



Welcome!

We are so excited that you're interested in volunteering with us! Our volunteers are truly at the heart of everything we do. Your time, compassion, and dedication directly support our mission of preventing animal cruelty, suffering, and overpopulation.

Every department, program, and service we offer plays a role in fulfilling that mission — and none of it would be possible without our staff, volunteers, and supportive community. You are a **VITAL** part of our organization, and we are so grateful you're here.

Mission

The Humane Society of Marion County is committed to preventing cruelty, suffering, and overpopulation of animals through compassionate care, advocacy, and education.

We strive to create a safe and nurturing environment for all animals, ensuring they receive the care they deserve. By promoting responsible pet ownership and fostering strong community partnerships, we work to reduce animal overpopulation, eliminate suffering, and ultimately find loving, forever homes for every pet in need.

Through outreach and education, we aim to inspire a culture of kindness and respect for animals throughout our community.

Essential HSMC Facts

Humane Society of Marion County (HSMC) is a nonprofit 501(c)(3) organization. We do not receive government funding, national organization funding, or tax dollars.

We rely on the generosity of our community through private donations, fundraising activities, our Thrift Store, and our Veterinary Clinic to continue our lifesaving work. These programs help fund our shelter operations and allow us to remain independent from other humane societies and agencies.

We do not euthanize adoptable animals due to space constraints or length of stay.

Humble Beginnings...

The Humane Society of Marion County was founded in 1964 by a small group of concerned individuals who wanted to care for unwanted and abandoned companion animals in Marion County.

What began as a network of foster homes eventually outgrew its original space. In 2004, the organization moved into its current facility at 701 N.W. 14th Road in Ocala, where we can now house up to 300 dogs and cats.

We are also proud to operate the HSMC Thrift Store, located at 110 N.W. 10th Street, which helps generate essential funding to support the animals in our care.

We are so glad you're here and can't wait to see the impact you'll make. Welcome to the HSMC family! 🐾

To Put Our Work in Perspective

Each year, Humane Society of Marion County welcomes nearly 2,000 animals into our care. Through our outreach services and programs, we also assist hundreds of pets and their owners throughout the community. At any given time, approximately 250 animals are being cared for within our shelter.

We proudly serve a community of more than 350,000 people. Every employee at HSMC works directly with animals in some capacity, contributing to their care, comfort, and advocacy.

Our operating expenses include utilities, insurance, building maintenance, and the dedicated staff who care for the animals that come to us. Thanks to the collective efforts of local organizations and community support, Marion County has been a no-kill county since 2018 — something we are proud to be part of.

Comprehensive Care for Every Animal

We are fortunate to have an on-site veterinary team that provides medical care to the animals in our shelter. From the moment they arrive, each resident receives both medical and behavioral support to ensure they are healthy, safe, and ready for a loving home.

- Every dog receives a temperament (personality) assessment.
- Cats are tested for FIV and FeLV.
- All adoptions include spay/neuter surgery, microchipping, vaccinations, deworming, and flea treatment.
- Adopters receive an adoption folder with pet information and a **FREE veterinary wellness visit voucher**.

We work tirelessly to match every dog and cat with a safe, loving forever home.

About Breed Identification

At Humane Society of Marion County, we generally do not assign specific breeds to our dogs unless we are 100% certain of their breed. Many animals arrive at the shelter without a known history, and visual identification alone is often unreliable.

Because of this, we focus on each dog's individual personality, behavior, and needs rather than labels. Every dog is evaluated on their own merits and provided with appropriate care, training, and enrichment while they await adoption.

Our goal is to ensure that each animal has the best possible opportunity to find a loving, compatible home — based on who they are, not what they are assumed to be.

Supporting the Mission Beyond the Kennels

While many people know us for our shelter and adoptions, two additional programs play a vital role in sustaining our lifesaving work: our Thrift Store and our Veterinary Clinic.

As a volunteer, it's important to understand that these programs directly support the animals in our care. They generate essential funding that allows us to continue providing shelter, medical care, enrichment, and advocacy — ensuring every animal has the best possible chance at a new beginning.

HSMC Thrift Store

Our Thrift Store is more than just a resale shop — it is a major funding source for the shelter.

Every donated item purchased by a community member helps fund:

- Daily animal care (food, enrichment, cleaning supplies)
- Medical treatment and vaccinations
- Spay and neuter surgeries
- Emergency veterinary procedures
- Facility maintenance and improvements

When you shop, donate, or share information about our Thrift Store, you are helping provide second chances to homeless animals.

