“Volunteers are the only human beings on the face of the earth who reflect this nation’s compassion, unselfish caring, patience, and just plain loving one another.” – Erma Bombeck
Thank you for donating your time and energy to giving homeless animals a better life. This handbook, the volunteer orientation, and the training offered by the Humane Educational Society should prepare you for a rewarding volunteer experience. Please read and listen carefully. If you have any questions, ask Ashleigh Horner, Volunteer Services Manager, ashleighhorner@heschatt.org, 423-624-5302, ext.248.

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“Volunteers don’t get paid, not because they’re worthless, but because they’re priceless.”
Sherry Anderson

Welcome

Thank you for volunteering at an exciting time for our shelter – our early years in the new $9.5 million Foy Animal Center of the Humane Educational Society (HES). Most of you are new volunteers learning everything about what we are and do. Some of you are long-time volunteers returning after the pandemic who are getting oriented to our new building and how great it is. Welcome to you all!

As a volunteer, you are the lifeblood of the shelter. You enable us to save more lives and care for many more animals than our staff can do alone – good as they are. You are truly the “wind beneath our wings.” You lift us up to comfort, care for, exercise, and find homes for some 5,000 pets a year. You are joining an amazing team – the Red Shirt Army!

Everyone wants their efforts in life to matter. There are few places where your efforts can matter more. Cuddling a tiny kitten, walking a dog, or helping with animal care may not change the world, but it changes the world of the animals at the shelter. You can truly make a difference here.

Who We Are

History: The Humane Educational Society is one of the largest animal shelters in Tennessee. It was founded in 1910 by Ethel Hardy who was known for picking up stray cats and dogs while driving her carriage through the streets of Chattanooga.

Organization: HES is a 501(c)3 non-profit organization. We are an open admission shelter, meaning we accept all lost and owner-surrendered animals in our service area, no matter their behavior issues, breed, age or health.

Service Area: HES serves unincorporated Hamilton County, Soddy Daisy, Collegedale and Walden (not the City of Chattanooga, Red Bank and Lakesite, served by McKamey Animal Center, or areas outside Hamilton County, Tennessee).

HES Services: We provide shelter and care for homeless pets, adoption services, animal protection, cruelty investigations, a TNR (Trap/Neuter/Release) program for feral cats, outreach vaccine clinics for families with pets in need of low-cost vet care, pet licenses, an in-depth youth and adult education program, and access to the pet food bank operated through our thrift store. Our comprehensive adoption program matches homeless pets with new families. There are no time or space limits for any animals in our adoption program.
**Live-Release Rate:** Animal shelters and rescues monitor the “live-release” rate of animals. At this time, of the total number of animals HES takes in, 93% are adopted to new homes, transferred to a rescue organization, returned to their owners after being lost, or returned to the field in trap/neuter/release programs. That’s an exceptional rate for shelters that cannot pick and choose the animals it helps!

**Best Friends Save-Them-All Network Partner:** HES also qualified to join the Best Friends Network Partner to work with other like-minded shelters and rescues to save animals lives. Together we can do more than individually.

The Humane Educational Society is committed to finding every treatable, adoptable and trainable animal in our facility a loving home. With your help, we will make Hamilton County a better place for pets.

**Our Shelter Mission, Vision and Values**

The Humane Educational Society has the mission to provide a safe haven for homeless, abused and neglected animals in our community and advocate on their behalf.

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

Our values include:

- **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 shelter with respect and dignity.

- **Advocacy/Education** – 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.

- **Stewardship** – HES makes every effort to be excellent stewards of the animals and resources entrusted to us.
“No act of kindness, no matter how small, is ever wasted.”
Aesop

Who Can Be a Volunteer? You!

The love of animals brought you to HES. That’s a great start! Here are a few more boxes that should be checked for you to become an official Humane Educational Society volunteer.

You Can Be a HES Volunteer If You:

✓ Are the right age:
  --16 or older to sign up as an independent volunteer, at the volunteer manager’s discretion,
  --12 to 15 to be accompanied by a parent or legal guardian who is also enrolled as an official HES volunteer. If you and your parent/guardian plan to walk dogs, the adult volunteer must control the leash and only walk Green-coded dogs. If you plan to enrich cats, your adult volunteer and you should only work with Purple-coded cats. More later on Color Codes.
  --7 to 11 and accompanied by a parent/legal guardian who is also enrolled as a HES volunteer. You and your parent/guardian can read to cats and dogs or do cat or dog enrichment, like making canine snuffle mats, making aluminum balls for cats, and mixing and freezing treats. Dog or cat handling is not involved.

✓ Attend New Volunteer Orientation and sign the Volunteer Agreement and waivers,

✓ Complete the Fear Free Shelter program online which teaches recognizing and positively dealing with dog and cat behaviors,

✓ Volunteer at least 6 hours per month (2 3-hour shifts a month or the equivalent) for 6 months or more, serving the same time shifts in the month, ideally. New volunteers should start off with two Shelter Support shifts each month. You may move to other areas if there are openings and you fulfill other requirements.

✓ Have access to Internet and email (a Facebook account helps, but isn’t required),
✓ Use CERVIS, our scheduling system, to sign up for shifts, sign in and sign out,

✓ Purchase ($10) and wear the red volunteer shirt when you are onsite at HES or offsite for HES, and

✓ Represent the values of the Humane Educational Society, follow its Code of Conduct and Social Media Policy, and keep the best interests of the animals in mind and serve as their advocate.

We Welcome Adult Volunteers with Special Needs!
Adults Volunteering with Assistance

A person who has a heart for helping animals, but does not meet the requirements for independent volunteering must always volunteer with another adult able to assist, such as a family member, friend or professional support staff. Generally speaking, adults who require regular assistance with physical or cognitive tasks in their daily lives will only be able to volunteer with HES with an assistant. The Humane Educational Society is not able to provide assistants or mentors on an ongoing basis.

