



# Volunteer Manual

*"We cannot do great things, only small things with great love."-Mother Theresa*

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## **Introduction Harbor Humane Society**

Welcome to the Harbor Humane Society. We are proud to have you join our team! This handbook is for your benefit. We want all of our volunteers to not only learn from us but we want to learn from you. If you have special skills that can be used to better the HHS we encourage you to use them. We also encourage you to learn about the animals and their care and what it takes to help out all of the animals. Being a volunteer at the HHS is a special job, and we could not do our jobs without you. There are many opportunities to here at the HHS for you to get involved in. We hope that you enjoy your time with us and if you have any questions feel free to ask. Harbor Humane Society was founded in 1956. The current facility, at 14345 Bagley Street, was built in 1988. Harbor Humane Society is a nonprofit organization. We do not receive any tax, federal or state dollars and are funded by donations, grants, fundraisers and fees for services we provide.

## **HHS Mission Statement**

Harbor Humane Society is committed to the humane treatment of animals by operating an animal shelter for homeless, abandoned, and unwanted animals; and by educating the public in animal owner responsibility.

## **Objectives**

- Increase the placement of animals into humane environments.
- Provide, monitor, and maintain programs to reduce companion animal overpopulation and euthanasia.
- Achieve a sound and reliable fund raising program that assures long-term survival of the organization.
- Understand and broaden awareness of animal and community needs and our role in meeting those needs.
- Provide programs and services to improve the relationship between animals and people.
- Attract, retain, and develop capable, caring, professional staff, and volunteers to achieve our mission.
- Be an advocate for animal welfare concerns.

## **Functions of Harbor Humane Society**

The Harbor Humane Society provides food, water, shelter, and medical attention for more than 4,500 unwanted and stray animals each year. The HHS receives and places dogs, puppies, cats, kittens, and small domestic animals for adoption. Other shelter services include a volunteer program, a lost and found program, and a socialization program. The HHS serves the

entire Lakeshore of West Michigan. The HHS operates under an Executive Director responsible for the overall operation of the society who answers directly to the Board of Directors. Animal Control Officers are on duty or on call 24-hours a day seven days a week to investigate complaints concerning the mistreatment, abandonment, or neglect of companion animals, in accordance with city ordinances, county ordinances, the code of Michigan, and the Animal Welfare Act. Humane Officers also provide a 24-hour emergency ambulance service for injured animals. Individuals are encouraged to notify the shelter if they witness or suspect cruelty, neglect, or abuse. All reports are confidential.

## Pets for Adoption

- Domestic pets from Ottawa County brought in by their owners are never turned away. Pets are accepted into the shelter and evaluated for adoptability.
- Animals are available for adoption 6 days a week; Mon-Fri: 12-6 p.m., and Sat: 12-4 p.m.
- Each adoptable animal is vaccinated and given an overall health check upon arrival.
- Each potential adopter is interviewed and screened to match the needs and temperaments of the pet with the new family. Harbor Humane Society adheres to certain adoption requirements and regulations set forth by the Board of Directors.

## Lost and Found Pet Services

- All stray pets are held for: 4 days-with no signs of being owned  
7 days- with signs of being owned

(Signs of ownership include: collar, spay/neuter, and dewclaw.

- Attempts are made to reunite pets with their owners. I.D. tags/microchips are traced and the office staff takes lost reports.
- Animals are available for redemption 6 days a week; Mon-Fri: 12-6 p.m., and Sat: 12-4 pm
- Each stray adoptable animal is vaccinated and de-wormed upon arrival.

- Redemption fees: \$30.00 (with identification) plus \$8.00 boarding fee per day  
\$35.00 (no identification) plus \$8.00 boarding fee per day  
\$40.00 (not S/N and with identification)  
\$45.00 (not S/N and without identification)
- All redeemed pets are given an HHS I.D. tag before leaving the facility.
- All dogs that are redeemed that live in Ottawa County must have current Ottawa County dog license before leaving. This can be purchased at HHS.
- If you find a lost animal please bring them to the Humane Society in the county that you found the animal.

