



Volunteer Handbook

Updated August, 2016



(Intentionally left blank)

Table of Contents

Welcome & Introduction	5
HSSV’s Mission	5
HSSV’s Values	5
“No Kill” Philosophy.....	5
HSSV Commitment Statement to Volunteers	6
Section 1: Onboarding for Success	8
ACCIDENTS	8
ADOPTION OF ANIMALS BY VOLUNTEERS	8
BENEFITS OF BEING A VOLUNTEER.....	8
COMPLIANCE	9
DEFINITION OF A VOLUNTEER.....	9
DRESS GUIDELINES	10
EXPECTATIONS OF VOLUNTEERS	11
ORIENTATION	11
PERSONAL INFORMATION.....	12
RESTRICTED AREAS	12
SAFETY	12
VOLUNTEER WEBSITE: volhssv.invisionzone.com	12
VOLGISTICS	13
Section 2: The Volunteer Experience	15
BREAKS & LUNCH.....	15
COMMUNICATION EVENTS & VOLUNTEER MEETINGS	15
LAPSE IN SERVICE	15
PETS DURING VOLUNTEER SERVICE.....	15
QUESTIONS OR CONCERNS	16
QUESTIONS REGARDING DISEASES BETWEEN ANIMALS AND HUMANS.....	16
RECOMMENDATIONS/VERIFICATIONS OF SERVICE.....	17
RECORDING HOURS.....	17
RESIGNATION.....	17
SCHEDULES	18
SERVICE AWARDS	18
TAX DEDUCTIONS.....	18
APPENDIX & REFERENCE MATERIALS.....	19
HSSV Staff Expectations of Volunteers.....	19
HANDBOOK ACKNOWLEDGEMENT:	21

(Intentionally left blank)

Welcome & Introduction

Welcome to the Humane Society Silicon Valley community of dedicated individuals supporting our companion animals. We are proud to say that we have over 1,000 volunteers, and now you're one of them! Please familiarize yourself with the contents of this Handbook, which is designed to help you have a great Volunteer Experience.

HSSV's Mission

Mission Statements define an organization's purpose.

HSSV's Mission Statement: *To Enhance and Save Lives*

HSSV's Values

- 1) Act With Compassion, Kindness and Respect
- 2) Commit to the Needs of Each Individual, both Two-Legged and Four-Legged
- 3) Strive for Excellence
- 4) Use Every Moment as a Potential Educational Opportunity
- 5) Act with Honesty and Integrity
- 6) Forge Vibrant Community Partnerships and Relationships to Fulfill Our Mission
- 7) Celebrate and Educate the Magic of the Human-Animal Bond

"No Kill" Philosophy

We are often asked and you may be, too, if HSSV is a "No Kill" Shelter. You can feel comfortable replying as follows:

"HSSV is aligned with the No Kill philosophies and meets the criteria of achieving over a 90% Save Rate. We don't euthanize animals for time or space and we've saved all healthy animals since 2006. We actively work to save animals in need of medical and behavior rehabilitation."

HSSV Commitment Statement to Volunteers – FY16

HSSV is committed to investing in our Volunteer Workforce differently than what we've done in the past, to promote clear two-way Communications, Volunteer Engagement, and Collaboration with the sole intention of serving our Mission.

To meet this intention, we are committed to:

Communication & Collaboration Commitments:

- 1) Communicating on the Volunteer Website HSSV performance results (Save Rate, Adoptions, etc.) in a timely manner, as priorities allow, so Volunteers can best support the mission and be “in the know”.
- 2) Responding to proposed ideas/ suggestions and/or concerns in a timely, transparent, forthright manner. These types of communications should be submitted in writing for consideration, to the most likely “owner” and will be managed by both the Functional Manager (or his/her designee) and Volunteer Programs Manager.
- 3) Providing regular on-going feedback and appreciation, which may take the form of spontaneous encounters, training feedback, email communications, formal Service Award Recognition, or simply expressions of thanks. We're committed to finding opportunities to create social as well as mission-focused interactions between Staff and Volunteers. Additionally, HSSV's leadership team commits to attending scheduled Volunteer Appreciation/Town Hall Events.
- 4) Engaging in on-going “conversations” with Volunteers to creatively tap into their skills and interests, as well as actively seeking feedback on Programs/Events designed to support the Volunteer Workforce.
- 5) Embracing “Analytics” and data management to better 1) understand the state of the Volunteer Workforce and 2) aid in decision-making based upon trends and facts. For FY16, a template of need-to-have data will be mutually determined by VAC and implemented with clear owners.