What’s Expected of an Assistant

Along with helping someone have a fun, fulfilling time as a volunteer, assistants are there as backup in case anything goes wrong. Assistants must meet the same high standards as regular volunteers when it comes to training. Assistants must pay attention in class and show an understanding of the same core concepts as other volunteers. Assistants to special needs volunteers must submit a volunteer application, take all required volunteer classes, buy T-shirts for the special needs volunteer and assistant, and conduct themselves to the standards expected of all HES volunteers.

Requirements for Independent Volunteering

**Classes:** Attend and pass all required classes and training sessions.

**Monthly Commitment:** Volunteer at least 6 hours per month.

**Safety:** Know and follow all instructions and safety rules. Recognize and react appropriately to potentially unsafe situations.

How Special Needs Adults Can Help

Animal Enrichment is fun for volunteers and much needed for our small animals. Our Special Needs volunteers help make and distribute enrichment toys and treats to cats, guinea pigs, hamsters, and such.

Interaction with shelter dogs may be considered on a case-by-case basis.

The Humane Educational Society reserves the right to make reasonable additions or exceptions to a volunteer’s requirements depending on each individual’s circumstances.
Communicating with You

Email and the Internet are the foundation of volunteer communications:

- The primary way to communicate with volunteers is through email. It’s a basic requirement that volunteers have a functioning email address. All major announcements and the volunteer newsletter are sent by email.

- Our volunteer scheduling service, CERVIS, is online, and volunteers must use this service to sign up for volunteer shifts and training. You can find CERVIS on www.heschatt.org/volunteer/volunteer-login and save a link to your desktop.

But the feeling of community among volunteers is built on Facebook:

- Love it or hate it, when used right, Facebook can create comradery. If you have a Facebook account, open it, search for the Humane Educational Society Volunteers, and ask to join the group of current, active volunteers. You’ll meet new friends among volunteers and get to know all the cats, dogs and occasional rabbits, ferrets, guinea pigs, rats, and pot-bellied pigs better.

- It’s also where “pop-up” announcements are posted, like “Help! We need someone to take more cats to Naughty Cat Café,” “Help! We’re Shorthanded in Playgroup Today,” and “Yay, Xena went to her forever home today!”

- And if you feel the urge to post cartoons on that page, please don’t! Post those and other non-HES related topics on HES Chatt Volunteers – Fun/Misc. Page. It’s a private group you can join, too.

For the public, we can be found on:

Website:  https://www.heschatt.org/
Facebook: https://www.facebook.com/heschatt/
Instagram: https://www.instagram.com/heschatt/?hl=en
Twitter: https://twitter.com/heschatt?lang=en
What Do Volunteers Do?

Volunteers do a lot at the Humane Educational Society. You are essential to achieving our mission and can choose from many different volunteer jobs, depending on your interests, skills and training.

Some of the roles are listed below. Those with an * require additional training.

Volunteer roles needing the most help are:

- **Shelter Support** – Help the shelter run smoothly and ensure that all animals in our care have everything they need to stay happy and healthy. Shelter Support may not be the most glamorous role at the shelter, but it is often the most important. Shelter Support includes the daily tasks that need tending, such as washing and sterilizing food bowls to prevent the spread of disease. Laundry is another, to ensure that the staff has enough towels to help with cleaning and to provide extra comfort to the animals.

  Shelter Support volunteers get to know the inner workings of HES and are trained in all tasks. That knowledge makes this volunteer role especially needed in times of crisis. New volunteers must have 12 hours in Shelter Support initially before taking on another role.

- **Adoption Ambassador Dogs or Cats** – Join the amazing team of volunteers that make it a priority to help our animals find homes! Adoption Ambassadors help visitors meet our animals for adoption and take animals to offsite adoption events and fundraisers.

- **TNR Program** – Help transport cats and supplies to folks adopting barn cats . . . or work with our TNR (Trap/Neuter/Release) Program. Volunteers help educate the community about and transport our misunderstood community felines. Reducing the number of community cats through spay/neuter reduces the number of cats entering the shelter.

- **Offsite Vaccine Clinic Volunteer** – Join the vaccine clinic volunteers in providing low-cost check-ups and vaccinations for dogs and cats in Hamilton County neighborhoods. Volunteers process paperwork, collect fees and guide customers through the process. The monthly clinics help pets stay healthy AND in their homes.
• **Animal Photos/Bios/Social Media** – Promote our animals through taking pet photos, writing pet descriptions, and using social media platforms officially representing HES. The shelter depends on our Web site and social media as main ways for our pets to find new homes. These roles introduce our cats and dogs to the adopting public.

• **Humane Education** – Help spread important information about caring for animals to our community. Teach kids to be kind. Through various humane education programs, from HES Furry Tales to summer camps, HES has a mission to create a kinder society. Volunteers will be helping youths to treat all animals humanely, create advocates for animals and build lifelong supporters of animal welfare causes.

Our most popular volunteer roles include:

• **Dog Walking** – Help our pets get exercise and socialization and the chance to “go” outside. See the next section, Dog Walking Color Codes, for details. A basic Dog Walking 101 class is required to get started. *Dog walkers will need to buy a slip-leash, the type of leash approved by the shelter.* You can buy one for $12 from HES.

• **Cat Enrichment** – Take this time to pet, play and work with our cats to stimulate their minds and make them happier in a shelter environment. A happy cat gets a new home faster. Check the enrichment schedule. A basic Cat 101 class is required.

• **Dog Playgroups** – Join our playgroup team most weekdays and Saturdays to give some of our shelter dogs a much-needed chance to get out of their kennels and stretch their legs while playing with other dogs under close supervision. The Dog Behavior Workshop is required before volunteering for this. Volunteers must be at least a Yellow level dog walker (described on the next page).

