



Volunteer Handbook

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Welcome!

We are happy to have you as a part of our volunteer team. Our mission at HES is to provide a safe haven for homeless, abused and neglected animals in our community and advocate on their behalf. We hope that your involvement will help us to further that mission and to save more lives.

We are committed to quality care for animals, providing an educational resource to our community, and working with community families by providing adoption opportunities, surrender options and low-cost vaccine clinics. The Humane Educational Society volunteers make it possible for us to provide care for thousands of homeless animals each year.

The Humane Educational Society provides you with the training needed to be successful in your volunteer position. This handbook describes the standards required of HES volunteers. Please carefully read through and learn the volunteer policies within this handbook. If you have questions relating to policies, rules or safety, or what is expected in your volunteer position, please ask our Volunteer Manager or Volunteer Coordinator.

Thank you for supporting our mission and helping us save more lives!

Mission Statement

Our mission at HES is to provide a safe haven for homeless, abused and neglected animals in our community and advocate on their behalf.

VISION

Our vision is a community in which each pet has a home where they are respected and cherished.

VALUES

Kindness

HES strives to lead our community by example in providing outstanding, compassionate, healing care for animals in our guardianship. We treat each and every animal that comes through our facility with respect and dignity.

Advocacy

HES adopts animals to loving, responsible homes. Change starts with educating our community about animal welfare principles and what each of us can do to make this a better place for pets. Together, we can make a difference.

Stewardship

HES makes every effort to be excellent stewards of the animals and resources entrusted to us. Our resources will be allocated to best serve our mission and our community.

Contact Information

Jeanine Cloyd
Volunteer Manger
423-624-5302 x228
Email: volunteer@heschatt.org

Ashleigh Horner
Volunteer Coordinator
423-624-5302 x248
Email: volunteercoordinator@heschatt.org

Email is the best way to reach us and we communicate upcoming trainings and events through email and our volunteer Facebook Group: Humane Educational Society volunteers

(<https://www.facebook.com/groups/hesvolunteers>)

Please ensure that your email server will allow emails from the organization. Emails from a large organization can be filtered into spam or junk mail.

Shelter History

The Humane Educational Society is a 501(c)3 organization and was incorporated in 1910 by Ethel Hardy who was known for picking up stray cats and dogs while driving her carriage through the streets of Chattanooga. Since then, we have grown to serve Hamilton County and take in 4,000-5,000 homeless pets each year. We are an open-door facility to residents of our service area and provide shelter and care for homeless pets, adoption services, animal protection, cruelty investigation and pet licenses. HES is committed to finding each and every treatable, adoptable and trainable animal in our facility a loving home and making Hamilton County a better place for pets.

Shelter Services

HES serves Unincorporated Hamilton County, Soddy Daisy, Collegedale, and Walden.

McKamey Animal Center serves the City of Chattanooga, Red Bank and Lakesite – 423-305-6500.
East Ridge Animal Services serves the City of East Ridge – 423-664-0271.

As one of the largest shelters in Tennessee, HES offers the following specialized services:

A comprehensive adoption program that matches homeless animals with new families; there are no time or space limits for any animals in our adoption program.

TNR (Trap/Neuter/Release) program to assist community members in our jurisdiction with spaying and neutering feral cats.

Outreach vaccine clinics to serve families with pets in need of low-cost vet care.

Youth education for children designed to teach compassion, respect and responsible care for animals.

Access to the pet food bank 4 Paws Pantry to assist families with pets through tough financial times.

Open Admission Shelter:

HES is an open admission shelter meaning we accept all lost and stray animals in our service area, regardless of behavior issues, breed, age, or health.

Frequently Asked Questions

Where do your animals come from?

The animals at HES consist of both pets that are surrendered and strays that are brought in. HES is contracted to provide animal care and services for animals that come **Unincorporated Hamilton County, Soddy Daisy, Collegedale and Walden**. In addition, when able to accommodate, HES receives animals transferred from other shelters outside our jurisdiction.

