



Humane Society
OF THE TENNESSEE VALLEY

VOLUNTEER MANUAL

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Welcome

On behalf of the Humane Society of the Tennessee Valley, welcome! Being a Volunteer is an extremely rewarding, educational, and fun experience. Whether it's working hands-on with the animals or being an advocate of our mission, your desire to help these animals is greatly appreciated.

This manual has been prepared for you as a reference guide to our policies and procedures, and contains any information you may need to provide quality care to our animals. Future circumstances may require changes in the policies, practices, and benefits described in this handbook. Therefore, we may modify, rescind, supplement, or revise any provision in this handbook. We will make updates available as revisions are made.

Thank you so much for being part of the solution. We're happy to have you on our team!

Introduction

History of HSTV

The Humane Society of the Tennessee Valley, or HSTV, is one of the oldest animal welfare organizations in the country. HSTV was founded in 1885 as the Knox County Humane Society to prevent cruelty to children and animals. For the next 130 years the organization worked its way up from hopeful but meager beginnings. In 1996 we changed our name to the Humane Society of the Tennessee Valley, to reflect our service area, and in 2001 HSTV took a new direction in becoming a no-kill organization.

Non-Profit Status

HSTV is a 501(c)(3) private, non-profit corporation governed by a Board of Directors composed of volunteers from the community, who are dedicated to animal welfare. HSTV is not controlled or funded by any statewide, federal, or national organization. Donations made to national animal welfare groups, such as HSUS or ASPCA, do not benefit our local pets. All of our funding comes from private donations, fundraising, and grants.

Being a non-profit, a major portion of our funding must go to the care and welfare of the animals. Because of this, our paid staff is limited and we strongly rely upon the generous support of volunteers like you to advance our mission to support the homeless dogs and cats that need our help. Therefore, we ask our volunteers to look at their position with commitment; you supply a critical role.

Mission

HSTV provides solutions for ending euthanasia of adoptable animals.

Our Motto: **Adopt, Spay, Keep.**

Our Vision: to end the euthanasia of adoptable animals in East Tennessee by the year 2025.

Programs and Services

Adoption & Shelter - **ADOPT**

HSTV currently assists city shelters in 33 counties faced with low adoption numbers and, consequently, high euthanasia rates. We provide a second chance for pets that are at risk of euthanasia in these facilities and make them available for adoption here at HSTV.

Programs and Services (continued)

Our Adoption Center is open:

Tuesday, Wednesday, Thursday	11:00 AM to 7:00 PM
Friday, Saturday, Sunday	11:00 AM to 6:00 PM
Monday	Closed

Our adoption fee covers the cost of spay/neuter surgery, select vaccinations, microchip implant and registration, and one free vet check. Our adoption fees are:

* Puppies	* Adult Dogs	* Kittens	* Adult Cats
\$250	\$150	\$125	\$75

Additionally, we:

- ★ Provide care, exercise, enrichment, and training to our shelter animals
- ★ Manage a foster care program which provides animals a more comfortable and relaxed in-home setting while they wait for adoption
- ★ Work closely with prospective adopters to make good adoption matches
- ★ Educate the public on animal care and welfare issues

Spay/Neuter & Veterinary Clinic - [SPAY](#)

HSTV assists the public by offering low cost spay and neuter services, as well as vaccinations, microchipping, and flea and heartworm medication. We currently work with two of our rural shelters by offering transportation of animals to and from our facility, ensuring that spay and neuter is available to those who need it.

Post-Adoption Services - [KEEP](#)

HSTV works to keep animals in their home by offering low cost services, such as our safety net program and post-adoption support. We work with local trainers to provide training solutions to adopters and dog owners alike.

Our Veterinary Clinic offers low cost surgery, vaccinations, heartworm testing, Felv/FIV testing, microchipping, and parasite prevention & control. There is no office visit fee or tax for any of our products or services at the clinic. At our clinic, pets can be vaccinated and altered for \$100 or less.

The Volunteer Program

Goals of the Program

Volunteers provide HSTV with opportunities to enhance many of our programs and services. Our volunteers are our ambassadors. They allow us to expand many of our programs and provide better care to our animals and visitors.

Goal #1 To provide a formal program with orientation and training that provides our volunteers with the knowledge and skills they will need to create a positive experience for animals and volunteers alike.

Goal #2 To increase community and individual awareness of animal issues, such as responsible pet ownership and animal overpopulation, by forming and maintaining groups of volunteers committed to HSTV's mission.

Goal #3 To provide volunteers and the HSTV organization with a mutually rewarding relationship, which in turn will provide our community with a resource for educating the public about the needs of companion animals.

General Participation Requirements

Age Requirements

Due to the risks associated with working in an animal shelter environment, there are age limitations.

- ★ Those under 16 years of age must be accompanied by a parent or guardian at all times. The parent or guardian must also attend orientation, present a valid driver's license, purchase an HSTV t-shirt, always provide the youth volunteer with transportation to/from the facility, and meet all other requirements prescribed in this manual.
- ★ Volunteers 16 and older must present a valid driver's license in order to participate.

Transportation

All volunteers must have a valid form of transportation. HSTV is not able to provide transportation to volunteers at any time.

Time Commitment

All volunteers are required to commit to working at least one hour per month to remain active.