• **Dog Behavior Assessments** – Become part of our crew who help us understand what a dog is like when they come to us. A formal process is followed and videotaped. The Dog Behavior Workshop is required before volunteering. You must be cleared to walk Yellow level dogs (See next page).

* Additional training, furnished by the shelter, is required.
Different Ways to Be Helping Hands

Not every helpful role is located at the shelter.

Animal Fosters – Open your home and heart to foster special animals in need. HES has adult dogs, cats, puppies and kittens in need of foster homes, both short and long term. Time in foster homes makes most of our pets much more adoptable. Contact Emilee Bennett Johnson, fosters@heschatt.org, 423-624-5302, ext. 250, for details.

Thrift Store Volunteers – Stock the shelves and help customers on the sales floor at one of the largest sources of funds for HES. There’s a lot to be said for this volunteer role: It’s air conditioned in the summer, heated in the winter and dry in the rain. Contact Ashleigh Horner, ashleighhorner@heschatt.org, 423-624-5302, ext. 248, for details.

Dog Walking Color Codes

Our shelter dogs are color coded as Green, Yellow, Orange, Red or Gold, depending on their behavior and on input from the kennel staff and the animal enrichment manager. Green level dogs are the calmest. This coding allows volunteers to be matched with dogs that fit your comfort, skill and training levels.

The color codes of specific dogs are on their kennel cards hanging by their doors. They are also shown on the four hallway whiteboards listing kennels, dogs, their activity that day, any additional enrichments, and notes on the dogs. PG in the activity area refers to playgroups; if that area is blank, they should be walked, and the board marked with “Walk.”

The Meaning of BLUE DOTS

Blue Dots by dogs’ names on the hallway whiteboards mean they are likely housetrained to go outside. The Blue Dot will be next to another colored dot. Please walk those dogs at the level you’re cleared for first.

If you are cleared to walk Green level dogs, walk those with Green and Blue Dots by their names first. After that, walk Green level dogs without Blue Dots. The same holds true for Yellow level, Orange level and Red level dogs and the volunteers cleared to work with them.
Expectations of the different levels are:

**GREEN-Level Dog Walkers**
- Finish three hours of hands-on training with a volunteer mentor who will observe and help you get started.
- Must be the right age:
  -- 16 or older as an independent volunteer or
  -- 12 to 15 years when accompanied by a parent or legal guardian who is a HES volunteer, walking Green-coded dogs *only*.
- Wear a badge at the shelter showing the color level of dogs you are cleared to walk.
- Walk Green-level dogs *only*.
- Be part of other activities involving dog walking, such as offsite events, as designated by the volunteer service manager.
- Show respect for other volunteers and staff, an understanding of HES rules, and a positive attitude toward serving our animals and the community.

**YELLOW-Level Dog Walkers**
- Complete 20 hours of walking Green-level dogs (three with an assigned mentor) to become a Yellow-level dog walker.
- Complete the Fear Free Shelter basic program (Modules 1-4b).
- Must be 16 or older as an independent volunteer.
- Wear a badge at the shelter showing the color level of dogs you are cleared to walk.
- Take a skills test to walk Yellow level dogs.
- Complete a total of 20 hours (or more) of any volunteer shifts AND a 60-day period of consistent volunteering for new volunteers on record Jan. 1, 2021.
- Walk all available Yellow-level dogs and then walk any available Green-level dogs, but not Orange-level or Red-level.
- Show respect for other volunteers and staff, respect for HES rules and structure, and a positive attitude toward serving our animals and the community.

**ORANGE-Level Dog Walkers**
- Take a leadership role in the shelter volunteer program.
  - Serve as a role model to other volunteers.
  - Be willing to assist and train Green-level dog walkers.
- Complete 50 hours of walking Yellow-level dogs to become an Orange level dog walker.
- Pass a basic dog training class taught by the animal enrichment manager.
- Commit to walking Orange level dogs and to *providing behavior modification training* at a beginning level (such as no jumping, no pulling, no mouthiness, Sit, Stay, Heel) to make the dog more adoptable.
- Must be able to handle strong and rowdy dogs.
- Be 18 or older.
- Wear a badge at the shelter showing the color level of dogs you are cleared to walk.
- Walk all available Orange-level dogs before walking available Yellow-level dogs and then Green-level dogs, but not Red-level unless permitted.
- Show respect for other volunteers and staff, respect for HES rules and structure, and a positive attitude toward serving our animals and the community.
RED-Level Dog Walkers

- Are individually selected by the animal enrichment manager to work with dogs needing behavior modification. They are considered part of the shelter Training Team.
- Show strong dog walking ability and the ability to handle dogs with slight behavior issues.
- Must be able to communicate progress or problems honestly.
- Complete a mentorship with a member of the training team.
- Commit to working with Red-level dogs with mild behavior issues and to providing behavior modification training (using a transitional lead and other training equipment correctly and teaching no jumping, no mouthiness, Sit, Stay, Place, Heel) to make dogs more adoptable.
- Take a leadership role in the shelter volunteer program.
  - Serve as a role model to other volunteers.
  - Be willing to assist and train Green- through Orange-level dog walkers.
- Be 21 or older.
- Wear a badge at the shelter showing the color level of dogs you are cleared to walk.
- Show respect for other volunteers and staff, respect for HES rules and structure, and a positive attitude toward serving our animals and the community.

***NOTE: Moving to Red-level dog walking is not automatic, but by invitation only. Experienced Orange-level dog walkers should first express their interest by completing an online form available through the volunteer services manager.