Are you a no-kill shelter?

We do not use the "no-kill" phrase because we have found that it confuses people. There is no universal definition of "no-kill" that is understood by animal welfare professionals, and the general public, despite efforts of some groups to create such language. There are also "no-kill" sanctuaries and organizations that do not uphold humane standards of care, so "no-kill" is not necessarily an accurate indicator of humane or quality animal care. It's important to understand that the Humane Educational Society is an "Open Admission Shelter." We take in every animal that comes to us from our service area regardless of their health and behavior. With that said, HES strives to save every animal that is adoptable, treatable and trainable.

Are you a chapter of the Humane Society of the United States (or PETA, ASPCA, etc.)?

The Humane Educational Society is not an affiliate or chapter of any national organization. HES is a local, independent, non-profit organization operating a shelter and thrift store in Hamilton County. HOWEVER, HES is a disaster relief partner with the Humane Society of the United States. Typically, we will provide temporary housing for animals displaced by a natural disaster to help them reach destination shelters or rescues.

What is your Adoption Process?

Second chances happen every day at the Humane Educational Society. Through expert care and a whole lot of love and commitment, we find homes for thousands of animals each year. We do same day adoptions for animals already spayed or neutered at the Humane Educational Society and adoptions are first-come, first-served as long as it's a good match! For animals currently not altered, surgery appointments will be set up at the time of adoption. Since the individual needs of each animal and adopter vary, an Adoption Ambassador and Adoption Counselor will work with you one-on-one to help you find the right match for your home. We encourage you to spend some quality time with your new companion and consider the financial responsibility of a pet. The adoption fee is the smallest expense you will incur when adding a pet to your life. Before adopting, you will want to consider the financial responsibilities of annual vaccines, food, monthly flea, tick, and heartworm preventatives and any medical needs that may arise. We want our animals to be your forever pets!

The adoption process generally takes at least an hour and wait times can vary from 20 minutes to 2 hours during peak times. We recommend that you allow ample time to complete the process. Once animals go home, follow-up calls are made to ensure that the animals are settling in comfortably and to answer any questions that you may have regarding the care, training and the health of your new companion. All adopters must provide a valid photo ID and proof of address. We also suggest coming in during non-peak hours (weekday afternoons) as it reduces the potential for long waits.

What is your outcome decision-making policy?

When we receive an animal at HES, we provide that animal with behavior and medical assessments. All safe, healthy animals are placed into our adoption program. Whether or not we can place other animals into our adoption program is determined based on several factors. These include the severity of the medical or behavior condition, quality of life, risk to other animals in our care, public safety, and the ability of a typical home to manage significant medical or behavioral issues.

We work to treat and rehabilitate conditions ranging from food aggression and separation anxiety to heart conditions and fractures, but if we are unable to place an animal into our adoption program, we may explore placement with rescue organizations, barn cat programs, or other “non-home” environments. Additionally, we may offer to return the animal to the surrendering owner, if appropriate.

When we cannot place an animal into our adoption program or find an alternative placement solution because of significant medical or behavior conditions, we consider euthanasia the most humane decision. This decision is always made with the utmost consideration of the animal’s quality of life. The procedure is conducted in a manner that is humane and respectful; and is performed solely in accordance with HES policy and procedure, Tennessee state law.

Volunteer Core Values

Compassion, respect, and kindness

We are compassionate, respectful, and kind in every interaction with every person and every animal. In a world where animosity is often seen in public discourse and in the animal welfare community, our commitment to compassion, respect, and kindness sets us apart.

Positive approach

We are authentically and sincerely positive. We love this work and are inspired every day by the difference we are able to make and the people and animals we meet. We know there is still sadness and tragedy for many animals, but we believe we are most able to change those conditions when we find ways to feel authentically optimistic.