Court-Ordered Community Service (COCS) Volunteer Applicants

HSTV does accept court-ordered volunteers on a very limited basis. All individuals must be at least 18 years of age, pay \$37 to cover the required background check, \$10 for a uniform t-shirt, and present documentation verifying the type of offense.

Finally, all prospective COCS volunteers must not have been convicted of any of the following crimes:

- Animal cruelty or neglect
- Domestic abuse/violence
- Possession/receipt/sale of stolen property
- Theft
- Felony-level crimes
- Crimes committed with a weapon
- Illegal possession of firearms
- Drug-related offenses
- Sexual offenses
- Predatory crimes
- Other violent crime

HSTV reserves the right to refuse any court-ordered volunteers for offenses not listed above. As a court-ordered community service volunteer, you will be prohibited from the following activities:

- Handling any animals
- Speaking with the public about HSTV policies or procedures
- Being in any "Staff Only" areas without permission and an HSTV Staff escort

Volunteer Code of Conduct

Our volunteers can expect to be treated fairly with consideration and respect by the HSTV staff. We value the thoughts, ideas, and suggestions of our volunteers and strive to create an open and honest environment where feedback is always welcome.

Respectful behavior

As a member of the HSTV team, you are a representative of HSTV's brand and image. Therefore, you are expected to conduct yourself in a professional manner. Be respectful and courteous in your interactions with the public, staff, and other volunteers. We expect the same of all members of the HSTV team. Volunteers are not to disclose any staff member contact information to the general public. Direct any questions to staff members on hand.

Adherence to Rules

You are expected to follow all protocols, policies, processes and procedures. If you are unable to for some reason, or if you do not understand a particular rule, contact the Volunteer Coordinator or a supervisor before proceeding.

Substance Abuse Policy

The Humane Society of the Tennessee Valley is committed to providing a safe environment and fostering the well-being and health of its volunteers. This commitment is jeopardized when any HSTV volunteer illegally uses drugs on or off the job, comes to volunteer under the influence, possesses, distributes, or sells drugs in the workplace, or abuses alcohol on the job. Any such infringements would result in dismissal from the volunteer program.

Anti-Harassment & Anti-Discrimination Policy

The HSTV Volunteer Program's Anti-Harassment Policy expresses the organization's commitment to maintaining an environment free of harassment where our volunteers can feel safe and happy. This policy applies to the employees, volunteers, public visitors and anyone else with whom volunteers come into contact.

Harassment is defined as a course of conduct which annoys, threatens, intimidates, alarms, or puts a person in fear of their safety. Harassment is unwanted, unwelcomed and uninvited behavior that demeans, threatens or offends the victim and results in a hostile environment for the victim. It includes bullying, intimidation, direct insults, malicious gossip and victimization.

Willful discrimination based upon age, sexual orientation, ethnicity, race, religion, political views, or disability is prohibited. An exhaustive list will not be provided, but a few examples of what would be considered harassment include:

- Engaging in frequent or unwanted advances of any nature.
- Inappropriate physical contact.
- Commenting derogatorily on a person's ethnic heritage or religious beliefs.
- Sabotaging someone's work on purpose.
- Starting or spreading rumors about a person's personal life.
- Ridiculing someone in front of others.
- Physical, intellectual, or emotional intimidation of others.
- Purposely excluding or alienating someone from the inclusive environment HSTV strives to maintain.

Punishment for harassment depends upon the severity of the infraction and may include counseling, reprimands, suspensions or release from the Volunteer Program.

Sexual harassment is illegal and we will seriously investigate all reported incidents.

If you feel you are being harassed, or if you witness or suspect harassment, whether by a staff person, a volunteer, public visitor, or anyone else, contact the Volunteer Coordinator immediately.

Weapons Policy

The HSTV Volunteer Program is committed to maintaining a safe and secure environment for its staff, volunteers, and guests and has adopted this Weapons Policy as a measure to achieve this.

HSTV strictly prohibits the use or possession of any weapon or simulated weapon by any volunteer while on HSTV property, unless they are stored securely and discreetly in a Volunteer's personal vehicle. This policy applies to all volunteers regardless of whether they are licensed to carry that weapon.

Weapons include:

- Instruments used to inflict physical harm or intended to inflict harm, or that could reasonably cause fear of the infliction of harm
- Firearms, such as pistols, revolvers, shotguns, rifles
- Stun guns and Tasers
- BB & pellet guns, electric dart guns, other devices which launch projectiles under pressure
- Knives having a blade exceeding four inches in length
- Fixed-blade knives, switchblades, throwing knives

This Policy also extends to the possession of *simulated* weapons, which are defined as facsimiles of any category of weapon described above, which resemble the actual weapon but are not capable of use as a weapon.

The consequences for a volunteer bringing a weapon into the HSTV facility will result in release from the Volunteer Program. Possession of illegal weapons will be referred to local law enforcement.

Complaints and Conflict Resolution

If, at any time during your service here at HSTV, you have an issue with the organization, a staff member, another volunteer, or the general public, please make sure to bring it to the attention of the Volunteer Coordinator as soon as possible.