GOLD-Level Dog Walkers

- Are selected by the animal enrichment manager to work with dogs with behavior issues which may be bite risks. These dogs can only be worked with by staff or Gold-level dog walkers and may be candidates for euthanasia. Gold-level dog walkers are considered part of the shelter Training Team.
- Are willing to follow all instructions on training protocols and exercises.
- Must have spent many hours working with the dogs, especially Red-level ones, have participated in playgroups and introductions to friendly strangers.
- Must be able to communicate progress or problems honestly.
- Commit to working with all color-coded levels of dogs and to providing behavior modification training (using a transitional leash and other training equipment correctly, no jumping, Sit, Stay, don't bite the leash) to make the dog more adoptable.
- Take a leadership role in the shelter volunteer program.
  - Serve as a role model to other volunteers.
  - Be willing to assist and train Green- through Red-level dog walkers.
- Be 21 or older.
- Wear a badge at the shelter showing the color level of dogs you are cleared to walk.
- Show respect for other volunteers and staff, respect for HES rules and structure, and a positive attitude toward serving our animals and the community.
Cat Enrichment Color Coding

Just as dog behavior is categorized by color coding, the behavior of our cats is color coded, too, with Purple and Blue levels. Like for dogs, it’s based on input from our animal care staff and animal enrichment staff. The coding helps match volunteers’ cat handling skills with the right group of cats needing enrichment.

If you are cleared to work with a certain level of cats, please socialize and enrich those cats first. Color codes of specific cats are on their kennel cards hanging in their areas.

Expectations of the different color codes are:

**PURPLE-Level Cat Enrichment**
- Complete orientation and Cat Enrichment 101 class.
- Finish three hours of hands-on training with a volunteer mentor who will observe and help you get started.
- Must be 16 or older as an independent volunteer or 12 to 15 years when accompanied by a parent or legal guardian who is a HES volunteer. The parent/guardian is expect to take the lead in cat enrichment.
- Wear a badge at the shelter showing the color level of cats you are cleared to work with.
- Be part of other activities involving cat handling, such as offsite events, as designated by the volunteer service manager.
- Show respect for other volunteers and staff, an understanding of HES rules, and a positive attitude toward serving our animals and the community.

**BLUE-Level Cat Enrichment**
- Complete 20 hours of Purple-level cat enrichment, three with a mentor, to become a Blue-level cat enrichment volunteer.
- Complete the Fear Free Shelter basic program (Modules 1-4b).
- Must be 16 or older as an independent volunteer.
- Wear a badge at the shelter showing the color level of cats you are cleared to socialize.
- Complete a total of 20 hours (or more) of volunteer work AND a 60-day period of consistent volunteering for new volunteers on record Jan. 1, 2021.
- Do out of kennel enrichment or take photos of cats for online profiles under the guidance and supervision of a kennel staff member.
- Show respect for other volunteers and staff, respect for HES rules and structure, and a positive attitude toward serving our animals and the community.

*The Humane Educational Society reserves the right to change the volunteer level of dog walkers or cat enrichers downward or upward if it is believed to be in the best interest of the shelter, the volunteers, and the animals.*
Please help our cats and dogs get used to being around people. After you’ve served your first 12 hours in Shelter Support and taken Dog or Cat 101, come socialize our pets -- cuddle cats, soothe scared dogs, pet and give treats to the others -- as much as you want to. Just sign up in advance, when you arrive and when you leave. Socializing our pets is a wonderful part of volunteering and helping our Humane Educational Society animals get homes.

“I am only one, but I am one. I cannot do everything, but I can do something. And I will not let what I cannot do interfere with what I can do.”
Edward Everett Hale

Volunteer Dos and Don’ts

Do sign up for a shift in advance through our scheduling software (CERVIS.com). A link to CERVIS is on the Volunteer page of the heschat.org Web site.

Do sign in on your phone or on the computer in the Volunteer Room when you arrive. Remember to sign out when you leave for the day.

Do park in front of the shelter building, in the spaces closest to the road. If those spaces are filled, please park across the street in the nearest Access Church parking area.

Do show up for your shift, rain or shine! The animals and shelter staff depend on you to be there.

Do wear appropriate clothing and shoes (closed toe shoes; no sandals or flip-flops). Sturdy shoes and long pants are suggested.

Do wear your red volunteer T-shirt and your color-coded badge at all times when you are on the HES campus.

Do keep poop bags with you at all times and clean up when needed. Discard in lidded cans near the clean-up stations.
Don’t enter the areas off limits to volunteers, such as Dog and Cat Intake areas and medical holding areas unless given permission by the volunteer services manager.

Do represent HES according to the Volunteer Code of Conduct when on the property, representing the shelter off site or when wearing HES-branded clothing.

Do visit the volunteer services manager during office hours (Tuesday – Saturday, 9 a.m. to 5 p.m.) to buy T-shirts and leashes or to discuss projects/ideas.

Don’t use your time at the shelter to socialize, make/answer calls, or post on social media. The animals need every minute you can give them. Stay focused on giving them the best quality of life when in our care.

Do store personal items and any valuables either in one of the ten small lockers (first-come, first-serve) in the Volunteer Room or in the trunk of your locked car when at the shelter. Please supply your own lock for the locker and remove it immediately after your shift. HES is not responsible for loss, theft, or damage of personal items. Leave cash, valuables, and purses at home.

Don’t smoke on HES property except in the outdoor designated location. The HES building, playyards and walking paths are smoke-free for the health of our animals and people.

Do follow the Social Media Policy when posting online about HES, our animals, activities, events and more.

Do report concern about an animal’s health, behavior or grooming on an Assessment form, including the animal’s name, kennel number, and the symptoms/behavior, and give it to the Medical area.

Don’t drink alcohol or use drugs (including misusing legal medications) while on the HES campus during volunteer hours. HES will ask a volunteer to leave the property if there is an indication of being under the influence.

Do follow the traffic flow signs in the dog kennel area to avoid dog conflicts.

Don’t bring food or drink to animal care areas. Eat and drink only in the Volunteer Room.