Innovation

We are trailblazing, progressive, innovative, ever-improving, forward-thinking people; proud to be a role model for the best in animal welfare work. We’re willing to try new things and rethink old ways. We are each committed to learning and growing every day of our lives.

Volunteer Positions

Our volunteer program is divided into many different areas – Visitor Service, Animal Care and Enrichment, Offsite Adoption and Fundraising Events, Offsite Vaccine Clinics and our Deja Nu Thrift Store. We also have additional opportunities that do not require a 2 shift commitment such as Fostering.

All volunteers are required to participate in Volunteer Orientation & Initial Training before volunteering at HES. Position specific training may also be required for some volunteer roles.

Updated 7/30/2019

Adoption Ambassador - Join the amazing team of volunteers that make it a priority to help our animals find homes! Adoption Ambassadors help visitors meet our animals. IT IS ONE OF THE MOST IMPORTANT VOLUNTEER JOBS AT HES! Adoption Ambassador Workshop is required for all Adoption Ambassadors.

Shelter Guide - A Shelter Guide is the 1st person our visitors come in contact with upon arriving and the last person upon leaving the shelter! They are a greeter of sorts ...yet ..SO MUCH MORE! Shelter Guide Workshop is required for Shelter Guide volunteers.

Offsite Adoption Events – Partner with one of our shelter dogs at an offsite event! HES takes dogs to various locations for adoption events and fundraisers almost every Saturday and throughout the week.

Dog Playgroups – Join our playgroup crew and help give some of our shelter dogs a much needed chance to get out of their kennels and stretch their legs while having fun playing with other dogs. Behavior Workshop is required for Playgroup volunteers.

Dog Washing & Walking – Join our crew of Saturday morning volunteers who get our dogs ready for events! The team splits into 2 groups...washers and walkers. Together they give our dogs baths, dry them off, and make sure they are sufficiently walked before leaving for the day's events.

Kitten Care & Feeding – Help us take care of the kittens in the kitten nurseries while they wait for foster families to take them home. Volunteers will clean and feed kittens and mama cats.

Animal Photos/Bios/Social Media – Help us promote our animals with photography, writing pet descriptions and using social media platforms.

Assessments – Join our crew of volunteers who assess dog behavior. Behavior Workshop is required for Assessment volunteers.

Offsite Cat Caretaker – Help care and clean our kitties at one of our offsite locations. Caretakers are needed daily and shifts are weekly.

Cleaning Cat or Dog Kennels or Cages – Team up with our hardworking staff between 8am & 12pm to help them get the shelter ready for visitors! Volunteers needed 7 days a week!

Laundry/Dishes/Newspaper – Help the staff keep on track with this everyday need.

Organizing Donations & Recycle items – Help us move incoming donations to their proper homes, break down boxes for recycle, etc.

Thrift Store – Volunteer at the thrift store and help with basic activities like stocking shelves, changing displays, and assisting customers on the sales floor! Contact Jeanine Cloyd or Ashleigh Horner to sign up for shifts at the thrift store!!

Yardwork/Maintenance – Help us keep HES looking nice throughout the Spring, Summer and Fall! Volunteers are needed to mow, weed eat, water flowers, pull weeds as well as repair kennel doors, fencing, gates, etc.

Foster – Become a foster to our special animals in need. HES has adult dogs, cats, puppies and kittens in need of foster homes, both short and long term. See Foster Coordinator Jordan Taylor to find out about the program! foster@heschatt.org / 624-5302 x250 or stop by her office on the 2nd floor of the main building!

Animal Socialization – In addition to helping with one or more of the positions above, all volunteers are encouraged to help with basic socialization of our cats and dogs (*i.e.: Dog Walking, Cat Cuddling, etc.*).