Training & Engagement Commitments:

- 6) Providing written policies, handbooks or training materials for all major volunteer roles and needs (fostering, adoptions, socializing, medical, onboarding, etc.).

- a. For FY16, this commitment will take the form of a Project Plan. We intend to creatively engage volunteer's skills and interests in this development project with the goals of 1) creating a "gap analysis" and 2) determining needed written reference/training materials for all major Volunteer roles.
 - b. For FY16, this commitment will also take the form of a new Volunteer Website launch on which existing policies/training materials will be placed, as well as on-going changes to policies or protocols to be communicated in a timely manner by the functional owners.
- 7) Actively placing new Volunteers in roles that are mutually beneficial, and providing them with appropriate and reasonable training for the role that they're fulfilling.

Conflict Resolution Commitments:

- 8) Treating Volunteers fairly, with dignity and respect by all levels of staff.
- 9) Creating, with the assistance of the Volunteer Advisory Committee, a Conflict Resolution Process that is mutually agreeable, by mid-FY16. As a baseline, this Conflict Resolution Process will include a "good faith effort" to have discussions with directly involved volunteer(s), as well as thorough, timely and objective investigation of circumstances. Decisions/outcomes will be based upon facts and fairness to all concerned with the organization's best interests at heart and in the forefront.

Section 1: Onboarding for Success

This section will give you the information to get started on a successful path as an HSSV Volunteer.

ACCIDENTS

All accidents, including those involving an animal or member of the public, are to be reported immediately to your supervisor whether or not medical attention is required. If you are bitten or scratched and it has broken the skin, please report it to the Behavior, Animal Care, or Customer Care Department immediately. If the Behavior or Animal Care Team isn't available, please report it to any HSSV Manager.

YOU MUST REPORT ANY BITE OR SCRATCH IF IT HAS BROKEN THE SKIN.

Per California State Law, a report must be completed and placed on file for any bite that breaks skin. It is very important to us that the incident is fully described, (i.e. *What were you and the animal doing prior to the bite, during the bite, and after the bite?*) A full description of the incident aids our animal care management team in understanding what happened and how best to make placement recommendations and decisions for that animal. Please check with your own personal physician about receiving/updating your tetanus vaccination. HSSV may face liability if accidents aren't properly reported and managed!

ADOPTION OF ANIMALS BY VOLUNTEERS

We offer special discounts to our volunteers, so please ask an Adoption Counselor about the Adoption Fee for volunteers. As with all potential adopters, you are required to comply with the standard adoption procedures. Please note, that it is very common to want to take ALL of the animals home on your first day of service! We encourage you to discuss any adoption decisions with our knowledgeable Adoption Counselors.

BENEFITS OF BEING A VOLUNTEER

We believe the service and support you provide to the shelter is invaluable. In our effort to recognize your good work, we offer some small tokens of appreciation!

Benefits to you include:

- Opportunities to meet and share stories with animal lovers
- Opportunities to learn about animal behavior and care
- Opportunities to attend our annual volunteer recognition celebrations
- 50% off of adoption fees
- Discounts at our Whole Pets Supply store and our Clinic
- Verification of Volunteer Service, upon request

COMPLIANCE

The Fair Employment and Housing Act provide volunteers with the same protections from unlawful harassment that employees are entitled to receive. So, just as employees, applicants, and contractors may not be harassed because of race, gender, age, disability, etc., volunteers may not be harassed either. HSSV strives to uphold an environment where both staff and volunteers can do their best work. Should there ever be concerns regarding volunteer relations/treatment, the Volunteer Programs Manager or the Volunteer Programs Director should be notified immediately.

