

Volunteer Handbook



Acting with compassion and responsible stewardship through innovative programs that serve pets and the people who love them.

Our Vision:

A community in which all pets are cared for and loved.

Culture Statement:

As Volunteers of the Humane Society of Southern Arizona, we pledge to be as committed to our team as we are to the organization's mission. We will foster a compassionate environment for each other, the staff and the human and animal clients we serve, empowering one another with knowledge, empathy, encouragement and recognition. We aim to eliminate negativity, support positive and effective communication, promote individual and organizational growth, and work as a cohesive team at all times regardless of tenure, position or department.

Thank You

The Humane Society of Southern Arizona (HSSA) has a dedicated, professional staff that oversees the day-to-day operations, business, and maintenance of our facilities. This staff relies on and works together with our generous, kind and extremely capable volunteers, who help us, provide the best possible care for the animals that are entrusted to us.

Volunteers are a vital part of HSSA. Each year, volunteers donate thousands of hours of service in virtually every area of our operations, which allows us to accomplish so much more to help the animals. In-shelter tasks range from comforting and caring for the animals to assisting potential adopters in customer service roles. We also have several departments where volunteers may work away from the shelter by helping with offsite adoptions, special events, our thrift store, and more! Whatever you choose to do on our behalf, we thank you!

Your service is invaluable and greatly appreciated!

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Main Phone Line: 520-321-3704

Volunteer Supervisor

ext. 134

Volunteer Coordinators

ext. 122 or 126

Foster Care

ext. 148

Pet VIP Lead

ext. 153

Who Is The Humane Society of Southern Arizona?

The Humane Society of Southern Arizona is the oldest and largest nonprofit in southern Arizona serving pets and the people who love them.

What does that mean?

We aim to make a better life for the cats, dogs and other furry friends that come through our doors, but we also aim to make a better community for everyone. We do that with a broad range of programs and services that make up the three pillars of our organization; Shelter and Placement, Prevention, Education and Outreach.

Through these pillars, we work to fulfill our mission:

Acting with compassion and responsible stewardship through innovative programs that serve pets and the people who love them

In order to one day realize our vision:

A community in which all pets are cared for and loved.

The HSSA is a private nonprofit 501(c)(3) charitable organization, It is not a department of the federal, state, county or city government, nor is it a branch of, or affiliated with, any other charitable organization.

HSSA's Humane Philosophy

The Humane Society of Southern Arizona has been serving Tucson and the surrounding area since 1944. During that time, more than 1 million pets have passed through our doors. Our practices and programs have evolved over the years, but one thread has held strong; ending the needless euthanasia of pets due to lack of space or time limits. As the No-Kill ideology has spread throughout our country, countless organizations have also been working toward that same objective, but the term often causes confusion that can lead to divisiveness.

Position Statement

HSSA has created life-saving programs and a comprehensive set of guidelines, allowing us to save nearly 95% of the pets who enter our care. HSSA never euthanizes a pet for lack of space or length of time. However, as an organization, we have determined that sometimes the best course of action, and most importantly the most compassionate decision for the pet, is to humanely end their suffering. Pets that are terminally ill, suffer from severe injuries or medical conditions, or are too dangerous to safely place back in the public, are humanely euthanized. As every pet owner knows, it is never an easy decision, but one that is always made in the best interest of the pet.

HSSA's Services reflect our Philosophy

The Humane Society of Southern Arizona has implemented programs that will help lead our community to long-term and sustainable changes in the way people view their companion pets. From our school-based

education programs to our low-cost clinic services, partnerships with other nonprofits, and adoption and foster programs, we are leading the way to a better future for pets and the people who love them.

History of HSSA

A Short History

The Humane Society of Southern Arizona was founded in 1944 by a group of concerned and compassionate animal lovers, and led by our first president, Mrs. Guerin Wilson. The Humane Society of Tucson, as it was known until 1998, initially shared space with Pima Animal Control. It took only a few years, to realize that the mission and goals of a private, nonprofit animal welfare organization, and those of a government shelter, are not the same.

The purchase of our Kelvin Blvd property was secured through a curious and ironic twist of fate. In 1949, an HSSA supporter declared that if his horse won at the Rillito Race Track, he would donate the entire purse so that land could be purchased for a permanent facility. The horse won and we had a new home.

For much of our history, the HSSA operated as a shelter whose primary purpose was taking in homeless pets and finding them homes. Over time, the importance of preventing unwanted pets from being born became apparent. In 1974, the HSSA began an affordable spay and neuter program that continues to this day – with tens of thousands of pets being served each year.