The Thrift Store allows supporters who may not be able to adopt or foster to make a meaningful impact.

HSMC Veterinary Clinic

Our on-site Veterinary Clinic plays an essential role in both shelter and community support.

The clinic provides:

- Medical care for shelter animals
- Spay and neuter services
- Preventive care
- Vaccinations
- Treatment for illness and injury

Revenue generated from community veterinary services helps offset the cost of caring for our shelter residents. This allows us to provide high-quality medical care while keeping services accessible to the public.

By supporting our clinic, the community helps ensure:

- Healthier shelter pets
- Fewer unwanted litters
- Reduced animal overpopulation
- Increased adoptability

Why This Matters to You as a Volunteer

Every department works together to support the same mission.

When you:

- Share information about our Thrift Store
- Recommend our clinic services
- Volunteer at fundraising events
- Educate the public about available services

You are helping strengthen HSMC's financial stability and directly support the animals in our care. Our shelter, thrift store, clinic, volunteers, donors, and adopters are all part of one team — and that team saves lives. Thank you for being part of it.

Programs and Services

In addition to adopting and sheltering thousands of homeless animals each year, HSMC offers a wide range of programs designed to support both pets and people in our community.

Our services include:

- **Low-Cost Spay/Neuter Certificates** for dogs and cats
- **Happy Paws Project**, which helps fund local food pantries with pet food for families in need
- **Post-adoption counseling and support** to help pet owners successfully keep their adopted pets
- **Humane Education Programs** focused on building a compassionate community — *“Teach today, Practice tomorrow.”*
 - **Doggone Good Reading Program**, where children read to approved dogs on select days
- **Safe Haven Program** for victims of domestic violence who need temporary care for their pets
- **Lost and Found Services** to help reunite pets with their owners
- **Foster Care Program** for animals not yet ready for adoption due to age, medical needs, or behavioral support
- **Corporate and Team-Building Volunteer Days**
- **Seniors for Seniors Program**, which allows citizens age 65 and older living in assisted living facilities to adopt a companion animal at no cost. This program also provides support if the adopter can no longer care for the animal.

Each of these programs strengthens our mission and expands our impact beyond the shelter walls.

Cleaning & Restroom Supplies

Cleaning supplies, toilet paper, and paper towels are located inside the staff and volunteer restroom near the lockers. If you notice supplies running low, please notify a staff member so we can restock promptly. Thank you for helping us maintain a safe, clean, and welcoming environment for everyone.

Volunteer Opportunities & Advancement Path

Getting Started: All volunteers begin at **Level 1** and grow through hours of service, training, and demonstrated responsibility. Each level opens new opportunities, expanded access, and greater impact for the animals and the organization.

Why Advancement Matters: Each level represents dedication, training, and trust. As volunteers grow, they directly expand our capacity to provide enrichment, medical care support, adoption services, fundraising success, and lifesaving outcomes for the animals in our care. Reach out to your Volunteer Coordinator when you are ready to advance!

★ **Level 1 – First 10 Hours** *Foundation & Support Roles* - Volunteers learn the daily operations of the shelter and thrift store while providing essential support.

Shelter Support

- Dishes & food preparation
- Cleaning & scooping litter boxes
- Assisting with watering
- Kennel work & cleaning
- Washing walls, windows, and cages

- Clerical tasks & mailings

- Maintenance, gardening & yard work

Thrift Store Support

- Organizing clothing and merchandise

Animal Support

- Foster Parents (after approval)

★★ **Level 2 – First 300 Hours** *Expanded Access & Animal Interaction*

Eligible to complete: **Dog (orange paw) and/or Cat (blue paw) 101 Training.**

- Canine enrichment & walking Green Collar dogs
- Pet-ographer Assistant (working alongside Level 3+ Pet-ographer)
- Fundraising & events support
- Reception & greeting
- Bathing & grooming Green Collar dogs
- Access to Cat Rooms and Catios

★★★ **Level 3 – First 1,000 Hours** *Advanced Responsibility & Leadership Support*

Eligible to complete: **Dog (purple paw) and/or Cat (red paw) 2.0 Training.**

50% of the time logged must be in an applicable category (e.g., 200 hours of dog grooming & 300 hours of walking).