DEFINITION OF A VOLUNTEER

A volunteer is an individual who donates time and services to assist the Humane Society Silicon Valley and the community we serve. Volunteers are unpaid representatives of the Humane Society Silicon Valley.

Adult Volunteers:

Volunteers in our Adult Program must be at least 18 years old. Many of our operationally-focused volunteer roles require that volunteers be willing to commit to service of 8 – 10 hours per month for a minimum of one year.

This requirement does not pertain to Foster Care Volunteers or other “On Call” types of roles. Please see the Volunteer Manager for more information about volunteer roles and commitment levels.

DRESS GUIDELINES

1) *Dress with your duties in mind*, and please be neat. This includes:

- Long pants or jeans (no holes or rips, even if it's the latest fashion trend!)
- Closed-toe shoes (tennis shoes are okay)
- Name badges
- Volunteer T-shirts or optional, approved items:
 - HSSV Camp shirt, HSSV Polo or solid colored t-shirts, and/or an HSSV vest. All of these optional items can be purchase in our Whole Pets Store.
- These guidelines are required and should be worn during all trainings and volunteer activities with your identification card/lanyard visible.
- **These dress code guidelines are in place for volunteer safety; volunteers who fail to comply with set guidelines will not be able to volunteer for that day.**
- Like employees, volunteers, regardless of department, must project a professional, positive image, which is neat, clean, well groomed, avoiding “cutting edge” trends or extreme styles.

2) **Jewelry:**

- Personal safety is a primary concern; avoid large or dangling earrings, bracelets and necklaces as an animal could pull them.
- Facial jewelry should also be in good taste with safety in mind.

In the event that further clarification is needed, please contact the Volunteer Department. Volunteers not following the guidelines in the manual or noted above may be sent home and requested to return dressed appropriately.

EXPECTATIONS OF VOLUNTEERS

For a detailed explanation of these expectations, please refer to the Appendix for the full training document.

1. Customer Relations Expectations:

We expect all guests, visitors and other parties associated with HSSV (staff, donors, volunteers, customers, students/children, other shelters, etc.) to be treated with dignity and respect at all times.

2. Team Player Expectations:

We expect that protocols, policies, processes and procedures will be followed.

3. Conflict Management Expectations:

We expect that should conflicts, concerns and/or disagreements arise, they will be brought to the assigned manager's attention (or the Volunteer Programs Manager's attention, as an alternative) for resolution in a timely manner.

4. Role Modeling Expectations

Volunteers that reach a level of accomplishment with HSSV, such as Mentors or long-standing volunteers, are expected to set good examples within the spirit and intent of these expectations.

Staff will make good faith efforts to provide reasonable feedback should a volunteer fail to meet these expectations.

ORIENTATION

Orientations are held throughout the year. An Orientation must be completed prior to department training. Orientation is a time to learn more about the Humane Society Silicon Valley. Prospective volunteers must meet the criteria outlined on the position descriptions. All attempts will be made to place you in a position(s) that matches your interests and qualifications. It is strongly encouraged that you ask any questions you may have regarding your service during the Orientation process.

PERSONAL INFORMATION

Occasionally there may be changes in your personal information such as address, telephone, email address and the names of persons to be notified in case of emergency. In order to keep our records up-to-date and continue to keep you informed of agency events and activities, we ask that you update your information in Volgistics and notify the Volunteer Department as changes occur.

RESTRICTED AREAS

There are several areas that are restricted, unless, as a volunteer, you have been assigned to serve in that department.

These areas are restricted:

- Euthanasia room
- Hospital areas including Cat Isolation, Hospital, and Recovery Kennels (unless assigned to this area for your volunteer duties)
- Holding/Stray areas including Quarantine (unless conducting a lost and found tour or approved by a manager for particular volunteer duty)

SAFETY

Your safety is important to us! Alcohol is NOT permitted on shelter premises. Smoking is NOT permitted on the HSSV Campus.