In 2009, HSSA opened Tucson's first and only non-profit pet supply store and adoption center, Pawsh, at Park Place Mall. A year later, a second Pawsh store opened at the La Encantada Mall (for budgetary reasons that store closed in 2019). These adoption centers give HSSA the ability to bring homeless pets to the people, offering potential adopters a quiet, stress-free opportunity to meet cats, dogs and other critters. Shopping is tax-free and all proceeds go back to HSSA. Shortly after, the HSSA Thrift Store opened, selling gently used merchandise to benefit the organization.

Our current property, 635 W Roger Rd. was purchased in 2009 with design and construction of this stellar facility starting in 2015. HSSA moved to the new campus in April of 2018. Through generous donations to our Capital campaign HSSA was able to build this 10 million dollar new facility designed with the overall health and wellbeing of shelter pets in mind. Each area of the shelter and clinic complex has its own air exchange so that air borne illness will not be spread throughout the shelter due to poor air circulation. Other best practices design ideas were implemented to keep all of the animals healthy and happy during their stay with us.

HSSA is an Innovative Leader in Humane Animal Care!

The Humane Society of Southern Arizona is proud to be a leader in developing and using best practices that advance the standards of animal welfare in our community and the nation.

- Feral Cat Trap-Neuter-Return Program
- High Volume, Low Cost Spay/Neuter
- Collaboration with Community Partners
- Dedicated Foster Care
- Comprehensive Pet Adoptions
- Keeping Pets in Homes
- Dedicated Veterinary Medical Team
- Education and Community Outreach
- Engaged Volunteers
- Returning Pets to Their Families
- Leadership Dedicated to Progressive Animal Welfare Standards

Programs and Services

Adoptions

Each pet adoption includes:

- Sterilization (females are spayed; males are neutered)
 - In accordance with Pima County Laws and Arizona State Laws, *all* adopted dogs and cats are spayed and neutered prior to leaving the facility. There are very few (illness-related) exceptions to this rule. We spay and neuter as young as 12 weeks old for kittens and small breed puppies; large breed puppies often receive their surgery at eight weeks.
- A FRCP vaccination for cats
- Distemper/adenovirus/parvovirus, canine flu and INB (kennel cough) vaccinations for dogs
- A rabies vaccination for cats, dogs*, or ferrets over three months
- A microchip for cats and dogs
- A cardboard carrier for cats, and HSSA ID tag for dogs and cats
- Adoption also includes a free introductory visit at a participating local veterinarian of the adopter's choice. Appointments with veterinarians must be made within two working days of the adoption.

Offsite Adoptions: Retail and Events

Our offsite adoptions allow us to showcase available shelter animals, away from our main campus, for greater visibility. Our offsite locations include:

- Pawsh at the Park Place Mall
- HSSA Thrift Store
- F.A.S.T. (Fostering Adoptions on the Streets of Tucson)
- A plethora of special events throughout the year

For those people who may not be able to visit the shelter, the availability of offsite locations allows for greater access and a non-shelter meeting environment. Offsite locations are also a great way to educate the public about the services offered by HSSA.

Admission of Animals

The Humane Society of Southern Arizona (HSSA) is a managed intake facility. By managing the admissions of animals entering our shelter, we are better able to provide the appropriate space and care for each pet.

We admit animals into our shelter through one of three ways: Stray/found animals, Owner-release or Transfer from another shelter.

As a non-profit animal welfare agency, we do charge a nominal fee for admitting owned pets. The admission fee for a single pet is \$45 and \$75 for a litter. Upon admission, incoming pets will be vaccinated to boost their immunity and protect them from illnesses common to animals in kenneling environments.

On July 1, 2017, the Towns of Marana and Sahuarita actively launched their Animal Services Divisions, providing Animal Control and Code Enforcement in their respective communities. The Humane Society of Southern Arizona is the sheltering service partner for both towns.

Lost and Found

HSSA does everything possible to return lost pets to their rightful families. We operate a telephone/internet service to receive descriptions of lost and found animals, which are entered into our computer database. We attempt to match lost and found pets via these computer records, various web sites and other media platforms.

Spay/Neuter Clinic

HSSA provides the spay and neuter surgery of shelter animals *and* offers the community these services through our **low-cost Spay/Neuter Clinic**. The clinic is open to the public Tuesday through Saturday by appointment only. Appointments may be made by calling (520) 881-0321. Sterilization fees vary according to the type and size of animal. Spay and Neuter Assistance Programs are occasionally available. Please call for availability information.

Vaccinations, Feline Leukemia/Feline Immunodeficiency Virus Testing, Canine Heartworm Testing and Microchip ID are all available at the time of spay/neuter surgery.

Vaccination Clinics

HSSA holds public vaccination clinics for dogs and cats two days a week. The clinic runs on a first-come, first-serve basis and is only able to accommodate the first 40 animals in line at the Spay/Neuter Clinic building. Those interested in having their pets vaccinated at our public clinic are encouraged to come as early as possible, as the lines can be quite long. HSSA hosts special offsite vaccination clinics occasionally at a variety of Southern Arizona locations. During clinics, dogs must be on a leash or crated at all times. Cats must be in a carrier. Please note: volunteers may bring their own animals in for vaccinations during our clinics. Please contact the Volunteer Office to see if you have enough volunteer hours to redeem a reward for free vaccinations.