- Doggie Banks & special events
- Humane Education support
- May walk Blue Collar dogs with another volunteer (with Shelter Op. Mgr. approval)
- Pet-ographers (adoption support photography)
- Training Team
- Bathing & grooming Blue Collar dogs
- Access to Cat Lobby Cages & Seclusion Room

★★★★ **Level 4 – First 2,000 Hours** *High-Level Handling & Trust Roles*

Eligible to complete: **Fear Free Shelter Training Dog (yellow paw) and/or Cat (green paw)**

50% of the time logged must be in an applicable category (e.g., 700 hours of dog grooming & 300 hours of walking).

- May walk Blue Collar dogs alone (with Executive Director approval)
- May walk Red Collar dogs with another volunteer (with Executive Director approval)
- Bathing & grooming Red Collar dogs
- Clinic Surgery Call-Backs

★★★★★ **Level 5 – First 3,000 Hours**

Volunteer Leadership & Strategic Support

Eligible to complete **Maddie's University Classes Dog Training (pink paw) and/or Cat (white paw)& ASPCA Pro Training Dog (pink paw) and/or Cat(black paw).**

50% of the time logged must be in an applicable category (e.g., 700 hours of dog grooming & 300 hours of walking).

- Volunteer Leadership & Liaison roles
- Grant writing support
- May walk Red Collar dogs alone (with Executive Director approval)

Who Can Volunteer?

At Humane Society of Marion County, we believe there's a place for everyone who wants to make a difference for animals. No matter your age or background, there are meaningful ways to get involved.

JUNIOR – Age 13 and Under

While Junior Volunteers are not eligible to work directly in the shelter or Thrift Store, there are many ways for our young animal lovers to get involved!

From organizing donation drives for toys, pet food, and monetary contributions to participating in Humane Education Programs, camps, Doggone Good Reading, Meeting New Friends, and leading club projects, our Juniors play an important role in supporting our mission. Their enthusiasm and compassion make a real impact.

Marion County Students – Ages 14 to 17

Many high school students are required to complete community service hours before graduation, and we are happy to partner with them.

Student volunteers:

- Must have parent or guardian consent.
- May volunteer in the shelter only.
- A parent or guardian must accompany volunteers ages 14 and 15 throughout the entire signup and volunteer process.

We are proud to help students grow while giving back to their community.

Adult Volunteers – Ages 18+

If you love animals and want to help, you are always welcome here! Our adult volunteers serve in a variety of roles and are an essential part of daily operations.

Court-Ordered Community Service & Career Source – Ages 18+

Individuals completing court-ordered community service or Career Source hours do not need to take the volunteer exam.

For more information, please visit our website or visit our front desk. HSMC works with many local agencies to provide structured opportunities. Community Service (CS) Volunteers must be 18 years of age or older and may serve in the shelter or the Thrift Store.

Volunteer Expectations

Volunteering is a partnership. Here's what you can expect from us — and what we ask from you in return.

What You Can Expect from HSMC

- Support in choosing the best position in which to serve
- No required schedule (unless assisting with events)
- Cooperation, gratitude, and respect for you and your commitment
- Recognition of your contributions through service awards, newsletter features, birthday and holiday acknowledgments, and volunteer celebrations
- Access to our Volunteer Bank (use your hours for rewards)
- Opportunities for evaluations and advancement

We value our volunteers and strive to create a positive, rewarding experience.

What HSMC Expects from You

- While we love having you here, we do need volunteers to assist with shelter tasks actively. Please always check in with the front desk first for assignments. You may also check in with the Volunteer Coordinator, Cat/Dog staff, or Medical staff.
- Support for the organization, its departments, mission, and leadership
- Cooperation with and respect for staff, fellow volunteers, and shelter policies
- A commitment to the humane treatment of our animals — always our top priority

Together, we create a safe, compassionate environment where animals — and people — can thrive. Thank you for choosing to serve.

Publicity

To ensure consistent and accurate communication, only the Executive Director, the President of the Board of Directors, and designated administrators or social media representatives may respond to or address the media, including social media platforms. Volunteers may not make statements that could be interpreted as representing HSMC's opinions or policies. If you are ever unsure, please refer inquiries to leadership.

Confidentiality

Confidentiality is essential to maintaining trust and professionalism.

Personal information regarding volunteers, employees, customers, adopters, or specific animal cases must remain strictly confidential. During your service, you may learn information about individuals surrendering animals, adopting pets, or making donations. This information must never be repeated or shared.

Protecting privacy protects our community.

Safety First

At Humane Society of Marion County, safety is always a priority — for our animals, our staff, and our volunteers.