Always use safety equipment and follow instructions to prevent accidents. This will ensure a safe working environment. Please immediately report to your supervisor or volunteer department any conditions that are unsafe: slipping and tripping hazards, inadequate lighting, frayed electrical cords, etc. Should an accident occur, we will request that you complete an Incident Report and turn it into the Volunteer Programs Manager.

VOLUNTEER WEBSITE: volhssv.invisionzone.com

Staff will use the volunteer website as the primary way we communicate with you about updates, trainings and help requested at all 4 of our adoption locations.

We have already uploaded your email addresses (which is like your username), but we need you to create a new password and set up a profile. Here's how:

Step 1: Go to the new volunteer website at this link

Here to request a new password: <http://volhssv.invisionzone.com/lostpassword/>

Step 2: Enter your email address, and click “Request New Password”

Step 3: You will get an email from **Humane Society of Silicon Valley Volunteers** (webmaster@hssv.org) with a subject line of **Action Required to Reset Your Password**. In that email, click on the button that says “Reset My Password”.

Step 4: Enter your new password twice. Then click “Save”

Step 5: Please add a picture of yourself to your profile. Your picture shouldn't exceed 2mb

- Click on your name in the upper right of the screen
- Choose “Profile” from the drop down menu (it's like Facebook in this way)
- Click on the picture icon on the circular “profile photo” and make sure *Upload Photo* is selected
- You can either click on the green box that says “Choose Single File” or drag/drop a photo to the gray area next to that green box
- Once you have inserted the photo, click Save

If you receive an error message when entering your email address (for example “email address is not on file”), please try to log in with other email addresses you may use. Then, if you're still having trouble, please email volunteer@hssv.org and we'll help you figure it out.

VOLGISTICS

Volgistics is our record-keeping and scheduling software, which can be accessed through the HSSV Volunteer Website. You should use it to schedule your daily service at the Animal Community Center, as well as at the Neighborhood Adoption Centers, and log in and out to record your worked volunteer hours.

How To Access Volgistics for the First Time:

- You will receive an activation email for Volgistics once you have completed your first onsite training.

- Your login name on Volgistics is always your email address.
- This first email from Volgistics will give you a onetime password . You will change the password to whatever you would like; we recommend you change it to the same password you chose for the Volunteer website.
- The volunteer department will log all of your class training hours. You will NOT need to do this.

****Be sure to note that your log in for Volgistics is your email address, but YOU will create your password.****

You can gain access to Volgistics directly through the link provided in the email or through the link on the volunteer website. “Bookmarking” the volunteering website is an effective way to travel between the sites, as needed.

When you are logging in and out of Volgistics in the volunteer centers at the Animal Community Centers or at one of the Neighborhood Adoption Centers, your Volunteer Pin Number is your **phone number** (no area code and no dashes). If there are two volunteers in the same household, we will use the cell phone number from one person and the home number from the other.

If you have any additional questions please feel free to contact the Volunteer Department at 408-262-2133 X 189

Section 2: The Volunteer Experience

BREAKS & LUNCH

When you are taking a break, feel free to use interior seating areas, the lunch room and café patio. Smoking is NOT allowed on the HSSV Campus.

COMMUNICATION EVENTS & VOLUNTEER MEETINGS

We will hold Volunteer Appreciation or Communication Events periodically throughout the year. We encourage volunteers to attend in order to stay up to date on HSSV results and news. The events are also great opportunities to meet other like-minded people and have fun!

LAPSE IN SERVICE

Since procedure and protocol for many of our roles may change, we require you to re-train for your position if you have been absent for two or more consecutive months or if you have previously resigned service at HSSV. If you have been inactive for three months in an Operational role without notifying the Volunteer Department of your absence, your file will automatically become inactive and you will need to reapply for volunteer service.