Do get prior authorization before bringing in family members or friends for shifts. They will need to sign a waiver of liability when at HES. With some shifts, visitors are not allowed.

Do take photos of our animals available for adoption, but not those not yet available. Please share adoptable pets on the Facebook HES Volunteers Group. Also, do take photos of the parts of the Foy Animal Center open to the public, but not the non-public areas.

Do wash or sanitize your hands often between handling animals to avoid transmitting disease.

Don’t sell products or services to other volunteers, staff, visitors, related agency or support services representatives while at HES. No soliciting is allowed.
Do forward any news media requests to the volunteer manager to handle or, if she’s not available, another member of HES management. Do not respond to them yourself.

Do report any injury, especially a bite, immediately to the volunteer department. A report will be filled out. A First Aid kit for minor wounds is in the Volunteer Room.

Don’t bring a weapon to the Humane Educational Society. HES is committed to a safe, violence-free shelter for people and animals and prohibits anyone from bringing, storing, concealing or possessing any weapon on HES property. That includes firearms, handguns, explosive devices, and knives (except for those used by staff in the workplace). This weapons policy applies even to people who have Tennessee concealed-carry licenses.

Don’t do anything that makes you afraid or uncomfortable with volunteering at the Humane Educational Society. Ask for help. Report anything that concerns you to Ashleigh Horner, volunteer services manager.

Harrassment: Not Here, No Way, No Time

We at the Humane Educational Society share a common belief that each of us should be able to work or volunteer in an environment free from any form of harassment. To ensure that all of us enjoy a harassment-free environment, 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 (employees) or being removed from the rolls at HES (volunteers). 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 or volunteering environment that is intimidating, hostile, abusive or offensive is also prohibited. HES has zero tolerance for any forms of harassment.
“A volunteer is a person who remembers to do the things to make others happy, who takes the loneliness out of the alone by being with them, who is concerned when others are unconcerned, who has courage to be a prophet and to say things that have to be said for the good of all.”

Author Unknown

Things You Should Know

Adoption Process

Adoptions are mostly online now at the Humane Educational Society. Possible adopters look at the biographies and photos of our pets on HESChatt.org. If they want to meet one or more, they fill out the online adoption application. The application speeds the process. It doesn’t commit adopters or the shelter in any way. The form itself provides information on adopters to help us send our pets to happy homes.

An appointment is scheduled to meet the selected pet(s). If a meeting works out and the animal is spayed/neutered and heartworm free (dogs only), the animal can go to its new home right away. Otherwise, it will take a little longer for it to have spay/neuter surgery.

Staff members handle adoptions at our facility with volunteer help in key roles and in key ways. You can help by:

Taking good photos of our adoptable dogs and cats as you walk or interact with them. Good photos attract the attention of possible adopters. Place the photos on the Facebook HES Volunteer Group page. Remember to identify them by name. The best pictures will be added to their online biographies and may be used on our social media sites.

Writing dog and cat biographies that tell possible adopters what a dog or cat is like before they meet. The biographies are positive and yet honest, based on behavior assessments, in the case of dogs and soon cats. Ask the volunteer manager how to get started.

Serving as an Adoption Ambassador to help introduce possible adopters to the dog or cat they picked out online and made an appointment to meet. Adoption Ambassadors are there during the meeting to answer questions about the pet and process for visitors.

Before an animal is released to an adopter, it is spayed or neutered. Exceptions are puppies or kittens too young or small for surgery or animals with a medical condition that is contagious or is unsafe for the pet to have surgery. It will be released to an adopter, allowed to recuperate (or grow older/larger), and returned for spay/neuter surgery.

The shelter reserves the right to refuse an adoption for any legally permissible reason.
**Surrender Process**

“Surrender” refers to when a pet owner gives up or surrenders the dog or cat to the Humane Educational Society. We are contracted to accept any animal a resident of our service area wishes to give up for any reason.

HES asks for a surrender fee per pet or per litter, often waived for hardships. We also ask the owner to provide proof of address and complete a questionnaire. The questionnaire information identifies any training needs and helps us place the pet into a new home faster.

To reduce the number of owner surrenders, we give alternative steps to take on our Web site (heschatt.org/programs-services/surrendering-a-pet/), such as training, working with landlords, financial resources and such.

**Holding Periods**

Animals come to the shelter by owner surrender, as a stray brought by Animal Protection Services or concerned citizens in our service area, or by trapping unsocialized community cats. They are immediately given a medical evaluation, given flea medication, dewormed, vaccinated and placed in Intake.

Owner-surrendered dogs that are healthy get to the adoption floor faster than strays. They go straight to the adoption floor vs being held 3 to 10 days or more for strays. Strays are given the extra time – called a stray hold -- for their owners to find them.

All dogs are given a behavior assessment that is a quantifiable way to understand the behavioral traits of a dog. After being assessed, dogs deemed adoptable are made available.

Cats are available after they leave Intake. Cat and dog biographies with photos are then placed online on heschatt.org and on the nationwide ShelterLuv listing.

HES also operates a Trap-Neuter-Release (TNR) program to reduce the population of unsocialized community cats in our service area. Traps are set where there are cat colonies. Once trapped, cats are spayed or neutered, ear-tipped and some tests done. After recovery, they are released back into the areas they were trapped.

**Euthanasia**

As an open-admissions shelter, we take all animals in need in our service area regardless of health, age, or disposition. This means that HES, a shelter with limited resources, is responsible for animals with severe illness, injury, or behavior issues. We consider euthanasia to be the last resort to spare animals from suffering and a poor quality of life. Euthanasia may be an option for animals who are suffering from severe health issues, illness, or trauma who will not have an acceptable quality of life to alleviate suffering. It may also be an option for animals with severe behavior issues resulting in aggression to people or other animals for which medical treatment is not an option, our training team is unable to rehabilitate, or that threaten staff, volunteer, or public safety.
We do not euthanize animals on the basis of length of stay, space, or breed.