All volunteers are expected to exercise caution and perform their duties safely. Please note that volunteers are not covered under workers' compensation insurance for accidents or injuries and therefore accept full responsibility for their personal safety while volunteering. Volunteers should **never** place themselves in an uncomfortable or potentially hazardous situation. Our trained staff members are equipped to handle challenging or unsafe situations and should always be contacted if there are any questions or concerns about safety.

If an alarm sounds, please immediately report to a staff member in a safe location for further instructions.

Important: All black-collared dogs are to be walked by staff only.

Incident / Accident Report Forms

The safety of our volunteers is extremely important to us at Humane Society of Marion County.

If you are injured in any way while volunteering — including scratches, bites, twisted ankles, or any other injury — you must immediately notify an HSMC staff member.

Incident Report Forms are available at the front desk and through the Volunteer Coordinator. Prompt reporting ensures proper documentation and allows us to address any safety concerns quickly and appropriately.

Humane Society Volunteer Bank

At Humane Society of Marion County, we love recognizing the time and dedication our volunteers give. Through our Volunteer Bank program, you can redeem your service hours for a variety of rewards!

Hours may be combined with another volunteer, but both individuals must be present at the time of redemption.

Volunteer Bank Rewards:

- **10 Hours** – Small bag of pet food (20 lbs. or less) or dog clicker
- **20 Hours** – Medium bag of pet food (40 lbs. or less) or previous event shirt
- **30 Hours** – Large bag of pet food (40 lbs. or more) or dog lead
- **35 Hours** – Cat Spay/Neuter Certificate
- **40 Hours** – Volunteer shirt, apron, hat, or visor
- **55 Hours** – Dog Spay/Neuter Certificate (3–40 lbs.)
- **75 Hours** – Dog Spay/Neuter Certificate (41–75 lbs.)

Additional items are added regularly, so be sure to check with your Volunteer Coordinator for the latest updates!

Dress Code

We ask that all volunteers and employees dress appropriately for their assigned tasks. Because we are a public-facing organization, attire should reflect professionalism while also prioritizing safety.

Inappropriate apparel includes, but is not limited to:

- Clothing that is dirty, in poor condition, ragged, or has holes
- Tattoos displaying inappropriate slogans, degrading words, or images not representative of a public service organization
- Open-toed shoes or short shorts

Volunteers are encouraged to wear loose, comfortable clothing that they don't mind getting a little dirty. Long pants are strongly suggested to help protect against scratches or accidental nips.

Volunteer Shirt Requirement

All volunteers must wear an HSMC volunteer T-shirt while serving.

Shirts may be obtained in one of three ways:

1. Pay \$10 at the time of sign-up
2. Use accumulated volunteer hours to purchase one
3. Purchase additional shirts at the front desk for \$10

Wearing your volunteer shirt helps identify you as part of our team and presents a unified, professional appearance to the public.

Name Badges / Tags

Blank name tags are located next to the sign-in tablet. A name tag must be worn at all times while on campus or attending HSMC events.

Wearing your name tag:

- Identifies you as a volunteer
- Allows appropriate access to non-public areas
- Helps staff and fellow volunteers learn one another's names

If you are a Level Two volunteer or higher, your paw-print name tag is especially important. If it is misplaced, contact the Volunteer Coordinator for assistance.

Volunteer Feedback

Our volunteers provide an invaluable service, and your voice matters to us. If you have suggestions, ideas, or concerns, we genuinely want to hear them.