As representatives of HSTV, it is expected that volunteers will uphold the values of HSTV. This extends beyond our real-world interactions to the Internet and its multitude of social media and review websites. If a volunteer has a grievance or negative feedback of any kind, it must be brought to the Volunteer Coordinator immediately for resolution. Do not seek to resolve these issues online. Doing so is inappropriate and may result in dismissal from the Volunteer Program.

Scheduling, Attendance, Recording Service Hours

Your support matters! The animals and the HSTV team are counting on you. Volunteers are asked to make a minimum one hour per month commitment to stay active.

Scheduling

HSTV uses *Volgistics VicNet* to manage volunteers. Volunteers must schedule themselves on *VicNet*. This program allows our volunteers to have more control over their scheduling and helps us organize and communicate better.

Each volunteer will be assigned a pin number which they will use to login, to schedule shifts, and to clock-in/clock-out for their shifts.

Use the space below to record your personal identification number (PIN).

VicNet URL: <https://www.volgistics.com/ex/portal.dll?FROM=243172> Volunteer PIN: _____

Cancelling Shifts

If you must cancel a shift, please remove yourself from your shift in Volgistics with at least 24-hour's notice. This will allow other volunteers to fill in for you during your absence. Your help is important and staff must plan accordingly for your absences.

Missing Shifts

Missing volunteer assigned shifts leaves spots available that could have otherwise been staffed by other volunteers. No-shows truly affect everyone. When you sign up for a shift, our animals, staff, and other volunteers rely on you to be there during that time.

After two missed shifts without advance cancellation, volunteers will be expected to attend another orientation to continue with the program. Excessive tardiness or absenteeism may result in dismissal from the volunteer program.

Recording Service Hours

For grant funding and scheduling purposes, HSTV maintains records on all volunteers' hours. Volunteers are responsible for recording their service hours by logging in and out using the computer at the Reception Desk. If you forget to log in and/or log out for a shift, contact the Volunteer Coordinator promptly so that your time can be properly recorded.

Leaves of Absence

HSTV allows leaves of absences without resignation. Leaves may be from 2 weeks – 5 months in length. Volunteers should notify the Volunteer Coordinator two weeks in advance when possible. This will ensure that you are not removed from the volunteer database. Volunteers who are absent for 6 months or more may be asked to attend additional training sessions.

Resignation

Both volunteers and HSTV are free at any time to terminate the volunteer relationship without notice or cause. We do ask that if you are unable to continue your volunteer service, you provide the Volunteer Coordinator with feedback for your time with us. We encourage you to give us specific details about your volunteer service and your reason for resigning. We strive to work through issues that are brought to our attention so that we may retain our valued volunteers.

General Rules

Dress Code and Appearance

The HSTV Dress Code and Appearance policy has two objectives:

1. To protect the health and physical safety of the people and animals with whom we work, and
2. To promote an appropriate image to other volunteers, employees, customers, and the public.

The dress code is in effect at any time an HSTV Volunteer is representing HSTV, whether it is on-site or at an event. You may be asked to leave the facility or event for failure to comply with requirements. Remember to dress with this mindset: anything worn while volunteering will get dirty!

As an HSTV volunteer, you are required to wear the following during each volunteer activity:

- HSTV ID Badge If you lose your badge, you will be required to purchase a new one for \$2.00
- HSTV Volunteer T-shirt Each volunteer must purchase an HSTV volunteer shirt, available for \$10.00
- Close-toed Shoes Select shoes for comfortable and practicality. No sandals or flip flops.

Dress Code and Appearance (continued)

Volunteers working with animals must manage jewelry & body piercings to minimize risk of injury to the wearer and to shelter animals. Piercing jewelry not flush with the surface of the skin must be removed. Large, open piercings must be covered, filled, or otherwise protected.

HSTV reserves the right to define additional appropriate standards of appearance for the workplace.

“Staff Only” Animals & Off-Limits Areas

Animals identified as “Staff Only” may not be handled, video recorded, or photographed by volunteers. Only staff members are allowed to handle and work closely with these animals. Some areas of our facility are considered “Employee Only” and may only be accessed with express permission from the staff on-hand. We ask that you respect the signage, and only enter these areas at the request of a staff member.

Parking

Due to the limited parking available here at HSTV, we request that you park your car in the spaces closest to Kingston Pike. This ensures that our visitors have access to the most convenient parking we have to offer. On busy days and during on-site events, you may be asked to carpool or to park at a neighboring business.

Personal Items

You are advised to leave any and all personal items and belongings in your car or at home, so carry your cell phone at your own risk. There is no safe and secure place at HSTV where we can guarantee the safety of your property. HSTV is not responsible for any lost or stolen property. Any snacks or refrigerated items you bring may be stored in the upstairs breakroom fridge.

Photography

HSTV reserves the right to use any and all photos or videos taken of volunteers to promote HSTV or to publicize events. HSTV owns all rights and interest in any work created while you are acting in the capacity of a HSTV volunteer or have submitted the work to us via Dropbox, Facebook, email, or other means. Volunteers consent to the reproduction and/or authorization by HSTV to reproduce and use said photographs for use in all domestic and foreign markets.

Volunteer should understand that others, with or without the consent of HSTV, may use and/or reproduce such photographs and recordings. Volunteers release HSTV and any of its associated or affiliated companies, their directors, officers, agents, employees and customers, and appointed advertising agencies, their directors, officers, agents and employees from all claims of every kind on account of such use.