Vaccinations offered at our clinics are as follows:

Dogs:

- Rabies
- Intranasal Bordetella (Kennel Cough)
- Canine Flu
- DAPP (Distemper/Adenovirus/Parvo/Parainfluenza)

Cats:

- Rabies
- Feline Leukemia
- PRC (Panleukopenia/Rhinotracheitis/Calicivirus)

Microchip Identification is also offered. This permanent microchip contains scan-able identification. It is injected under the skin between the shoulder blades of dogs or cats. HSSA encourages everyone to microchip their pet, as collars and/or ID tags can be lost.

Foster Care Program

HSSA's Foster Care Program allows animals to stay in private homes until they are able to be placed into Adoptions. Fosters may be needed for animals that:

- are too young for adoptions
- are recovering from surgery or illness
- are in need of socialization
- are not available for adoption because of an ongoing animal cruelty investigation

Volunteer foster homes provide a safe place for the animals to stay, along with nutritious food, socialization and health care. ***This important volunteer program enables us to save the lives of animals not ready for adoption.***



PET VIP THERAPY AND VISITATION PROGRAM

OVERVIEW

The Pet VIP Therapy and Visitation Program is designed to assist people in a variety of settings through Animal Assisted Therapy (AAT) and Animal Assisted Activities (AAA). The mission of the program is to improve human health and well-being through the physical and emotional benefits of human-animal interactions. The psychological and physiological benefits of these interactions are well-documented. The many benefits include increased socialization and communication, lowered anxiety and stress levels, as well as decreased blood pressure and cholesterol levels and improved immune systems.

Our visitation program assists clients/patients in a non-threatening manner that is conducive to health and happiness. We are proud to offer this program to our Southern Arizona community.

The Humane Society of Southern Arizona Comfort Dog Program is an extension of the Pet VIP Therapy & Visitation Program made up of volunteers who received additional training and certification to become part of the HSSA Comfort Dog Program.

The HSSA Comfort Dog program provides comfort, support, encouragement and compassion using canine assisted support to those who have been affected by a crisis. Our goal is to bring comfort to individuals and families suffering pain or loss by promoting the human-animal bond. With this free service offered to our community, we are here to help any victim of a crime or tragic circumstance or any other vulnerable individual who must face the harsh realities and endure a long process of victimization.

Education/Community Outreach

Education is the key to ending animal cruelty, irresponsible pet ownership, and pet overpopulation. The Education and Community Outreach Department and its team of Humane Educators teach compassion and respect not only for animals, but the environment and social justice issues, and how all these topics are interconnected. The significant goal of the Education and Community Outreach Department is to promote critical thinking, empathy and compassion for all living creatures, global citizenship and violence prevention. Humane Education changes lives by building moral character, reducing violence, creating responsible and caring citizens, empowering youth and adults to make a difference, and cultivates empathy. The Education and Community Outreach Department works to create a better world for all living beings through their numerous education and outreach programs.

Examples of programs:

Education and Community Outreach

- ♥ *Rattlesnake and Toad Avoidance Classes for Dogs*
- ♥ *Pet Safety and First Aid Classes*
- ♥ *Canine Good Citizen Classes*
- ♥ *Court Mandated Animal Cruelty Education classes*
- ♥ *Docent Program:* Docents are ambassadors for the HSSA and lead tours, literacy programs and assist with numerous Education and Community Outreach programs

Children

- ♥ *Humane Amigos Camps:* Camps for children between the ages of 6-11.
- ♥ *Hand in Paw Learning Series:* The children and educators will delve into topics related to animal welfare and responsible pet ownership.
- ♥ *Youth Internships:* Yearlong youth internships for students ages 12 – 17. Interns assist with Education and Outreach Events and weekend programs.

School-Based Education Programs

- ♥ Bite Safety and Prevention
- ♥ Literacy Programs in Schools with VIP dogs
- ♥ Ambassador Animal Visitation: Guinea Pigs, Ball Pythons, Valentino the Therapy Dog

Please refer to the website, hssaz.org/services/education/ for a complete list of programs.

End of Life Services

At the Humane Society of Southern Arizona, we know that pets are members of the family. Losing a beloved companion is a painful experience. We also understand it shouldn't be made more difficult with high costs. HSSA offers low-cost euthanasia and cremation services to the public.

We offer this service by appointment only to ensure adequate time and staff. Appointments are available Monday-Saturday from 9 a.m. to 4 p.m. and Sunday noon to 5 p.m... Please call 520-327-6088, ext. 103 to make an appointment.

