



THE HUMANE SOCIETY OF WICKENBURG

4000 Industrial Road
Wickenburg, AZ 85390
928-684-8801

Our Volunteer Process

Volunteers are a key to our success!

To become a volunteer for the Humane Society of Wickenburg, an individual must meet the following criteria:

1. Be 18 year or older to foster a dog or cat.
2. Be 16 years or older to volunteer in any capacity at HSW.
3. In addition to completing the volunteer application, the volunteer or parent or guardian for those between the ages of 16-18 must sign a volunteer Agreement/Release Form. Disclaimers will not completely protect HSW from liability but serve as good documentation and risk management to confirm that volunteers were provided with, read and understood the procedures as well as risks involved with the volunteer position.
4. Complete the Humane Society of Wickenburg Volunteer Application and Agreement.
 - a. Provide appropriate information about your background, including but not limited to, previous volunteer experience, animal care experience.
 - b. Have a valid Arizona driver's license if you wish to transport dogs or cats.
 - c. Be without any conflict of interest with any activity or program of HSW, whether personal, philosophical or financial.
5. You will be notified that your application is approved or denied. The Executive Director of HSW has the discretion to deny any volunteer application.
6. If your application is approved, The Executive Director will contact you for next steps.
7. Participate in a volunteer orientation with the Executive Director of HSW.
8. Receive/Review the Volunteer Manual.
9. Complete/Sign all appropriate forms and agreements contained in the Volunteer Manual.

We look forward to saving dogs and cats in our community with your help!

VOLUNTEER HANDBOOK

Welcome Message

Thank you for giving your time as a volunteer to help change the life of animals in need. HSW recognizes the value of your time and the importance of you being happy and fulfilled in the volunteer work that you perform.

The goal of this handbook is to allow you to feel comfortable with our organization. We depend on you as your success is our success! We truly believe that you will enjoy your volunteer work as well as meeting your fellow volunteers with whom you share similar interests. We ask that you read this handbook carefully, and refer to it whenever questions arise.

Sincerely,
Executive Director, HSW Staff and Board of Directors

Contact Information

Executive Director: Jessica Smith

Current Board Members: Bruce Brown, Kim Lytle, Carol Simon, Carolina Baertsch, Melody Lamon, Alison Loehl, Amy Sloane, David Stander

Office: 4000 Industrial Rd. Wickenburg, AZ 85390.

Hours: Tuesday – Saturday 10 – 4pm.

Phone: 928.684.8801

Email: Customerservice@wickenburghumane.com

Website: www.WickenburgHumane.com

Facebook: Humane Society of Wickenburg – Like Us Today!
Humane Society of Wickenburg Volunteer Facebook group: Invite Only

Instagram: [humanesocietyofwickenburg](https://www.instagram.com/humanesocietyofwickenburg)

Adoption Events: Events are normally held on Saturdays from 10 – 2pm or 11 – 3pm

For more info on events: Please check our Facebook Volunteer Page, your Email, the Volunteer Board at the shelter, Or any Volunteer Event Registration sheets (by the volunteer sign in sheet)

HISTORY

The Humane Society of Wickenburg was incorporated September 7, 2004 by local residents concerned with the welfare of animals in our community. We are a non-profit 501(c) 3 tax-exempt organization as recognized by the IRS and receive no government funding; fiscally surviving solely through fundraisers, grants and donations. Through the generosity of a local rancher, we housed dogs and cats in a horse barn until the property was condemned for the interim bypass around Wickenburg. We were forced to vacate in May 2006. In the meantime, we continued with our spay/neuter programs and tried to speak loudly for those that have no voice by being advocates for animals. In June 2007, we purchased an acre of land at the Business Park and drew up plans for our 6,707-sq. ft. shelter. Subsequent to that, we purchased the adjacent acre lot for an exercise area. Construction of the modern, state-of-the-art animal shelter began May 29, 2008. The doors of the shelter were opened to the public February 11, 2009. We believe strongly in our Mission and hope to enhance the lives of animals and enrich the lives of people by joining the two together in permanent, loving relationships and to encourage responsible pet ownership through public awareness and humane education.

MISSION STATEMENT

The Humane Society of Wickenburg's mission is to provide the community and its animals with services and resources that will:

- Enhance pet-owner/animal-human relationships;
- Prevent abuse, neglect, mistreatment and cruelty toward animals;
- Inform the community on responsible pet ownership practices and issues affecting animals;
- Provide temporary shelter or foster care for lost, homeless, unwanted and abused animals until appropriate, permanent loving homes are secured;
- Compliment the goals and activities of municipal, county and state animal control agencies;
- Promote pet sterilization and other population control measures;
- Instill humane values in youth through education, literature and programs;
- Advocate the general welfare of animals and the community with the ultimate goal being;
- To create the ideal humane community setting for both animals and humans.