It is strongly encouraged that you commit to a specific position for a minimum of at least six months to give yourself time to become comfortable with the activities involved. If however, you feel like you would like to change your position, please contact the volunteer department.

PETS DURING VOLUNTEER SERVICE

Although it is wonderful to share your pet with others, it may not be feasible due to our facility's overall activity level. For pets that are not accustomed to visiting the shelter, it can be a stressful experience.

For this reason, we ask that your personal pets do not accompany you during your volunteer activities *unless you have spoken to your immediate supervisor and have obtained special permission.* This will be determined by type of volunteer service and location of job. For example, if you will be working in an office or cubicle and your pet is well behaved, permission may be granted.

While visiting, please keep dogs on leash and cats in a crate or on a harness during their visit. This will prevent any unforeseen accidents.

QUESTIONS OR CONCERNS

If you are dissatisfied or have an issue regarding your volunteer assignment, you are encouraged to talk to the Volunteer Department for assistance and guidance at any time. Problems can usually be resolved in an informal manner. All attempts will be made to work out any differences that may arise. It is important to remember that your volunteer service is valued and appreciated. All efforts will be made to make it a positive and enjoyable experience.

Should problems continue, you may make use of a more formal procedure:

A written description of the problem should be submitted to the Volunteer Department. A meeting will be set up to hear discussions and attempt a resolution. If no resolution can be reached among parties, then a decision will be made by Human Resources, the functional manager (if one of the involved parties) and the Volunteer Programs Director.

QUESTIONS REGARDING DISEASES BETWEEN ANIMALS AND HUMANS

What is a Zoonotic Disease?

A **zoonotic disease** is a disease that can be passed between animals and humans. Zoonotic diseases can be caused by viruses, bacteria, parasites, and fungi. These diseases are very common. Scientists estimate that more than 6 out of every 10 infectious diseases in humans are spread from animals.

Some common examples we treat at HSSV are ringworm, Kennel Cough, Giardia and round worms.

Protecting Yourself from Zoonotic Diseases

When you are volunteering with animals, you could be exposed to different types of disease. However, following these **best practices** will significantly decrease the likelihood of bringing disease back home to your family or pets:

1. Stay current on appropriate vaccinations, such as tetanus.
2. Wash your hands frequently with antibacterial soap, especially after handling any animal and prior to eating or smoking.

3. Wear long pants and sturdy shoes or boots (no sandals or shorts).
4. Use gloves (preferably disposable) when changing litter pans, washing food and water dishes, or cleaning up feces, urine, or vomit.
5. Disinfect scratches and bite wounds thoroughly.
6. Don't allow animals to lick your face or any wounds.
7. Learn safe and humane animal-handling techniques and use proper equipment.
8. Seek assistance when handling animals whose dispositions are questionable.
9. Report any bites or injuries to shelter staff and to your physician. Should skin be broken or if there is bleeding, we encourage you to seek medical advice

RECOMMENDATIONS/VERIFICATIONS OF SERVICE

Volunteer records will be kept on file for two years after resignation in order to provide references for future employment or other volunteer opportunities. After six months of continuous service, if a volunteer so chooses, (s)he can request an official verification of service letter from the volunteer department.

RECORDING HOURS

For grant funding and scheduling purposes, we maintain records on all volunteers' hours. With the exception of Foster Care or other offsite roles (i.e. events), volunteers are responsible for recording their service hours by logging in and out using the computer in the Volunteer Center. Each volunteer will use their home phone number (excluding area code and dashes) as their pin number to log their hours in Volgistics each time they are volunteering at the shelter. This system acts as a record-keeping system for accurately capturing on-site volunteer hours.

Should a volunteer forget to log out at the end of their shift, Volgistics will default to 2 hours of volunteer service. If you have put in more than 2 hours and forgot to log out, be sure to email the Volunteer Department so the additional time can be added to your total.