Commitment

HES volunteer positions request that each volunteer donate a minimum of six volunteer hours per month for six months or more. Some positions may vary in time commitment i.e. Foster Homes

Why the commitment is necessary:

- 1) HES strives to provide high quality service that can only be provided through the support of volunteers.
- 2) The animals need you and depend on your continued support.
- 3) It takes time and resources to train volunteers for individual positions. HES is committed to providing volunteer training in hopes that the volunteers will in return be committed to their positions.

General Shelter Procedures

People & Animal Safety

Disease Transmission (*between animals*)

Wash hands or use disinfectant provided in each area after handling an animal

Do not allow animals from different cages/kennels to come in contact with each other

Change shoes or clean thoroughly before leaving the shelter

If clients touch the animals from the adoption area, reinforce the importance of using disinfectant to reduce the transmission of illness from one animal to the next.

Report Animal Health or Safety Concerns

Please report any concerns regarding an animal's health, behavior or grooming on an Assessment form. Include on the form the kennel number, animal's name and the symptoms/behavior witnessed. Forms can be found at the front desk, in the volunteer supply room and in the black mail boxes in the kennel. Place forms in the Assessment wall folder behind the front desk for the vet department to review.

Animal Identification

Each animal should have a kennel card displayed next to their kennel door or near within the room.

Please double check each animal's kennel card when transferring him and out of the kennel or cage.

Look for special instructions posted on kennel. For example, "Leash Walk Only" is posted on kennels for dogs that have recently been treated for heartworm.

Restricted Areas (Staff ONLY areas unless given specific permission from the volunteer department or other staff manager)

Lobby

Dog & Cat Receiving – Temporary location for animals just arriving

Main Kennel

Dog Intake – New medium and large dogs not yet on the adoption floor

Observation – Court case animals, mama dogs with puppies, etc.

Margaret Brock Building

Animal Care Center (ACC) – New puppies, kittens, cats & small dogs not yet on the adoption floor
Vet Clinic

Recovery – Animals recovering from illness, surgeries, etc.

Bite Prevention

Use safety precautions when moving animals in and out of kennels as presented in training. Volunteers interact only with animals approved through evaluation for adoption unless otherwise trained. If for any reason you do not feel safe interacting with a particular animal, please let a staff person know.

Zoonotic Disease

Zoonosis is any infectious disease that an animal can transmit to people.

Transmission depends on each specific disease, but the most common pathways include contact:

- Saliva
- Blood
- Urine
- Feces
- Skin Contact

Direct contact with an animal is not always required to pick up a zoonotic disease. An animal carrying a zoonotic disease may show no clinical signs.

Common Zoonotic Diseases:

Ringworm

Salmonellosis

Leptospirosis

Lyme disease

Campylobacter infection

Giardia infection

Cryptosporidium infection

Roundworms

Hookworms

Ways to prevent zoonosis in the shelter environment:

- Wash your hands frequently
- Use gloves when suggested
- Wear long pants
- Disinfect scratches and bite wounds thoroughly; report immediately to volunteer department
- Don't allow animals to lick face, any wounds/sores
- Learn and follow safe animal handling techniques

Volunteer Policies

Volunteer Office Hours – Please visit the volunteer manager and volunteer coordinator during office hours to purchase shirts and leashes, discuss ideas/projects, etc. Office hours will be posted outside their office doors.

Alcohol and Controlled Substances – Drug and Alcohol- free workplace. HES reserves the right to ask that a volunteer leave the facility if there is an indication of being under the influence.

Smoking – Smoking and other tobacco use is prohibited in all areas of our property and facility except in those outdoor areas specifically designated for that purpose.

Confidentiality – We must protect our clients, animals, and other agencies we work with. You cannot release confidential information.