There is no universally accepted industry definition of a "No-Kill" animal shelter, so we avoid applying that label to HES even though we meet benchmarks commonly associated with the "No-Kill" label, successfully providing live outcomes for 93% of animals admitted to the shelter. We take a proactive, holistic approach with animal placement and strive to use euthanasia only as a means of alleviating animal suffering and protecting public safety.

Animal euthanasia is performed only by qualified staff members that are either a licensed veterinarian, licensed veterinary medical technician, or certified animal euthanasia technician by the State of Tennessee. Our staff strive to provide animals dignity, compassion, and comfort when there is no alternative but euthanasia.

Be Trained, Be Aware, Be Safe

You, our volunteers, are the Humane Educational Society’s most critical resource. Ways we safeguard you are through:

- Extensive training (volunteer orientation, Shelter Support training, Fear Free Shelter online course, Adoption Ambassador Workshop, Dog or Cat 101) before you come in contact with animals,
- Safe surroundings (new shelter) to volunteer in, and
- Safety procedures (example: color-coding of dogs and cats, traffic flow for dogs through the halls) for your continued good health.

However, animals are sometimes unpredictable. The dogs are either anxious to be walked and jump around and paw in excitement or stress, or they may hide in a corner in fear or depression. Reading a dog’s behavior and acting accordingly is important for your safety. Although cats have different behaviors, responding to them the correct way is just as important. Please be aware at all times that you are dealing with critters that may act in unexpected ways.

General safety rules are:
- Avoid horseplay or practical jokes.
- Do not use illegal drugs or alcohol on the HES campus or during your volunteer hours.
- Clean up frequently and keep hallways clear and obstacle free.
- Report all injuries to the volunteer manager or another member of the HES management staff immediately.

Most important, volunteers should never perform work – with an animal or otherwise – that you feel uncomfortable with.
What’s Zoonosis and How Do You Avoid It?

Zoonosis describes an infection or disease that can be transmitted from an animal to a human. It is rare, but it is something you should know about and learn how to prevent.

It’s possible for all domestic animals – dogs, cats, cows, horses, goats, sheep, rabbits, and birds – to spread diseases to people. Animal to human transmission rarely occurs, though, especially in North America. Basic hygiene practices, such as hand washing, can help you avoid these diseases.

How do you catch a zoonotic disease? You catch it from saliva, blood, urine, feces, and skin contact. Sometimes direct contact with an animal is not necessary to pick up a disease. Some animals with a zoonotic disease may not show clinical signs.

Common zoonotic diseases are: Ringworm, Salmonellosis, Leptospirosis, Lyme Disease, Campylobacter infection, Giardia infection, Cryptosporidium infection, Roundworms, and Hookworms.

Ways to avoid zoonosis as you are volunteering at the shelter are:

- Wash or sanitize your hands frequently;
- Use gloves when suggested;
- Wear long pants;
- Disinfect scratches and bite wounds thoroughly; report immediately to the volunteer manager;
- Don’t allow animals to lick your face or any wounds/sores; and
- Learn and follow safe animal handling techniques taught in our Cat or Dog 101 classes and in our Behavior Workshops.
Frequently Asked Questions

Q: Why do I have to sign up in advance for shifts?
A: Shift sign-ups let us know whether we do or don’t have enough volunteers to work with the animals. If we're short-handed, notices are posted on the Facebook HES Volunteer pages asking for help in a particular area. If we didn't have advance sign-up, we wouldn’t know when we are shorthanded until you arrive and sign in. That may be too late to ask other volunteers to fill in. The short answer is: *We can help more animals and manage their care better if we know when volunteers will be here to help.*

Q: Why do I need to sign in/sign out when I get to HES?
A: The reasons to sign in and sign out are for safety and to track volunteer hours. If there were an emergency on-site, HES needs to know who is here in order to get you to safety. As for tracking hours, they are used to accurately report volunteer participation when we apply for grants or other sources of funding.

Q: Is HES a “no-kill” shelter?
A: HES is a shelter with a high-live release rate. Some prefer to view a rate in the 90s as no kill. We prefer not to use that term. We are an open-access shelter and take in all pets in our service area that need help or a home or both. Our high live release rate may go higher (we strive for that) or lower, depending on the animals that come through our doors. As an example, we’re at 93% live release rate now. A week from now, animals may come to us in terrible physical shape or with such major aggression that the animal cannot be safely adopted into a home. The decision to euthanize is made in the best interest of the animal's quality of life and community safety. It’s not something anyone at HES wants to do. It’s the last resort.

Q: I forgot to sign in/sign out for my shift. What do I do?
A: Email Ashleigh Horner, volunteer services manager, at AshleighHorner@heschatt.org with the date of your service and the hours you volunteered. She will adjust your record.
Q: Can I volunteer more than a 6-hour shift a month?
A: Yes! Please do. You have so many different ways to volunteer. Being a Shelter Support volunteer to get take care of our pets is the way you start as a volunteer. Then you can add walking dogs, taking cats to and from the Naughty Cat Café, our cat adoption partner, being part of dog playgroups, doing laundry, or writing dog or cat online biographies for them to be adopted quicker.

Q: What should I do if a shelter animal bites or scratches me?
A: Report the bite or scratch right away to a member of HES management. If the skin is broken, get first aid or seek medical care if needed. Accurately explain everything about how the bite or scratch occurred so that we can assess the behavior of the animal. By Tennessee state law, a bite report must be completed and sent to the Hamilton County Health Department. The animal may be quarantined for 10 days.