### **Humane Education**

- HHS offers in-house tours and outreach presentations that focus on responsible pet ownership, the benefits of spaying and neutering and pet overpopulation.

### **Cruelty Reporting**

- A cooperative effort between Ottawa County and HHS is made to report cruelty and neglected animals.
- Compliant reports are taken at the shelter and then directed to the Ottawa County Animal Control Officers for investigation.

### **Extended Services**

- 10 day bite quarantine (\$10.00 housing fee per day)
- Owner requested euthanasia (we ask a \$150.00 fee)

## HHS Staff, Hours of Operation and Telephone Numbers

### Staff

If you would like to reach any of our staff members, please dial 616.399.2119 and the appropriate extension below.

<u>Position</u>	<u>Email</u>	<u>Extension</u>
• Medical Director-	vet@harborhumane.org	117
• Executive Director-	development@harborhumane.org	118
• Finance Manager-	finance@harborhumane.org	121
• Volunteer Manager-	volunteers@harborhumane.org	120
• Kennel Supervisor-	kennel@harborhumane.org	122
• Adoption Manager-	office@harborhumane.org	113
• Special Events Manager-	marketing@harborhumane.org	111
• Adoptions-	office@harborhumane.org	119
• Foster-	fosters@harborhumane.org	119

### Hours of Operation

Monday-Friday 12-6:00pm.

Saturday: 12-4 p.m.

Sunday: Closed

- We are closed to the public on the first Thursday of every month for a staff meeting.

### Telephone Numbers

During normal business hours: (616) 399-2119

Fax Number: (616) 399-0374

Web Site: [www.harborhumane.org](http://www.harborhumane.org)

For after hour animal emergencies, please call Police Department to contact the humane officer on duty.

## **VOLUNTEER INFORMATION**

### **How to Become a Volunteer:**

All Shelter volunteers must attend an orientation, sign a liability release agreement and have training in the kennels before you can start volunteering. Volunteer orientations and training are held twice a month. This gives each volunteer the opportunity to learn about the different departments here at the HHS, and gives them a chance to decide on which department they would like to be apart of.

The Volunteer Manager will talk to you and help you work in an area that utilizes your talents or places you in a department that will help you grow and learn. It is mandatory that kennel Volunteers commit to specific monthly hours so that the Shelter can rely on your invaluable help. Our Kennel staff depends on you to help with the daily duties, a minimum of 5 hours a month is required to be a volunteer in the kennels. We ask that you pick a day or days and specific times that you will be coming in each month to help in the kennels. If you are a student and are only able to help this summer we ask that you commit to a schedule during the summer months. If you are not sure about your schedule we allow you to call or email the volunteer Manager and give us a 48 hour notice that you will be coming in and at what time. If you are unable to make a scheduled commitment we ask that you commit to 2 projects a month in our other departments. There are many opportunities here than just working in the kennels. If unable to fulfill that commitment, volunteers should contact the Volunteer Manager and reschedule.

### **What we ask of our volunteers:**

1. Take your volunteer commitment seriously. People and animals are counting on you.
2. Be dependable and on time, use time wisely and constructively to further the work of HHS.
3. Be willing to listen, learn and work with a positive attitude.
4. Take on only as much as can realistically be handled. It would be better to offer a little less and be punctual and regular than to over-commit yourself only to find that you are unable to meet your commitments.
5. Commit to a set schedule with a minimum of 5 hours a month or 2 projects
6. Mandatory belief of the HHS philosophies and policies inside and outside the shelter.
7. Be honest with yourself and us concerning your needs, wishes, and availability.
8. Attend volunteer orientation and training session for your position.
9. Provide feedback, suggestions, and recommendations to the appropriate staff person.
10. Enjoy yourself and your time here, use your gifts.

### **In return you will get:**

1. LICKS & TAIL WAGS.
2. An opportunity to work in a highly recognized and well-respected animal shelter that protects the community as well as the animals.
3. Education about animals through direct volunteer work and through a variety of educational opportunities.
4. Experience in a variety of job opportunities.
5. The chance to explore new career opportunities.
6. The opportunity to develop new skills or polish old ones.
7. Support and feedback from a professional staff.
8. A chance to meet others who share your interests.