Harassment – We at the Humane Educational Society share a common belief that each of us should be able to work in an environment free from any form of harassment. To ensure that all of us enjoy a harassment-free workplace, HES prohibits any offensive, physical, written or spoken conduct of a sexual or derogatory nature or based on an individual's race, color, religion, sex, national origin, age, disability, genetic information or any other characteristic protected by law. Anyone engaging in sexual or other harassment will be subject to discipline, up to and including discharge. HES prohibits any form of sexual harassment in the workplace and is committed to enforcing its sexual harassment policy for employees and volunteers alike. Creating a work environment that is intimidating, hostile, abusive or offensive is also prohibited. HES has zero tolerance for any forms of harassment.

Dress Code / Uniforms / Badges – Volunteer t-shirt is required so the staff may easily identify you as a volunteer. No open-toed shoes are allowed when you volunteer at HES. Good walking shoes are highly recommended. Long pants are suggested.

Parking - Park in lot behind the building off of Holly Street.

Personal Property - Do not bring cash or valuables to work; HES will not be responsible for lost or stolen items. Purses should be left at home or in a safe place.

Safety - Anyone involved in an injury must immediately report it the volunteer department so that an accident report is filled out.

Solicitation - Soliciting is not allowed at the Humane Educational Society.

Personal Telephone Calls - Only emergency calls should be received during volunteering hours. If you are using your cell phone, please remove yourself from the animal's suite.

Visitor - Prior-authorization is required before bringing in family members or friends for volunteer shifts. For some positions bringing a visitor is not allowed. A waiver of liability must be signed for all.

Restricted Areas - Please remain in the area in which you volunteer.

Photography - No photos may be taken in the non-public areas of the shelter or of animals not yet available for adoption. We do not want to expose the animals to any unnecessary stress. If adopters are excited about their newly adopted family member, they are welcome to take photos in the public areas of the building.

Attendance Policy - Your volunteer commitment is essential to the wellbeing of the animals at HES. Since this is an important commitment, we ask that you always show up for your scheduled shift. If you are unable to make your scheduled shift, contact the Volunteer Coordinator or at 423-624-5302x248, volunteercoordinator@heschatt.org. Volunteers who do not report that they will be absent and who have more than **three absences** will be removed from the volunteer schedule so another volunteer may work with the animals.

Resignation - In the event you are no longer able or willing to volunteer, please notify your volunteer manager to ensure continuity of service to the animals.

Parent/Child Teams – children 7– 15 years old must volunteer with a parent/guardian. Children must be accompanied with an adult at all times.

Fire Drill - If there is a fire drill, staff will inform clients and volunteers what to do and where to go. If you are in the building working with an animal, please place the animal back in the kennel, leave through the closest exit to the back parking lot so staff can take attendance. If you are a dog walker and you have a dog on leash feel free to take the dog with you as you exit the building. If you are a dog walker and you are outside with a dog, please go to the back parking lot to meet with staff and volunteers.

Holidays - HES will always be closed the following holidays. We have special schedules and hours for holidays. The shelter is open to Animal Care Volunteers, Cat Socializers and Dog Walkers during holidays. Please keep an eye out for an email from staff if you would like to help and are trained as a Dog Walker or Animal Care Volunteer.

New Year's Day
Easter
Memorial Day

Fourth of July
Labor Day
Thanksgiving

Christmas Day

Severe Weather - In the event that a tornado or severe weather “watch” has been issued by the National Weather Service, radio broadcasts, television, or online weather reports will be monitored by staff. Should the “watch” become a “warning,” an announcement will be made to that effect on the PA system (if applicable), also including information on the expiration of the “warning”. Volunteers and staff members will escort visitors to the lobby. This includes encouraging all people outdoors on the property (e.g. the parking lot, walking dogs) to come inside for shelter.

Once an “all clear” has been issued, or the official warning has expired, an adoption counselor will make the facility-wide announcement. Volunteers should return to their work areas and check for and report damage to their supervisor.

Winter Weather – In the event we need to close due to inclement weather, we will post a notice on our Website, Volunteer Facebook Group and send out an email. If we cancel any training sessions or workshops due to weather, you will be notified via email. Our outgoing message will state if we are closed. You can also check our website, www.heschatt.org. Regardless of weather, the animals need care. If you are working an animal care shift and you do not feel comfortable driving here to the shelter, THAT IS OK! We want you to feel safe and if you can't come for your shift, we understand.