Q: Won’t reporting an injury get the animal in serious trouble?
A: It can usually help, not hurt. Reporting the injury and circumstances surrounding it will help HES treat and train the animal to prevent future bites and find it the perfect home. Often it points out a trigger that caused a bite reaction. **Not reporting an injury is not an option for volunteers.** Most animals give signs that they are going to react with a bite. The Fear Free Shelter online course can help you identify what those signals are.

Q: What are transports?
A: We have developed working relationships with other animal shelters that often have waiting lists of adopters for their animals. Can you imagine that here?! We “transport” dogs and sometimes cats by van to them. Generally, our transported dogs are in loving homes within seven days versus weeks or months here. More HES pets are adopted – although in other states through other shelters – because of transports. They allow us to take in more homeless animals in our community.

Q: My job keeps me from doing the full three-hour shift. I do have an hour here and two hours there to volunteer. Should I keep my three-hour shift, but just serve the one or two hours my work/family schedule allows?
A: In general, because of the training required to become a volunteer, our program is set up for consistent, long-term volunteer service. That’s what we prefer, but we also know that some of our most trained, experienced volunteers have jobs that make three-hour chunks of time difficult. If you are one of those volunteers with special circumstances and signed up before Jan. 1, 2021, please talk with Ashleigh Horner, volunteer services manager.
Q: What is HES doing to reduce animal overpopulation in our area?
A: The Humane Educational Society emphasizes public education about dog and cat overpopulation. The Education and Outreach staff position creates an understanding of the problem and solutions among the public within our service area. All of the pets HES is responsible for directly are spayed or neutered before adoption. We have an active Trap-Neuter-Release (TNR) program to reduce the population of unsocialized community cats in our area. The shelter also works closely with the Humane Society of the United States (HSUS) to end puppy mills and educate our community to “Adopt. Don’t Shop.”

“Because the people who are crazy enough to think they can change the world are the ones who do.”
– Steve Jobs

For Reference

Location
Humane Educational Society
4155 Randolph Circle
Chattanooga, Tennessee 37406
423-624-5302

Hours of Operation for Volunteers

Our animals are here 365 days in the year and welcome volunteers with loving barks and meows. We ask that you sign up in advance for shifts within a 9 a.m. to 3 p.m. framework, Sunday through Saturday. On Monday when we are closed to the public, the hours are 9 a.m. to 12:30 p.m.

We hope you can also share holidays with our animal friends. The Animal Care staff feeds, cleans and cares for the dogs and cats just like they do every regular day. Sign up if you would like to help and are trained as a Dog Walker, in Cat Enrichment, or as an Animal Care Volunteer. Holiday hours are 8:00 a.m. to 12:30 p.m. Holidays are New Year’s Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve and Christmas Day.
Fire and Weather Safety

Fire Drill

We occasionally have a fire drill, and it might be when you are here. The HES staff will let volunteers and visitors know what to do and where to go. If you are in the building working with an animal, please return dogs to their kennels and cats to their living space, leave through the closest exit to meet at the front of the building so staff can take attendance. If you are a dog walker and 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 front of the building, as well, to meet with staff and volunteers. Remember to keep all outside dogs 10 feet apart.

Severe Weather

If a tornado or severe weather “watch” is issued by the National Weather Service, radio broadcasts, television, or online weather reports will be monitored by HES staff. If the watch becomes a “warning,” volunteers inside or outside will be notified.

Volunteers and staff members will escort visitors to the staff hallway, and all people outdoors on the property will be encouraged to come inside for shelter.

Once an “all clear” has been issued, or the official warning has expired, a staff member will make the facility-wide announcement. Volunteers should return to their job areas and check for and report damage to the volunteer services manager.

Winter Weather

If the shelter must close to the public because of inclement weather, look for a notice on heschatt.org, our Web site, on our Volunteer Facebook Group, and in your email.

If you are signed up for a training session or workshop, you’ll be notified by email that we are closed, and it has been cancelled or postponed.

If you are working an animal care shift and don’t feel comfortable driving to the shelter, please don’t. Your safety is foremost to us. Please DO let us know by cancelling out through CERVIS or by contacting Ashleigh Horner, volunteer services manager. That helps us know what we need to do to help the animals with the people we have. They still need care.
Humane Educational Society and Partner Organizations
Code of Conduct

Our Red Shirt Army of volunteers by far outnumber our employees and members of the board combined. What you say and what you do – even how you present yourself – shape how the community sees the shelter. You are truly the face of the Humane Educational Society.

This Code of Conduct sets standards for what we expect from a volunteer in dealing with people and includes a policy on what’s expected when talking about HES in social media.

**Be professional.** Represent HES in a polite and professional manner at all times. Wear your red volunteer T-shirt for shifts at the shelter and when representing us offsite. Be well groomed.

**Be positive.** Enthusiasm is catching and is a way you can be the best advocate for our animals. Even when difficult subjects come up, talk about them in a positive way. Avoid talking about topics that you know cause controversy, such as anything political tied to the shelter.

**Be friendly and helpful.** Treat visitors, staff and all other volunteers with respect and kindness. A smile – even with a mask on – feels welcoming to others. Ask those that look lost or questioning how you may help them and be the solution to their getting help. If you don’t know the answer to their question, tell them just that – “I don’t know, but I’ll find someone who does.”

**Be responsible.** Follow through with your commitments, whether it is being on time for your shift or doing the job you volunteered for in the best possible way you can.

**Be knowledgeable.** Read up on developments and events at the shelter in the newsletter, in HES emails, on social media and on the Facebook HES Volunteer Group page. Take HES training classes to increase your know-how.

**Be inclusive.** No volunteer is more important than another. We all have varied skills and insights to share. We must all work together.