Non-HSTV Guests/Pets

HSTV does not allow volunteers to bring pets or non-volunteer guests while volunteering at the HSTV facility, at offsite functions/events, or while on Hiking Hounds excursions. Volunteers with unapproved guests or pets will be asked to leave, as these can distract volunteers from their tasks and can create a safety issue for both humans and animals.

Cell Phone and Electronic Device Use

HSTV generally discourages the use of cell phones and other electronic devices while volunteering, as these devices can create a distraction from the tasks at hand and can create unsafe situations for volunteers, staff, guests, and animals.

Cell Phone and Electronic Device Use (continued)

The exceptions are when a phone is needed for your safety or to take photos or record videos of our adoptable animals to share with staff for promoting the animals, which we encourage!

Cell phone use while handling an animal is strictly prohibited and volunteers may not use their cell phones while interacting with HSTV customers, unless required for their position. HSTV is not responsible for your lost or damaged equipment.

If you choose to have your cell phone with you while volunteering, please set the ringer to vibrate or silent. Ear buds, headsets, and headphones may not be used at any time while volunteering.

Use of Facilities and Property

Volunteers are asked to treat agency property as they would their own. Specifically, volunteers are to keep their own work area and common areas clean and well-maintained, and limit their use of HSTV equipment and vehicles to work-related purposes.

Volunteers are required to receive supervisory approval before removing any agency property or vehicles from the premises.

Please refrain from tampering with HSTV property without staff member consent.

Smoking

Smoking is prohibited on HSTV property (indoor or outdoor), within 20 feet of doors and windows, in HSTV vehicles, and while handling HSTV animals off-site. Volunteers are strongly discouraged from smoking while representing HSTV or while engaged in HSTV business, on- or off-site.

Volunteer Safety

You are responsible for your own welfare and safety while here at HSTV, so be mindful of all the signs and safety precautions. Always use safety equipment and follow instructions to prevent accidents. This will ensure a safe working environment.

Hazard Identification and Reporting

If you discover an unsafe condition, broken equipment, or other safety issue, report it to the Volunteer Coordinator or a staff supervisor immediately.

Examples include:

- Slip/Trip hazards
- Frayed electrical cords
- Chemical spills
- Inadequate lighting
- Suspicious persons
- Blood or bodily fluids

Accident/Injury Reporting

All accidents, including those involving an animal or member of the public, are to be reported immediately to the Volunteer Coordinator or supervisor on duty, whether or not medical attention is required.

Working with Animals

Your safety while working here at HSTV is very important to us. It is imperative that you understand how to interpret the signals given by the animals in our care to ensure your safety at all times. If you have questions or concerns about any animal, please don't hesitate to ask the staff for assistance and information.

Tetanus Waiver

HSTV feels it is important for all staff and volunteers to be current on their tetanus vaccination, particularly if they will be handling animals. If a volunteer has questions about the tetanus vaccination, he or she is encouraged to consult a physician, at his or her own expense, to decide whether or not to be vaccinated against tetanus.

Volunteers must read, understand and agree to the above and release HSTV from all responsibility that may occur by not being vaccinated against tetanus. Volunteers must understand that whatever decision they make regarding a tetanus vaccination is their own decision and is made at their own risk.

Rabies Waiver

HSTV feels it is important for all staff members and volunteers, particularly those who will be handling animals, to be aware that a pre-exposure rabies vaccination series is available. If a volunteer has questions about the pre-exposure rabies vaccination, he or she is encouraged to consult a physician, at his or her own expense, to decide whether or not to be vaccinated.

Volunteers must read, understand and agree to the above and release HSTV from all responsibility that may occur by not pursuing the pre-rabies exposure vaccination series. Volunteers must understand that whatever decision they make regarding a rabies vaccination is their own decision and is made at their own risk.

Protect Yourself from Zoonotic Diseases

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 are ringworm, Kennel Cough, Giardia and round worms.

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 disposable gloves 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.

Animal Safety

All Animals

We count on volunteers to inform us of any signs of illness or unusual behavior in our animals. This can assist us in the early detection of illness or injury to our animals. If you notice any of our animals showing signs of illness or injury, please inform the staff of your observations as soon as possible.

Some signs of illness or injury include:

- ★ Coughing, sneezing, or nasal discharge
- ★ Excessive panting
- ★ Lethargy
- ★ Runny or bloody stool
- ★ Loss of appetite

Puppies and Kittens

When our puppies and kittens arrive here at HSTV, they are often not current on vaccinations. This means that they are more susceptible to illness than our adult animals. To help prevent illness, we request that you follow these guidelines:

- ★ Do not allow puppies or kittens to be placed on the floor at any time, unless specified by staff
- ★ Try to hold animals away from your body and avoid unnecessary contact with your clothing
- ★ Make sure to sanitize your hands or change gloves between each cage
- ★ Always check the cage card on each cage for any warnings or limitations the animals may have

Training and Classification Levels

All of the various volunteer positions are described in detail in the next section. Each position's duties and requirements are listed. Volunteers who attend training and gain experience at HSTV eventually become qualified to apply for positions of greater responsibility.