Concealed Weapons - The Humane Educational Society strictly prohibits volunteers and all other persons from bringing, storing, concealing, or possessing any weapon including, but not limited to, firearms, handguns, knives (except for company approved safety knives used in the course of work duties), and explosive devices on Company property. This policy applies even if the individual is licensed to carry a concealed weapon under state law.

HES Online Communications/Social Media Policy

I. BACKGROUND

The Humane Educational Society (HES) recognizes that online communication tools such as weblogs ("blogs") social networks (e.g. Facebook, Instagram, Twitter) and other online channels (chat rooms, bulletin boards, etc.), and virtual worlds (collectively "social media") increasingly serve as channels for direct interaction with community members, the media and other parties interested in our work. As an organization, HES expects its volunteers to exercise personal responsibility whenever they participate in social media. While HES encourages its volunteers to join in a global conversation, it is important for HES volunteers who choose to do so to know what is recommended, required, and expected when they discuss HES, either at work or on their own time. HES volunteers are personally responsible for the content they publish on blogs, wikis, or any other form of social media.

This policy will help provide the framework for such activities and will continue to evolve as new technologies and social networking tools become available.

II. SCOPE

This policy applies to all volunteers and other representatives of HES.

III. POLICY

3.1. Online Communications for work-related activities

3.1.1 Any new social media account on behalf of HES (Ex: Instagram, Twitter, Facebook group, YouTube channel, etc.) will be established directly through HES

Development Department. Setting up a social media account on behalf of the HES as an individual is prohibited.

3.2.0 Code of Conduct in Online Communications

3.2.1 Posting, Blogging and Outreach

Promoting the Humane Educational Society's programs, services, events, activities and fundraising, including use of Humane Educational Society photos, logos or trademarks as replicated from HES's web pages or postings, is permitted providing it is compliant with this Policy.

Any HES volunteer or representative engaging in online activities, whether at work or on your own time, is expected to adhere to the following rules:

Be positive.

Be transparent: If you are communicating in a way that could be construed to represent HES, identify yourself as a volunteer, or representative of HES and disclose your position. If you publish opinions or viewpoints about HES, the work you do, any subjects associated with HES or your opinion on animal welfare issues, please use a disclaimer that the views expressed are exclusively your own. The disclaimer can be posted on the profile page of a social media website or another page that posts your identification information. Your disclaimer could say something like "I am a volunteer of HES. However, the views I express on this site are my own and may not represent those of HES." Disclose any conflicts of interest.

Be accurate: Make sure you check your facts with a staff member who's involved with the issue before posting. Take every precaution to gather the most current information available. Be the first to acknowledge and correct your own mistakes. Do not share statistical information without specific approval from senior level management.

Provide resources: Link back to our website whenever you can so that people can see where your information is coming from.

Be considerate: Do not use profanity, derogatory language, personal attacks, or engage in unlawful harassment or any other conduct that is not acceptable in the HES workplace or that violates HES's personnel policies.

Be professional: Do not allow a legitimate online explanation of a position or debate to devolve into personal attacks, fights or flame wars that would reflect poorly on you or HES. If there are any doubts about the appropriateness of your involvement in an online discussion, disengage or do not get involved in the first place. Pass along the link to the volunteer manager.

Protect sensitive information: Protect the Humane Educational Society's confidential and proprietary information as well as the personal information of others. Proprietary information includes photographs taken in or on areas of HES properties not accessible to the general public. Any photographs posted that depict HES animals, staff, volunteers, or clients should be carefully chosen to protect the privacy of the individuals depicted and minimize the potential for the image to be taken out of context. Get permission to cite or reference our supporters, partners, or suppliers. Do not disclose or use any confidential or business information about HES such as animal, client, or donor information. Do not disclose any updates and information shared about animals who are not available for adoption, with the exception of foster animals in your care or animals publicized by the HES development Department. Do not disclose personal information

about coworkers, volunteers, clients, board members, donors, or former or prospective employees. Respect all copyright, trademark, confidentiality, and financial disclosure laws.