HSW: A No-Kill Shelter

The Humane Society of Wickenburg operates as a no-kill shelter. This means that no animal will be euthanized due to lack of money, space or other resources. Only those animals received in a condition of terminal illness or mortal injury that are beyond clinical redemption and/or animals that are deemed aggressive and/or dangerous to the public and cannot be successfully rehabilitated are humanely euthanized. This is done only with a veterinary recommendation.

HSW Adoption Program

HSW is open to the public five days a week for adoptions. Additionally, we hold off site adoption events to reach people who may not know of our services and to increase community awareness of our shelter.

All animals up for adoption are available to potential adopters during normal hours of operation, typically 10AM- 4PM. Potential adopters may also visit our website at <http://www.wickenburghumane.com> to view our animals.

An adoption counselor interviews all potential adopters. A home check may be required prior to approval. Once an animal is selected, an adoption application must be completed and processed. Renters must provide proof that they are allowed animals where they live and their landlord's approval and/or disclosure if there are any breed restrictions.

- All family members (including animals) are given a chance to interact with the animal.
- An adoption contract needs to be completed.
- The Humane Society of Wickenburg reserves the right to decline any adoption at any time.

Final decision for adoptions is up to the Executive Director. Volunteers are not involved in the adoption decision making process. Questions from families about adoption decisions should be directed to the Executive Director or the Executive Assistant.

Keys to Successful Volunteering

- Familiarize yourself with the facilities.
- Discuss behavioral observation of the animals you are working with if there are concerns.
- Report any signs of illness in an animal to a staff member.
- Wash your hands in between handling each animal to protect the animals against the spread of disease.
- Enjoy the animals; they enjoy YOU!

Volunteer Guidelines

- All volunteers must go through an individual or group orientation, receive a volunteer handbook and sign the volunteer waiver before beginning service.
- Volunteers must sign in on Volunteer Sign-In Sheet on the clip board by the shelter front door. If you participate in an off-site event, please remember to log your hours the next time you come into the shelter. Accurate tracking of your volunteer hours is very important. It drastically improves the chances of HSW successfully attracting donations and foundation grants. Donors and grantors like to see volunteer information as a sign of strong community support and volunteers may need a summary of hours to use for class credit.
- Volunteers are not permitted in the shelter without the knowledge of an employee.
- Volunteers may not have children, family or friends accompany them during their service UNLESS they are also a fellow volunteer.
- Volunteers must wear a name badge identifying them as an HSW volunteer and a HSW volunteer T-shirt at off-site events. These are available from the Executive Director/Volunteer Coordinator.
- Volunteers must maintain a neat and clean appearance with appropriate footwear, closed toe and back shoes with non-skid soles.
- Volunteers must store personal items in your car or leave at home since there is no other convenient (and secure) place to store them. HSW is not responsible for any lost or stolen items.
- Animals are to be treated kindly, gently and professionally at all times.
- Suggestions to improve programs and procedures are always welcome.
- Volunteers may receive a tax benefit for volunteering in that volunteers may be able to claim tax deductions on in-kind donations, direct cash contributions and automobile mileage as well as costs associated with fostering animals.
- As an HSW volunteer, you will be asked to support our programs and services; to abide by the policies and procedures of HSW thereby presenting a positive image of HSW to the public. If you agree to participate in an activity or event, you are expected to adhere to that commitment and serve as a goodwill ambassador for HSW.

Confidentiality

All volunteers are expected to maintain confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. This includes

information that may involve board members, other volunteers, adopters or potential adopters and/or the overall business of HSW.

Media Contact

Any contact with the media must be brought to the attention of the Executive Director or to a board member. Media includes anything printed, broadcast, online social media, or televised about HSW. A staff or board member may ask you to participate in interviews with the media, but volunteers are not permitted to meet with the media unless authorized by a board member.

Injuries

If you are injured while volunteering at HSW, report the injury immediately to a staff member who will ask you to complete an incident report. You may be referred to seek medical attention from your own doctor. First aid kits are located in the shelter office for minor cuts or scratches.

It is especially important to report all animal related injuries and/or bites immediately. An incident report is required for bites that break the skin. Appropriate quarantine procedures for the animals may need to be followed.

Conflict Resolution

We believe that the best way to handle any misunderstanding is to communicate honestly about it as soon as it happens. That is why we have an open-door policy for bringing volunteer concerns to the attention of the people who can best address them.

Although we believe that good communication among all volunteers will help prevent most concerns from arising, if you have a question or concern, please follow these steps:

- Speak to the Executive Director/Volunteer Coordinator about your concern. You are encouraged to talk things over and resolve difficulties whenever you can. A frank talk is usually the easiest and most effective way to deal with the problem.
- If your concern can not be resolved by talking to the Executive Director you may write down your issue and present your position to a board member. The board will review all the facts, make a decision, and inform you of his/her decision in writing after the next scheduled board meeting, unless a complete investigation requires more extensive review or the situation is deemed an emergency requiring immediate action.