Training

Volunteers must attend Orientation to introduce them to HSTV. Once this has been completed, they must attend specific training sessions to prepare them for their selected type of volunteer service. Once Orientation has been completed, volunteers sign up for training shifts through the VicNet self-scheduling system. More information about VicNet will be sent to the volunteer via email upon completion of Orientation.

If a different position interests you, read the position description carefully to determine whether you qualify, then contact the Volunteer Coordinator to submit your name for any required training.

Classification Levels

We greatly appreciate the people in our volunteer program who help us to advance in our mission every day. We observe a level-system to recognize your experience and achievements, and to reward you by allowing you to access some of the more challenging volunteer positions.

- ★ **Volunteer** Initial training complete, but with less than 25 hours of service with HSTV.
- ★ **Mentor** 25 – 99 hours of service with HSTV, achieved in one calendar year.
- ★ **Advocate** 100 or more hours of service with HSTV, achieved in one calendar year.

As you progress from *Volunteer* to *Advocate*, you'll not only have access to more challenging positions, you will also be recognized by the staff as an experienced member of our team.

Positions

Adoption Ambassador

Adoption Ambassadors spend their time on the adoption floor assisting the many people who come to see our animals. This includes handling animals, getting them in and out of their cages for potential adopters, filling out adoption applications, and getting a counselor to help guests finalize their applications. Serving in this role is limited to Adoption Center hours for the public.

Duties include:

- ★ Cleaning animal cages
- ★ Mopping the Meet & Greet rooms
- ★ Greeting guests as they arrive
- ★ Providing adoption applications to families who need them, assisting in filling them out
- ★ Pairing families with adoption counselors to continue the application process

Qualifications & Requirements:

- ★ Minimum age is 16 years old
- ★ Mentor status
- ★ Completion of Orientation
- ★ Adoption Ambassador Training
- ★ Demonstrate a clear understanding of the HSTV organization and policies
- ★ Outgoing, friendly & positive attitude
- ★ Good communication skills

Animal Transporter

Volunteers in this position will assist the staff by transporting animals between our facility and our partner shelters, allowing our staff to focus their time on the animals at the HSTV facility.

This position requires a time commitment of 1 – 3 hours per shift.

Duties include:

- ★ Lifting and carrying animals in animal carriers
- ★ Transporting animals to and from partner shelter

Qualifications & Requirements:

- ★ Minimum age is 18 years old
- ★ Available to any status/level volunteer
- ★ Completion of Orientation
- ★ Completion of any volunteer training
- ★ Possess a valid driver's license and be able to drive a vehicle without an adult
- ★ Able to lift and carry assigned animals in their carriers without assistance

Be Their Voice

Be Their Voice is one of the most important programs offered at HSTV. This program takes our volunteers to local venues to communicate with the public about Humane Education and offers them cost effective resources for caring for their animal companions.

Be Their Voice volunteers are advocates for HSTV. These volunteers dedicate their time, energy, and passion for the noble goal of advancing our No-Kill Mission!

Duties include:

- ★ Traveling to off-site locations
- ★ Engaging the public
- ★ Passing out literature, presenting information, and answering questions

Be Their Voice (continued)

Qualifications & Requirements:

- ★ Minimum age is 12 years old
- ★ Mentor status
- ★ Completion of Orientation
- ★ Completion of any volunteer training
- ★ Must enjoy and be comfortable speaking with the public and answering questions
- ★ Demonstrate a clear understanding of the mission of HSTV and why we are working towards our goal of a No-Kill East Tennessee

Clerical Assistant

While volunteering as a Clerical Assistant, you will be assisting with the basic organization and upkeep of the HSTV facility, as well as assisting with occasional mailings. This position is vital for our staff and animals! If you like to clean and assist in organizing, then this is the perfect volunteer position for you.

The time commitment is flexible, depending upon the volunteer's availability.

Duties may include:

- ★ Preparing mailings & adoption folders
- ★ Cleaning & organizing the facility

Qualifications & Requirements:

- ★ Minimum age is 12 years old
- ★ Available to any level volunteer
- ★ Completion of Orientation
- ★ Completion of General Training

Clinic Assistant

Volunteers serving in this capacity will work closely with Spay/Neuter Clinic staff, assisting them in a variety of tasks. As the Clinic houses surgical and post-surgery recovery areas, some of the most critical tasks focus upon maintaining a clean and sanitary environment.

The Clinic is a fast-paced environment. These volunteers learn a lot about humane education, the various types of care which help ensure long, healthy lives for pets, and why each type of care is so vital to the health of these animals.

This position requires a time commitment of 2 – 4 hours per shift.

Duties include:

- ★ Cleaning surgical instruments, cages and equipment, doing laundry
- ★ Assisting staff with “4-day health checks”
- ★ Housekeeping and cleaning in the Clinic

Qualifications & Requirements:

- ★ Minimum age is 18 years old.
- ★ Available to any level volunteer
- ★ Completion of Orientation
- ★ Completion of General Training
- ★ Ability to work in a fast-paced environment
- ★ Ability to communicate well with Spay/Neuter Clinic Staff
- ★ Must be comfortable working with and around blood, not just the sight of it. Expect to handle blood-contaminated instruments, blood-soiled wound dressings, etc.