3.2.2 Regardless of whether it is performed in a volunteer's official or personal capacity, HES will not tolerate online conduct that is unethical, illegal, harassing, or defamatory. In addition, it is a violation of our policies to publish material which is critical of, or damaging to, HES or its partners, affiliates, or donors. Public trust in HES is critical to our goal of saving animals' lives. Your relationship with the volunteer manager and conversations with senior management provide ways for you to raise any concern you may have and be sure it is addressed; public criticism is not an appropriate way for volunteers to raise concerns.

Even well-intentioned posts can be misinterpreted or taken out of context, so be thoughtful and use caution when posting.

Remember that any messages or information sent on HES provided equipment via an electronic or social network may be labeled automatically as originating with HES. You should not assume any posting by you is or will remain anonymous even if it appears to be. Also remember that any posting is visible and accessible to the public, so you do not have an expectation of privacy in your postings.

If you have any questions regarding this policy and its application, or have any concerns about volunteer behavior that may violate this Policy, please contact the volunteer manager.

4.0 Respect Work Commitments and Resources

Blogging / social networking for personal or leisurely activities should be done on your own time and not interfere with your daily volunteer responsibilities. This is true whether you use HES's electronic equipment or your own.

However, there may be opportunities to promote HES and its activities during volunteer hours with a manager's permission or direction. Speak with the volunteer manager if you have a suggestion for utilizing social media at work for promoting HES or any of its programs.

5.0 Compliance

HES volunteers or representatives who fail to comply with this Policy may be subject to termination of their volunteer or representative status. In addition, depending on the nature of the violation, participants may also be subject to civil and/or criminal penalties.

VOLUNTEER AGREEMENT

By signing this agreement, I understand and agree to the following items:

- I understand that I must be at least 16 years old to volunteer independently with the Humane Educational Society, hereinafter referred to as HES, and that if I am under the age of 16, I must volunteer under the supervision of my parent or guardian.
- If I am the parent or guardian of a volunteer who is under the age of 16, I understand that I am responsible for the actions and the safety of the minor who is in my care while volunteering with HES. I agree to accompany the child at all times and oversee their actions while volunteering. I agree to not hold HES, its employees, and/or its director responsible or liable for any injury or illness that may occur while volunteering at HES.
- I understand that becoming a HES Volunteer is a commitment of both time and responsibility and I agree to regularly volunteer my time to HES and give a 6-month commitment of at least 6 hours each month consisting of two 3-hour shifts. I agree to work the same shifts (day and time) each month.
- I agree to receive email communications from the HES volunteer department and understand that this is the primary form of contact that will be used for my volunteer service.
- I understand the emotional requirements volunteering for an animal shelter and the ability to cope with unexpected animal behavior, highly emotional environment, and recognize HES policies and positions regarding animal welfare issues.
- I authorize HES to seek emergency medical treatment in the case of an accident, injury, or illness. I have provided the name and phone number of the individual who should be contacted in case of an emergency.
- I understand that I am not an employee of HES and I agree not to hold the entity, its employees, and/or its director responsible or liable for any injury or illness incurred or occurring while I am a volunteer at HES.
- I agree to attend supplemental and refresher training when it is required.
- I am physically able to fulfill the duties of my volunteer role which may require me to be able to stand, and/or walk for up to 3 hours; and/or be able to lift and carry up to 20 lbs.
- I agree to wear my volunteer shirt whenever volunteering both at the shelter and at offsite events unless otherwise instructed.
- I agree that I will be placed according to the needs of the organization, animals and my skill set.
- I allow HES to use my name and photograph for media content that is created to promote and further HES's mission. I also understand and agree that any photographs I take of HES animals, staff, volunteers, patrons, or other HES related items or events that I share with a HES staff member or the public is permitted to be further used or shared by HES.
- I agree to treat other volunteers, HES staff, the public, and the animals at HES with respect and kindness. If I am found to be treating others with disrespect or exhibiting other negative behaviors, I understand that I may be asked to resign as a HES volunteer.
- If communication issues or any other problems develop between HES Staff or other volunteers and myself, I will report these to the volunteer manager.
- I agree to direct my ideas, constructive comments, suggestions, and criticisms to the HES volunteer manager or another member of HES Management if directed to do so by the volunteer manager.
- I agree to visit the volunteer staff during set office hours with questions, ideas and concerns.