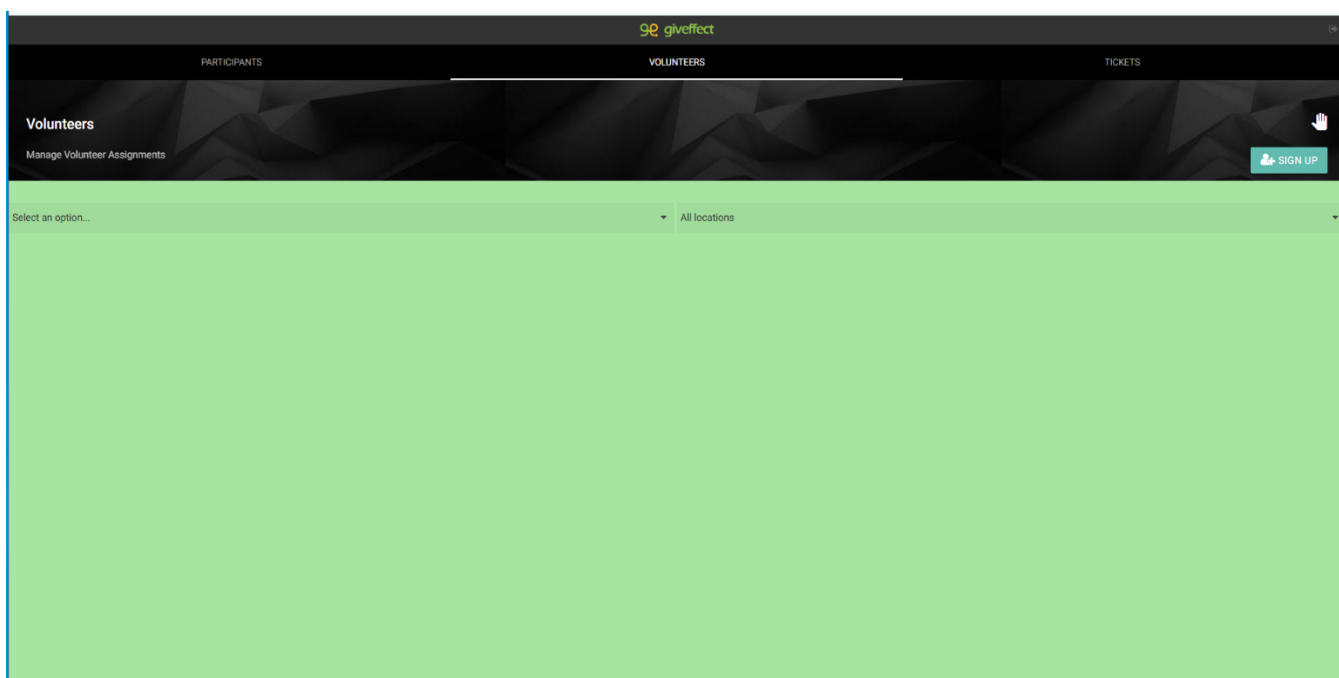
We encourage open, respectful communication. Volunteers are expected to follow the same chain of command as staff members and to avoid gossip or unproductive discussions about others or situations.

When in doubt, please reach out to your Volunteer Coordinator. We are here to support you — and together, we continue building a positive and respectful environment for everyone.

SIGN IN/OUT

Each volunteer signs in and out via a web page on the Volunteer computer called Event Buddy (a program through Giveeffect). You need to sign in and out for your hours to be credited. Plus, it keeps showing you as a current volunteer. The system can only log your hours if you remember to clock in or out. This also helps the volunteer program demonstrate its strength and apply for grants that significantly benefit the shelter. If you forget to sign out, you will only be logged in for 1 hour.

If the computer is down and staff are unable to assist, please use the provided clipboard on the desk to log your hours. **When using the clipboard, please provide all the requested information. You must print clearly and entirely to receive credit for hours completed.** A laminated set of instructions is also on the desk to help you navigate the system. When in doubt, please ask for help!



What Giveeffect Does for HSMC

At Humane Society of Marion County, we use **Giveeffect** as our all-in-one nonprofit management platform. Think of it as the engine that helps keep our mission moving forward.

Giveeffect integrates our donation tracking, volunteer management, events, fundraising, membership records, marketing, website hosting, and internal communications into a single, seamless system. It also includes tools such as CRM (relationship database), automation, and wealth screening to better serve our supporters.

By keeping everything organized in one place, Giveeffect allows our team to spend less time on paperwork and more time on what truly matters—caring for animals and supporting our community.

HSMC SHELTER LAYOUT



Office Information

701 NW 14th Road
Ocala FL 34475
Phone: 352-873-7387

Main email: info@thehsmc.org
Website: www.thehsmc.org

The website has 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 login page of HSMC's website <https://app.giveeffect.com/signin> is your Giveeffect portal, where you can track hours, sign up for events, and update your information. Plan for success by planning your volunteer hours ahead of time (around your personal/work schedule).

Volunteer Hours

Monday-Saturday – 7:00 AM – 6:00 PM

Sundays & Holidays – 7:00 AM – 5:00 PM

Dog Walking Hours

Monday-Saturday – 10:00 AM – 5:00 PM last walk

Sundays & Holidays – 10:00 AM – 4:00 PM last walk

Ready to Grow With Us?

Your time changes lives — one hour, one level, one animal at a time.