Court-Ordered Community Service (COCS) Volunteer

HSTV accepts court-ordered volunteers on a very limited basis. Court Ordered Community Service Volunteers work with the staff to ensure that the animals' enclosures are clean and sanitary at all times; they also help to prepare some of the needed supplies for daily animal care.

Duties include:

- ★ Cleaning & sanitizing of animal enclosures
- ★ Preparing daily supplies
- ★ Cleaning outdoor facilities
- ★ Maintaining property cleanliness

Qualifications & Requirements:

- ★ Must schedule with the Volunteer Coordinator to get started
- ★ Meet all requirements outlined on Page 6, "Court-Ordered Community Service Volunteers"

Dogercise Assistant

Dogercise Assistants will be asked to interact with the dogs on a physical level. You will be getting them in and out of cages, working on exercise, and encouraging play and interaction with other dogs and people. This position is a lot of fun and will require high energy volunteers!

This position requires a time commitment of 1 – 3 hours per shift.

Duties include:

- ★ Taking animals outside to encourage play
- ★ Cleaning cages and hiding new treats/toys

Qualifications & Requirements:

- ★ Minimum age is 12 years old.
- ★ Available to any level volunteer
- ★ Completion of Orientation
- ★ Completion of General Training
- ★ Able to safely lift dogs into and out of their cages (up to 30 lbs.)
- ★ Able to engage dogs on a physical level, encouraging them to be active, according to their abilities, and burn their energy

Donation Technician

Our Donation Technicians help us by sorting and distributing our donations throughout the facility. They also occasionally help us with getting donations to or from other locations.

The time commitment is flexible, depending upon the volunteer's availability.

Duties include:

- ★ Sorting donations and distributing the items throughout the facility
- ★ Delivering donations to KARM, if you are licensed to drive and your vehicle allows

Qualifications & Requirements:

- ★ Minimum age is 12 years old
- ★ Completion of General Training
- ★ Available to any level volunteer
- ★ Able to lift at least 30 lbs. from the ground
- ★ Completion of Volunteer Orientation
- ★ Possesses creativity and organizing skills

Education Assistant

In this role, volunteers assist the Education Coordinator in teaching humane education to local students. Classes are held onsite at the HSTV facility and out at various local schools. Education Assistants must be energetic and willing to work with both animals and children!

Education Assistant (continued)

This position requires a time commitment of 2-4 hours at a time.

Duties include:

- ★ Travelling to local schools
- ★ Handling adoptable animals
- ★ Assisting the Education Coordinator with class management and demonstrations

Qualifications & Requirements:

- ★ Must be at least 18 years old
- ★ Able to work with both dogs and cats
- ★ Available to any level volunteer
- ★ Able to lift 25 lbs.
- ★ Completion of Education Orientation
- ★ Must pass a security background check, if required by the school
- ★ Must have a valid driver's license

Enrichment Technician

Enrichment Techs work 1-on-1 with our animals to help break up the monotony of everyday shelter life, while socializing them in preparation for finding their forever homes. These volunteers provide enrichment with toys, puzzles, and games to keep things fresh and interesting! Our animals are always in need of some extra fun-in-the-sun time.

This position requires a time commitment of 30 minutes – 2 hours per shift.

Duties include:

- ★ Lifting or carrying animals
- ★ Taking the canines outdoors and playing with them in the exercise yard
- ★ Speaking with our guests
- ★ Using enrichment tools for mental stimulation
- ★ Discussing techniques w/Enrichment Lead

Qualifications & Requirements:

- ★ Minimum age is 12 years old
- ★ Enrichment Tech Orientation
- ★ Mentor status
- ★ Able to lift at least 30 lbs. from the floor
- ★ Completion of Orientation

Foster Parent

Foster parents are an integral part of our mission. They allow us to take on animals that we would otherwise not be able to save, and thus play an important role in achieving a No-Kill East TN.

Interested in fostering? Contact Chelcie Bowman: Foster@HumaneSocietyTennessee.com

Time commitment varies due to current circumstances and each individual animal's needs.

Duties include:

- ★ Maintaining close communications with the Foster Coordinator
- ★ Providing for the fostered animal's emotional needs, excellent care for the animal, including feeding, bathing & essential grooming, providing a clean & healthy environment, medical care

Qualifications & Requirements:

- ★ Minimum age is 18 years old
- ★ Foster Parent application & approval
- ★ Available to any level volunteer
- ★ Able to lift the fostered animal
- ★ Must be able to provide an environment for the fostered pet where it can be kept completely separate from any animals currently in the home until compatibility and friendly relations between the animals can be confidently assured, or when it is medically necessary.

Front Desk Assistant

Front Desk Assistants greet and direct the many visitors to HSTV. They help answer questions about the facility and services offered, and introduce them to the appropriate staff who can further assist them with their questions and needs. These volunteers have high-energy personalities and represent HSTV's core values of Positivity, Empathy, Integrity, and Respect.

This position requires a time commitment of 4 – 6 hours per shift.