### **Volunteer Bill Of Rights**

- The right to be treated as a co-worker.
- The right to a suitable assignment with consideration for personal preference, temperament, life experience, education and employment background.
- The right to know as much about HHS as possible, its policies, its people and its programs.
- The right to continuing education on the job as a follow-up to the initial training, information about new developments, and training for greater responsibility.
- The right to sound guidance and direction by someone who is experienced well informed, patient and thoughtful and who has time to invest in giving guidance.
- The right to a place to work, an orderly, designated place, conducive to work and worthy of the job to be done.
- The right to expect that time will not be wasted by lack of planning, coordination and cooperation with the agency.
- The right to be heard, to feel free to make suggestions, and to have respect shown for an honest and thoughtful opinion.
- The right to recognition and expression of appreciation and support from the staff.

### **Volunteer Policies and Procedures**

Volunteers are an integral and important part of the Harbor Humane Society. Your services to the animals and to the HHS are invaluable. In order to work well with employees and to promote the HHS in the best possible manner, we ask that you adhere to the following policies and procedures:

1. Responsibilities and Dedication to HHS

- Animals are to be treated kindly, gently, and professionally.
- Volunteers must support our policies inside and outside the HHS.

2. Professional Attitude

- Volunteers are asked to take their commitment seriously.
- Volunteers agree to conduct themselves in a professional manner with the animals, co-workers, and the public.
- Maintain a professional attitude by limiting personal conversation while on duty.
- Must keep all client data confidential. No names of clients are to be discussed outside our organization.
- Be friendly, warm, and courteous to the public, and put them at ease.
- Be neat and accurate.
- Ask the staff for assistance with any questions to which you are not sure of the absolute correct answer.

3. Attendance

- Each Volunteer has made an individual commitment. You have agreed to a certain job, certain hours or shift, and a certain amount of time. You agreed to a minimum commitment of 5 hours a month. Do not make a commitment if you are unsure.
- In the event of sickness please email the volunteer coordinator and let them know you are not coming in.
- After hours leave a message at 616.399.2119 ex.120.
- Kennel Volunteers must sign in and out for every shift.



- If you are unable to actively participate in the program for one to three months, you may take a leave of absence. We will fill your scheduled time and help you find another schedule when you come back. Please notify the Volunteer Manager of your leave.
- The HHS is closed on Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, New Years Eve and New Year's Day and the first Thursday of every month. Extra help is needed in caring for the animals at these times. If you are available to give assistance, please inform the Volunteer Manager.

#### 4. Benefits

- The love and admiration from the grateful animals.
- Skills and knowledge you will gain from the HHS staff, and be able to use it in your home or the community.
- The satisfaction of knowing that with your help you have given the animals a chance to find a good home.

#### 5. Accidents and Injuries

- Volunteers carry their own personal liability insurance coverage in the event of any injury on the job. Volunteers are not covered by worker's compensation. In addition, any volunteer who uses their own vehicle to run errands or to transport animals or equipment should be covered by their own automobile liability insurance. See the Volunteer Manager for further specifics.
- A tetanus shot is recommended if you have not had one in the last six years and your volunteer job involves working directly with the animals.

#### 6. Proper Dress Code

- Volunteers are asked to convey a professional public image. Overall appearance should be clean and neat.
- Volunteers are asked to purchase a Harbor Humane Society volunteer t-shirt for \$10 and to wear that shirt while volunteering.
- Appropriate clothes for working with animals should be worn,

Jeans, tennis Shoes, Long pants, or caprice (summer only) and NO FLIP FLOPS, AND NO SHORTS.

- NO JEWELRY, big earrings or long necklaces.

#### 7. Smoking

- Smoking is not permitted in any public area including restrooms. Smoking is only permitted outside the staff lounge.
- NO SMOKING while walking or handling the animals.