**Use good judgement.** Remember that your behavior reflects on the Humane Educational Society.
- Refrain from sharing with others confidential information that you may learn about or may develop about HES as you are volunteering.
- Do not be impaired by alcohol, drugs or the misuse of legal medications while serving as a volunteer on HES property or representing HES in a community event.
- Keep any weapons at home because they are not allowed on HES property.
- Do not discriminate on the basis of race, color, national origin, religion, sex, age, disability, sexual orientation or any other protected category.
- Do not harass anyone based on gender, discrimination, intimidation, or any reason and help us all enjoy a harassment-free environment.
HES Social Media Policy

Volunteers are not just the face of HES in the community, but the face of HES online as well. This policy provides spells out expectations for using social media to promote our mission to provide a safe haven for homeless, abused and neglected animals in our community and advocate on their behalf.

What Social Media Is Included? For the purpose of this policy, social media includes everything from Weblogs (blogs), social networks (Facebook, Instagram, Twitter), other online channels (YouTube, chat rooms, bulletin boards), and virtual worlds. Only HES can establish a social media account on our behalf. Individuals cannot.

The HES Social Media Policy is:

It is the policy of the Humane Educational Society to allow volunteers and others to:

Promote the shelter’s programs, services, activities, events, and fundraising through social media as long as mandatory social media policy guidelines are followed.

In promoting the shelter, you may use HES photos, logos or trademarks that appear on the shelter’s Web page or postings as long as you adhere to those same social media policy guidelines.

Social Media Policy Guidelines are:

Be positive. Create or share internet media communication that can positively impact the animals we save, the HES brand or reputation.

Be transparent. Identify yourself as a HES volunteer and that the opinions you may state are your own and may not represent those of HES. Only certain employees can post as official representatives of the Humane Educational Society.

Be accurate. Check your facts with a staff member who is involved with the issue before posting about it. Gather the most current information available. If an error occurs, be the first to acknowledge and correct your own mistakes.

Provide resources. Link back to our Web site whenever you can so that people can see where your information comes from.

Be considerate. Do not use profanity, derogatory language, personal attack or engage in unlawful harassment or any other inappropriate conduct.

Be professional. Do not allow 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 HES confidential and proprietary information, as well as the personal information of others. Proprietary information includes photographs taken in or of areas of HES properties not open to the general public.

- Carefully choose any photographs that depict HES animals, staff, volunteers, or clients to protect the privacy of the people shown.
- Get permission to use copyrighted content such as photos or videos, or 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 personal information about co-workers, volunteers, clients, board members, donors, or former or prospective employees.
- Respect all copyright, trademark, confidentiality and financial disclosure laws.

Follow group page guidelines. If you are a member of a HES Facebook Group (Volunteers, Fun/Miscellaneous, Foster, Canine Alumni, and Cat Alumni, please follow all guidelines created by the administrators of the page. Failure to follow those guidelines may result in removal from the group(s).

Avoid negative online conduct. Public trust in HES and its volunteer representatives is critical to our goal of saving animals’ lives. Therefore, HES prohibits online conduct that is unethical, illegal, harassing, or defamatory, whether done in a volunteer’s official capacity or personally. Publishing material critical of, or damaging to, HES or its partners, affiliates, or donors is also prohibited. Your relationship with the volunteer manager and conversations with senior management provide ways for you to raise any concerns and have them addressed. Public criticism that will ultimately hurt the homeless animals we care for is never an appropriate way for volunteers to raise concerns.

Work Commitments and Resources

Blogging/social networking for personal or leisurely activities should be done on your own time, on your own equipment and not interfere with your daily volunteer responsibilities. Our animals need every minute of attention you can give them.

However, if you have an idea on ways to use social media at work to promote HES or its programs, please share your idea with the volunteer manager. There may be opportunities to promote HES and its activities during volunteer hours with a manager’s permission or direction.

Compliance

Failure to follow mandatory social media policy guidelines may result in removal from the volunteer rolls at HES after careful review of the situation.
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 directors 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 or the equivalent. 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 agree to report any injuries by a shelter animal to HES staff, particularly bites, and describe how they occurred in order to assess the animal's behavior and generate a bite report as required by state law.

➢ 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.

➢ If my volunteer role involves physical work, I attest I am physically able to fulfill those duties that 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 and name tag 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 Ashleigh Horner, HES volunteer services 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.
- If a news media representative visits the shelter or a HES activity or event, I will refer him/her to Ashleigh Horner, volunteer services manager, or to a senior staff member, to answer questions or make comments instead of responding 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.

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<th>Name: (Print)</th>
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<td>Signature:</td>
<td>Name of child:</td>
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<td>Date:</td>
<td>Parent's signature:</td>
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**Return this form to Ashleigh Horner, volunteer services manager.**
Volunteer Handbook Acknowledgement

Your personal copy of the volunteer handbook is your guide to our operations, expectations and policies. Please 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.

We hope your volunteer relationship with us will be a long-lasting and mutually rewarding one. However, we do reserve the right to end this relationship at any time for any reason, just as you have the same right.

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: __________________________

Code of Conduct and Social Media Policy

The Humane Educational Society recognizes that volunteers are the face of the shelter to the community and that there are certain standards that they should meet. Those expectations are now outlined in the Code of Conduct for volunteers. Volunteers are also frequent users of online communication tools and represent the largest online presence in social media for HES. As an organization, HES expects its employees and volunteers to exercise personal responsibility whenever they participate in social media. To be certain all aspects are understood, HES has developed a Social Media Policy to provide clear guidelines for volunteers. If you have any questions about the Code of Conduct and Social Media Policy, please ask the volunteer services manager.

By signing, dating and returning this document, I acknowledge receipt of and agree to comply with the Code of Conduct and 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: __________________________

***************Return this form to Ashleigh Horner, volunteer services manager.***************
Never, never be afraid to do what's right, especially if the well-being of a person or animal is at stake. Society's punishments are small compared to the wounds we inflict on our soul when we look the other way.

Martin Luther King, Jr.