Duties include:

- ★ Greeting and directing the public
- ★ Answers guests' questions
- ★ Taking notes and messages

Qualifications & Requirements:

- ★ Minimum age is 18 years old.
- ★ Available to any level volunteer
- ★ Completion of Orientation
- ★ General Training
- ★ Must have excellent communication skills
- ★ Must be polite, upbeat, confident, have a positive attitude, and be courteous, especially under pressure

Group Volunteering

If you have a group of volunteers who would like to offer their time to our organization, please don't hesitate! HSTV welcomes groups of volunteers year-round to help with numerous large tasks that could not be accomplished without the aid of our volunteers. If you are interested in volunteering with a group of friends, family, or co-workers, please contact our Volunteer Coordinator, Cera Smith, at volunteers@humansocietytennessee.com

Some possible group activities:

- ★ Hiking Hounds
- ★ Landscaping
- ★ Cleaning our outdoor dog enclosures
- ★ Special events

Hiking Hounds

Participants of this popular program take approved dogs offsite for a 1-on-1 adventures in and around Knoxville. This provides a change of scenery and time out of their cages to de-stress, which enriches their lives and makes them more adoptable.

See the section titled Hours for the Public & for Volunteers, towards the end of this manual, for hours during which dogs can be taken off-site.

The time commitment ranges from 30 minutes to 8 hours, at the volunteer's discretion.

Duties include:

- ★ Safely transporting an animal to an off-site location, supervising the animal at all times
- ★ Exercising or otherwise providing enrichment to the animal while keeping it safe from harm
- ★ Documenting your destination per procedure and notifying HSTV as your plans change
- ★ Avoiding dog parks & pet stores to prevent the spread of illness from outside animals to our own

Qualifications & Requirements:

- ★ Minimum age is 16 years old
- ★ Available to any level volunteer

- ★ Must have a valid driver's license
- ★ Completion of Orientation
- ★ At least 25 hours of service
- ★ Able to lift, unassisted, any animal taken
- ★ Vehicle must allow transport of the animal inside its carrier, safely and securely

Kennel Assistant

Kennel Assistants work directly with the animals and staff to help satisfy the physical needs of the organization. You must be willing to get your hands dirty to help in handling some of the background work required to keep the facility running smoothly & maintain sanitary conditions. The time commitment is flexible, depending upon the volunteer's availability.

Duties include:

- ★ Cleaning animal cages
- ★ Doing dishes
- ★ Bathing animals
- ★ Sorting/preparing newspaper cage-liners
- ★ Playing with the animals
- ★ Cleaning the facility, including the breakroom and bathrooms
- ★ Walking or rotating dogs outside

Qualifications & Requirements:

- ★ Minimum age is 12 years old
- ★ Available to any level volunteer
- ★ Completion of Orientation
- ★ General Training

Paws to Visit Volunteer

Paws to Visit volunteers take our animals on field trips to local assisted living facilities. These visits allow the residents to spend time with our animals, enriching the lives of both resident and animal, in addition to providing our animals with some time away from the shelter. It's fun and another great opportunity for volunteers to speak with the community about our organization.

This position requires a time commitment of 1.5 – 2 hours per shift.

Duties include:

- ★ Communicating with the general public
- ★ Lifting and carrying animals

Paws to Visit Volunteer (continued)

Qualifications & Requirements:

- ★ Minimum age is 18 years old
- ★ Mentor status
- ★ Completion of Orientation
- ★ Hiking Hounds Training
- ★ Able to lift, unassisted, any animal taken
- ★ Licensed to drive a vehicle without an adult
- ★ Must have a vehicle which allows transport of the animal inside its carrier, safely and securely

Reading Team Volunteer

Reading Team volunteers assist us in socializing animals which are new to the shelter and may be struggling to adjust to the noisy environment, activities happening around them, and many new faces they encounter.

This gentle interaction can be very soothing, reducing their stress and making them more adoptable! It also helps youth volunteers with their reading skills and confidence. Volunteers can bring their own books or use books from our small library. They can even do their homework

with the animals (talk about making homework FUN!)

Duties include:

- ★ Reading to the animals
- ★ Offering love & companionship to the animals

Qualifications & Requirements:

- ★ Open to all ages
- ★ Available to any level volunteer
- ★ Reading Team Orientation
- ★ Must be accompanied by an adult if unable to drive to the facility
- ★ Maintaining a keen awareness of surroundings!
Due to foot traffic and the high level of activity in kennel areas, and since you will be sitting with an animal on the floor, safety for you and the animal must be your top priority! Select your reading area carefully. Do not block walkways or create trip hazards.

Special Events Crew

When you become a part of our special events crew, you will be traveling with us to various locations around the area. You will assist the staff in educating the public about our mission, setting up and breaking down our equipment and booth, and handling the animals traveling with us. As a Special Events Crew volunteer, you will be an integral part of our mission to provide humane education and end the euthanasia of adoptable animals.

This position requires a time commitment of 1.5 – 6 hours per shift.

Duties include:

- ★ Lifting and carrying heavy objects
- ★ Communicating with the general public
- ★ Driving to various locations in East TN
- ★ Handling animals

Qualifications & Requirements:

- ★ Minimum age is 18 years old
- ★ Completion of Orientation
- ★ Available to any level volunteer
- ★ Must be able to drive a vehicle alone

RESPITE POLICIES AND PROCEDURES

What is it?

Respite is a program designed to give our dogs, cats, and kittens a break from the stress of cage life. As the Program evolves, Respite Volunteers will be trained to work with animals who have in-home issues which could hinder adoption (e.g. digging trash, housebreaking).