#### 8. Storage of Personal Items

- It is recommended that you do not bring valuable items with you when you work your shift. Purses and other valuables should be locked in your car. HHS cannot be responsible for lost or stolen items. See your supervisor for areas available to store your other personal items during your shift.

#### 9. Visitors

- Volunteers may not bring any visitors, friends or family with them when they are scheduled to work a shift.
- Volunteer's animals are not permitted. Your animal may be at risk of virus or parasites by bringing them onto HHS property.
- Any minors in the shelter are to be supervised by adults, NO EXCEPTIONS.
- Personal phone calls are NOT ALLOWED UNLESS A TRUE EMERGENCY.

#### 10. Changing your Job shift

- Due to time requirements to train volunteers in their job responsibilities, we ask for a 4-month commitment to a department, depending on your progress and the area you are working. If you decide you would like to change your job or your shift, you must discuss this with the Volunteer Manager.

#### 11. Bad weather

- Snow and ice can be a safety issue. If local schools are closed due to weather you should call first to see if the shelter is open. We do not expect you to volunteer on these days.

#### 12. Surrendering of Owned Animals

- The same criteria and rules apply for all animals surrendered to the HHS. Once the animal has been turned over to the shelter, no information will be given to the surrendering party. The HHS cannot, and will not, guarantee placement of surrendered animals and should not be asked to make any exceptions to that rule.

#### 13. Adopting Animals

- Working so closely with the animals can be a very emotional experience. In order to reduce impulse adoptions, staff and volunteers are required to wait 90 days from date of hire before an adoption will be approved.
- No roped off, isolated or nursery animals are discussed with a potential adopter until it is actually available for adoption.
- Any potential adopter must complete an adoption application and be approved for the adoption, before a potential family can meet the animal.

- No volunteer should allow a potential owner to play, walk or meet with an animal unless given permission by the front desk.
- Adopters can place their names on a waiting list for animals waiting to be adopted.

#### 12. Parking

- Volunteers are to park away from the shelter entrances in the front parking lot facing the highway.

#### 13. Resignation

- We ask that you give at least two weeks notice.
- Return all property to the HHS before you leave.

#### 14. Reasons for Dismissal:

- Constantly losing an animal
- Continually absent
- Failure of any rules or procedures

### **Important Volunteer Information**

**To prevent the spread of disease and ensure the good health of all our animals, take time to read the following procedures.**

- Animals are not allowed to run loose. There are special exercise areas for dogs and cats, where you can play and interact with the animals.
- Very strict cleaning procedures must be followed to prevent the spread of diseases. If you are unsure of a procedure, please check with the HHS staff.
- Be thrifty and not wasteful with supplies.
- Clean hands after touching each animal and between rooms. Do not take cleaning items such as brooms, dustpans, or garbage cans from room to room. If you cannot locate an item, ask the HHS staff.
- All kennels must be kept clean, all kennels must be cleaned before putting an animal back.
- If you notice anything unusual about an animal please tell a kennel staff member right away.
- By law, you must report any animal bite. If you are uncomfortable handling an animal, just bypass that kennel. All dogs must be on a leash or supervised in the dog run area. Do not leave any dogs outside unattended as they can dig out or jump the fence.

- Emotional reactions must be expressed in a professional manner. If you have any questions or problems with people or procedures, please talk to the Volunteer Coordinator.

### Harbor Humane Society Volunteer Departments

#### Kennels

- Exercise dogs and cats
- Clean kennels
- Clean carriers
- Clean floors and windows
- Laundry
- Dishes
- Grooming (Brushing or giving baths)

#### Front desk

- Adoption call-backs
- Help bringing animals to and from visiting rooms
- Cleaning visiting rooms
- Filing
- Foster program

#### Marketing / Developing

- Tours
- Adopt-a-thons
- Fundraising events
- Public appearances
- Data entry / filling
- Dog banks
- Donation Collections

#### Maintenance

- Landscaping / lawn care
- Painting
- Decorating for holidays
- Fixing fences/runs
- Cleaning outdoor runs

## Shelby's Place Thrift Store

- Stocking
- Donation processing
- Cleaning
- Organizing

By signing below, I hereby accept a position as a Volunteer for the Harbor Humane Society (HHS) upon the following terms, conditions and understandings.

