AND PROCEDURES AND UNDERSTAND THAT FAILURE TO FOLLOW THESE PROCEDURES MAY RESULT IN TERMINATION OF MY VOLUNTEER RELATIONSHIP WITH THE HUMANE SOCIETY OF MARION COUNTY.

---

Print name

Signature

Date



**Volunteer Handbook Test:**

**True or False:**

**T or F**

1. Volunteer hours can be used for dog food and spay and neuter certificates. \_\_\_\_\_
2. If a volunteer gets hurt, they are covered under workman's comp and the HSMC will be held accountable. \_\_\_\_\_
3. You DO NOT have to pass dog or cat 101 to advance to a level 2 volunteer. \_\_\_\_\_
4. The only way to keep track of your hours is signing in with your pin # on the tablet when you first walk in. If you forget your pin you must go home. \_\_\_\_\_
5. Name tags are not required when working in the kennels or cat rooms. \_\_\_\_\_

**Fill in the blank:**

6. If an alarm sounds, volunteers should report to \_\_\_\_\_ for instructions.
7. The level \_\_\_\_\_ volunteer has volunteered a minimum of 40 hours service.
8. If there are not active hours showing on your account within the last \_\_\_\_\_, your account will be deactivated.
9. Only \_\_\_\_\_ toys are allowed in kennels, crates, or cages.
10. Check with the \_\_\_\_\_ when looking for something to help with.