Corrective Action Process

HSW reserves the right to terminate a volunteer's connection with the organization at any time. However, the Executive Director may provide verbal counseling and/or a written warning prior to termination, but is not required to do so.

Verbal Counseling

When a performance problem is first identified or inappropriate behavior is displayed, it should be brought to the attention of the volunteer as soon as possible. Informal

discussion between the Volunteer Coordinator and the volunteer will often suffice as the corrective action needed for the infraction.

The Executive Director/Volunteer Coordinator will make and retain a written record of this conversation that summarizes the issues discussed and the date of the meeting.

Termination

If the volunteer's performance continues to deteriorate or corrective action is not adhered to, the Executive Director/Volunteer Coordinator will, after consultation with the board, prepare and deliver to the volunteer a memorandum summarizing all previous corrective actions and the specific problem(s) that warranted the termination action. Possible reasons may include:

- Failure to adhere to volunteer handbook guidelines
- Conduct on duty which would be detrimental to the organization and/or the animals, including any breach of confidence
- Conduct off duty which would adversely affect the organization
- Reporting to an event under the influence of drugs or alcohol
- Theft of property or funds
- Any abuse or mistreatment of animals
- Releasing of confidential information
- Gross misconduct or insubordination

If you should decide not to volunteer with HSW any longer, we would appreciate it if you would send the Executive Assistant an email at customerservice@wickenburghumane.com to let us know.

HSW Volunteer Positions

Dog Handler/Walker - These positions are needed on a daily basis. Volunteers walk/exercise and socialize the dogs. Positions are scheduled throughout the day. Dog handlers/walkers are also needed at offsite adoption events as scheduled.

Kennel Assistant - These positions are needed on a daily basis. Volunteers will assist staff in cleaning the kennels and the small dog cages in order to get the shelter ready to open to the public. Positions are scheduled in the mornings.

Cat Assistant - These positions are needed on a daily basis. Volunteers will assist staff in cleaning the cat room in order to get the shelter ready to open to the public. Positions are scheduled in the mornings.

Foster Care - (as needed). These positions are for individuals who can welcome an animal into their home on a temporary basis. These animals may be sick, injured, pregnant or otherwise not suitable to live at the shelter. Foster care may also be needed when the shelter is at capacity. Additional foster application must be completed. Bi-weekly updates on fostered animals must be provided to the Foster Coordinator.

Socializing Cats --This position is available to volunteers of all ages. The cats enjoy people visiting them and playing with them. These shifts can be scheduled at any time through the volunteer coordinator.

General Cleaning -- This position is needed throughout the day. Volunteers can wash dishes and bowls, sweep the floors and other general cleaning as well as organize the drop off donations.

Event Volunteers --This position is usually seasonal. Volunteers are needed to work at the tables at off site adoption events to provide the public with information about HSW.

Maintenance/Repairs--- This position involves both inside and outside work and may include lawn maintenance, landscaping or handyman issues inside the buildings.

Special Projects -- This position may include assisting staff in a variety of areas as need arises. The Executive Director/Volunteer Coordinator will determine what openings are available and will put out a call for volunteers.

- Fundraising -- large event planning, developing income generating programs, memberships, corresponding with donors.
- Preparing mailings.
- Data entry projects.
- Craft projects.

VOLUNTEER AGREEMENT

HSW Volunteer Liability Release & Wavier:

I understand that my participation with the Humane Society of Wickenburg (HSW) is strictly on a volunteer basis. I understand that there are inherent risks associated with my volunteer activities including, but not limited to, the risk of personal injury resulting from animal bites, scratches and allergic reactions. I understand that by signing below I am waiving any and all claims of liability including, but not limited to, claims of negligence and/or injury to me, against the Humane Society of Wickenburg, its officers, agents and employees, arising out of my participation in the Humane Society of Wickenburg's Volunteer Program.

Understanding and Acceptance of Volunteer Guidelines

I have read, understand and agree to the volunteer guidelines set forth in the HSW Volunteer Handbook. I fully understand and agree that I am providing my services in a volunteer capacity without any expressed or implied promise of compensation. Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between HSW and myself. I agree to perform my volunteer duties to the best of my ability and to adhere to the guidelines detailed in the volunteer handbook. I further understand that my volunteer involvement may be terminated for reasons including, but not limited to, those outlined in the volunteer handbook.

Photo Release

During my volunteer time with HSW, I understand my photo may be taken at various events and projects. By signing below, I also hereby grant HSW permission to use my likeness in photograph(s) and/or video(s) in any and all of its publications or on the World Wide Web, whether now known or hereafter existing. I will make no monetary or other claim against HSW for the use of the photograph(s) and/or video(s).

Volunteer Name (printed) _____

_____ Date _____

Volunteer Signature

MINOR CONSENT: I (Parent or Legal Guardian), _____

give consent for (Minor's Name) _____ to

volunteer for the Humane Society of Wickenburg.

HSW Representative: _____ Date: _____