### **Terms and Conditions**

1. My services to HHS are provided strictly in a voluntary capacity as a Volunteer, and without any express or implied promise of salary, compensation, or other payment of any kind, whatsoever.
2. My services are furnished without any employment-type benefits, including employment insurance programs, workers compensation, and accrual in any form of vacations or sick time.
3. I will familiarize myself and comply with the HHS's policies and procedures applicable to Volunteers. In particular, I fully understand that the HHS expects high standards of moral and ethical treatment of the animals under its care. I will adhere strictly to these standards in my capacity as Volunteer.
4. I understand that the HHS, without notice of hearing, may terminate my services as a Volunteer at any time, with or without reason.

### **Release**

1. I understand that the handling of animals and other Volunteer activities on behalf of the HHS may place me in hazardous situations and could result in injury to my personal property or me. On behalf of myself, and my heirs, personal representatives and assigns; I hereby release, discharge, indemnify and hold harmless the HHS and its directors, officers, employees and agents from any and all claims, causes of action and demands of any nature, whether known or unknown, arising out of or in connection with my Volunteer activities on behalf of the HHS.
2. Understanding that public relations are an important part of a Volunteer's activities on behalf of the HHS, I hereby authorize the HHS to use any photographs of me in its possession for public relations purposes. I ask that the HHS use reasonable efforts to give me advance notice of any such use, but such notification is not a condition to release of photographs for public relations purposes.

Signature of Volunteer\_\_\_\_\_

Signature of HHS representative or  
Volunteer Coordinator\_\_\_\_\_Date\_\_\_\_\_

### **TETANUS WAIVER**

Harbor Humane Society feels it is important for all volunteers to have a tetanus vaccination.

"I understand that because I may handle animals, it is important to discuss being vaccinated with my physician. I release HHS from all responsibility of accident that may occur and understand whatever decision I make is my own risk."

I HAVE READ AND AGREE TO THE ABOVE WAIVER.

Volunteer Signature\_\_\_\_\_

Signature of HHS representative or  
Volunteer Coordinator\_\_\_\_\_Date\_\_\_\_\_

### **HOLD HARMLESS**

The undersigned acknowledges that he/she will be performing certain volunteer services for the Harbor Humane Society, a Michigan Non-Profit Corporation (the HHS). The undersigned further acknowledges that certain risk may be associated with such volunteer services.

In consideration of being permitted to perform such volunteer services for the HHS, the undersigned voluntarily and knowingly executes this waiver with the express intention of waiving any and all rights, claims or causes of action involving, without limitation, bodily injury or property damage to the undersigned, to his/her family members and to their domestic pets or other animals resulting from the undersigned's performance of the volunteer services contemplated herein.

I agree to hold harmless the Harbor Humane Society, its officers, directors, agents, employees and volunteers from and against any and all liability, damage loss, cost and expense incurred as a result of any claim, demand or cause of action, brought against the HHS its officers, agents, employees, or volunteers jointly or individually, for bodily injury or property damage suffered as a result of the undersigned's negligent, reckless or willful actions in the performance of the volunteers services contemplated herein or as a result of the failure to perform the volunteer services contemplated herein.

**"I acknowledge I have been advised to secure any necessary insurance needed to serve as a volunteer for the Harbor Humane Society."**

I have read, understand and agree to the above.

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Parent or Guardian's signature if under 18 \_\_\_\_\_

**ACKNOWLEDGEMENT OF RECEIPT**

The undersigned, a volunteer of the Harbor Humane Society, acknowledges that he/ she has received a copy of the HHS volunteer policies.

Date \_\_\_\_\_ Volunteer Signature \_\_\_\_\_

Parent or guardian if under 18 \_\_\_\_\_

Name Printed \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

\_\_\_\_\_ Schedule \_\_\_\_\_

\_\_\_\_\_ On Schedule

\_\_\_\_\_ In Database