Polices:

Respite is only available to HSTV *Enrichment Tech* Volunteers who have filled out the Respite application. The application must be approved by a member of Management before being considered for the Respite Program.

Any animal going on Respite must be pre-approved by the ACT Team Leads and the Director of Operations. They will prepare a sheet of information to send home with the Respite Volunteer detailing how to care for the animal. Information will include medication directions, feeding instructions and any special requirements for or limitations pertaining to physical activity.

Each animal available for Respite will have a Respite tag placed on its cage. A Volunteer must write his/her name on the Respite tag when they pick up an animal. This will let Staff know, at a glance, who has each animal.

Every animal leaving the facility will be required to wear its HSTV ID tag on a collar. Volunteers must ensure they have a copy of the animal's medical records in case of emergency. ACT Team leads or the Director of Operations can provide this.

Each time a dog leaves the building on Respite, a Respite waiver must be signed by the Volunteer and a member of Management. These forms are located at the Volunteer station.

No more than five (5) animals may be out on Respite at any time, unless special permission is granted by Management. This does not apply to holidays. Only animals at least 18 weeks of age are eligible for the Respite Program.

Procedures:

Volunteers must fill out the Respite Application through Volgistics. The Volunteer Coordinator will approve/deny all applications and put a paper copy of approved applications in a file at the front desk. The Volunteer Coordinator will post all Respite Volunteers signed up to the door of intake, as well as email it to the team lead, foster, and training email addresses.

When an HSTV Volunteer comes to pick up an animal, they must:

- 1) Check in with a Staff member
- 2) Fill out the Respite Waiver
- 3) Put a sign on the animal's kennel
- 4) Write their name on the animal's Respite Tag
- 5) Gather food, treats, and bedding to take with them. Gather a couple of toys, too.
(most of these supplies will be prepared by HSTV Staff ahead of time)

Returning an animal:

When an HSTV Volunteer returns an animal, he/she must turn in the Respite Survey to either the Volunteer Coordinator or Management and return borrowed toys to the dirty laundry.

Each animal will go home with a Respite Survey to allow Volunteers to document any observed behavior that may help us to better inform interested applicants about the animal. This survey needs to go in the dog's file as it will help us have a better idea of how they behave in a home environment. This is valuable information for adopters to have.

Hours for the Public & for Volunteers

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Open to the Public (Adoption Center)	11:00 AM to 6:00 PM	Closed	11:00 AM to 7:00 PM	11:00 AM to 7:00 PM	11:00 AM to 7:00 PM	11:00 AM to 6:00 PM	11:00 AM to 6:00 PM
Shelter Volunteers	6:30 AM to 6:00 PM	11:00 AM to 6:00 PM	6:30 AM to 7:00 PM	6:30 AM to 7:00 PM	6:30 AM to 7:00 PM	6:30 AM to 6:00 PM	6:30 AM to 6:00 PM
Hiking Hounds Volunteers ***	8:00 AM - 10:00 AM 10:00 AM - 12:00 PM 12:00 PM - 2:00 PM 3:00 PM - 5:00 PM	8:00 AM - 10:00 AM 10:00 AM - 12:00 PM 12:00 PM - 2:00 PM 3:00 PM - 5:00 PM	8:00 AM - 10:00 AM 10:00 AM - 12:00 PM 12:00 PM - 2:00 PM 4:00 PM - 6:00 PM	8:00 AM - 10:00 AM 10:00 AM - 12:00 PM 12:00 PM - 2:00 PM 4:00 PM - 6:00 PM	8:00 AM - 10:00 AM 10:00 AM - 12:00 PM 12:00 PM - 2:00 PM 4:00 PM - 6:00 PM	8:00 AM - 10:00 AM 10:00 AM - 12:00 PM 12:00 PM - 2:00 PM 3:00 PM - 5:00 PM	8:00 AM - 10:00 AM 10:00 AM - 12:00 PM 12:00 PM - 2:00 PM 3:00 PM - 5:00 PM
*** Hiking Hounds animals cannot be away from the shelter for more than 2 hours ***							

Contacts and Communications

Address, Phone, Fax, Email, Web

Humane Society of the Tennessee Valley
6717 Kingston Pike, Knoxville, TN 37919

Phone: 865/573-9675
Fax: 865/588-6840

Email: Info@HumaneSocietyTennessee.com

Website: www.humanesocietytennessee.com

Facebook: <https://www.facebook.com/Humanesocietytennessee/>

Twitter: @HSTV6717

Instagram: @HSTV6717

Staff Contact Information

Ashley Schneider

865/573-9675 Ext. 115

Shelter Manager

ASchneider@HumaneSocietyTennessee.com

Cera Smith

865/573-9675 Ext. 110

Volunteer Coordinator

Volunteers@HumaneSocietyTennessee.com

Chelcie Bowman

865/573-9675 Ext. 102

Foster Coordinator

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Constance Paras

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Executive Director

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Humane Education Coordinator

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Teresa Underwood

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Marketing & Development Manager

TUnderwood@HumaneSocietyTennessee.com

Thank You!

Everyone on our team, whether a staff member, volunteer, or simply an animal advocate helps us to further our mission of No-Kill East Tennessee.

Thank you so much for choosing HSTV and for assisting us in being a resource to the public. We look forward to seeing you!