RESIGNATION

You may resign from volunteer service at any time and it's advisable to provide notice to the functional manager for planning purposes – we certainly appreciate two week's

notice. Please feel free to talk to the Volunteer Department if you have reservations or concerns about your service.

SCHEDULES

Many of the Operational Managers will ask their volunteers to commit to set schedules so that we have coverage during peak times (i.e. weekends). You may also be asked to notify your manager, via Volgistics, if you can't attend a particular shift to which you previously committed.

To ensure security control for the safety of the animals and to provide for the well being of the animals by allowing them to get a good night's sleep in quiet kennels, volunteers will not provide service after regular business hours, without the express permission of their immediate supervisor.

SERVICE AWARDS

We want to celebrate your service! We recognize the following anniversary periods with various awards and recognition: 1 Year, 5 Years, 10 Years, 15 Years, 20 Years. Please wear your various pins and acknowledgements with pride!

TAX DEDUCTIONS

Since HSSV is a 501© (3) non-profit organization, you may be able to deduct any in-kind donations, monetary donations such as OTC ("over the counter" donations), or commute time for your volunteer service. We encourage you to keep any receipts showing "over-the-counter" donations and to talk with your tax professional for official tax guidance.

APPENDIX & REFERENCE MATERIALS

HSSV Staff Expectations of Volunteers

Training Document to express “what these expectations look like”

1. Customer Relations Expectations:

We expect all guests, visitors and other parties associated with HSSV (staff, donors, volunteers, customers, and students/children, other shelters) to be treated with dignity and respect at all times.

- a. While customers or potential customers may not hold beliefs equal to our standards, we will be courteous and kind, never judgmental or disrespectful.
- b. Difficult encounters should be directed immediately to HSSV Staff for resolution, handling and education.

2. Team Player Expectations:

We expect that protocols, policies, processes and procedures will be followed.

- a. Although opinions/philosophies may differ, the functional manager to which the volunteer is assigned is “in charge” and accountable for outcomes.
- b. Our expectation is that not every volunteer is suited to every job and that Staff may need to place or redirect volunteers to roles that match their strengths with the needs and priorities of the organization. Choosing appropriate “fit”, based upon skills/abilities/interests may mean redirecting a volunteer to a role other than one they had desired or expected.
- c. We expect and encourage questions, and expect them to be directed to the appropriate manager in the organization and that the answer is respected. If a volunteer doesn't know who to speak with they should seek out the Volunteer Programs Manager for direction.
- d. We expect volunteers to be proactive in staying informed about HSSV happenings, such as reading emails and postings on the Volunteer Website, and staying familiar with the volunteer protocols of their respective roles.
- e. We expect volunteers to be respectful of others' and their time commitments. For example, being on time (or proactively communicating otherwise) regarding training classes, mentor appointments or schedule commitments.

3. Conflict Management Expectations:

We expect that should conflicts, concerns and/or disagreements arise, they will be brought to the assigned manager's attention for resolution in a timely manner.

- a. We expect volunteers to refrain from “venting” or gossiping in public areas of HSSV or on public HSSV forums (websites, Facebook, twitter, etc). We expect issues to be discussed and resolved with those who are part of the problem and/or the solution.
- b. We expect understanding of the reality that staff may not be able to prioritize according to desires expressed by volunteers.
- c. We expect that there will be times when we will have to “Agree to Disagree” on a particular issue, but that all parties will commit to acting in the best interests of an outcome.
- d. When staff wishes to provide feedback to a volunteer, we expect the volunteer to be receptive to the feedback.
- e. We expect that when Volunteers wish to share their feedback with Staff, that it's communicated proactively, factually, and respectfully.
- f.

4. Role Modeling Expectations

Volunteers that reach a level of accomplishment with HSSV, such as Mentors or long-standing volunteers, are expected to set good examples for other volunteers, within the spirit and intent of these expectations

HANDBOOK ACKNOWLEDGEMENT:

I acknowledge that I have received a copy of the Volunteer Handbook.

Volunteer Name (Print)

Volunteer Signature

Date