- I agree to keep any financial information I receive about HES accounts or other sensitive or private information completely confidential. I agree that any confidentiality requirements in this agreement will carry on indefinitely beyond my time spent associated with HES.
- Should a media representative visit the shelter or another HES event, I will refer them to a member of HES Management for any answers to questions or comments rather than providing myself.
- I agree to abide by the policies and procedures presented to me in orientation and training and provided within the HES Volunteer Handbook. I agree to handle all animals with the required level of care and to abide by directions given to me by HES staff. I understand that if I am found to have broken any HES policies or procedures, handled an animal in a harmful or abusive manner, or refused to adhere to directions from HES Staff, I may be asked to resign as a HES volunteer.

Name: (Print) _____ If you are volunteering with a child under 16 years old:
Signature: _____ Name of child: _____
Date: _____ Parent's signature: _____

Volunteer Handbook Acknowledgment

Your personal copy of the volunteer handbook has been given to you in order for you to use it as a guide to our policies. We ask that you take the time to review it and use it as a reference. You agree that it is your responsibility to ask questions about anything you do not understand. You further agree that the policies contained herein supersede any prior policies issued by HES. You agree that it is your responsibility to abide by all HES rules and regulations as set forth in this handbook, and/or any rules and regulations that HES may otherwise establish in its sole discretion.

While we hope your volunteer relationship with us will be continued and rewarding one, we reserve the right to terminate this relationship at any time for any reason.

Name: (Print) _____ If you are volunteering with a child under 16 years old:
Signature: _____ Name of child: _____
Date: _____ Parent's signature: _____

Zoonotic Disease Waiver

I am aware that Zoonosis is any infectious disease that an animal can transmit to people. I am aware it can be transmitted through saliva, blood, urine, feces, and skin contact. I understand and agree to follow the instructions I received regarding prevention of transmitting and/or receiving any type of disease while working with animals. Furthermore, I agree to wash my hands between each animal contact, thoroughly disinfect any bite or scratch wound and immediately report any bite or wound to a staff member for completion of any injury report.

Name: (Print) _____ If you are volunteering with a child under 16 years old:
Signature: _____ Name of child: _____
Date: _____ Parent's signature: _____

Online Communications/Social Media Policy

The Humane Educational Society recognizes that online communication tools increasingly serve as channels for direct interaction with community members, the media and other parties interested in our work. As an organization, HES expects its employees and volunteers to exercise personal responsibility whenever they participate in social media. To address this topic HES has developed a new Online Communications/Social Media Policy to provide clear guidelines for employees and volunteers. If you have any questions with regard to the policy, please do not hesitate to ask the Volunteer Manager. Kindly acknowledge receipt of the Online Communications/Social Media Policy by signing and dating in the space provided below. This form must be returned to Jeanine Cloyd or Ashleigh Horner. By signing and returning this document I agree comply with the Online Communication/Social Media Policy's guidelines:

Name: (Print) _____ If you are volunteering with a child under 16 years old:
Signature: _____ Name of child: _____
Date: _____ Parent's signature: _____