Because of the high volume of customers we assist, we cannot provide owner-attended services. If you wish to remain with your pet at the time of euthanasia, please contact a full-service veterinary clinic.

Please note, the HSSA offers humane euthanasia by injection for animals that are incurably ill, aged, badly injured, etc. We do not euthanize healthy animals at the owner's request, but can suggest available alternatives. Call 327-6088 for more information.

Pet Loss Support Group (Grief Counseling)

The loss of a pet can be extremely difficult to work through, so HSSA has formed a free Pet Loss Support Group for the community. Thanks to the generosity of licensed volunteer counselors, this program helps people cope with the death of a beloved pet. Participants are welcome to attend as many sessions as needed.

For additional information on any of HSSA's Programs or Services, contact 520.327.6088 or visit www.hssaz.org.

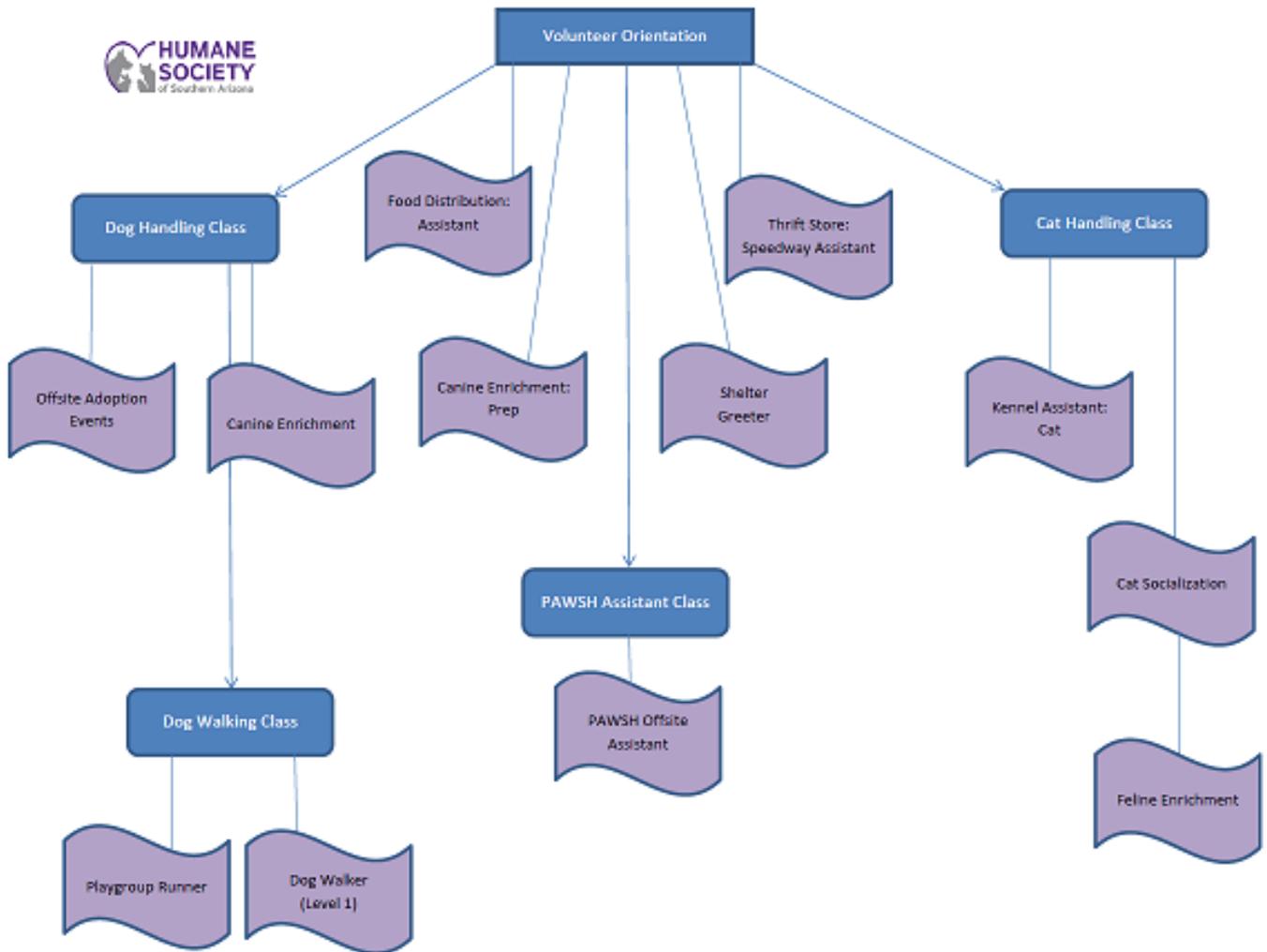
Volunteer Opportunities

HSSA has many opportunities available for volunteers to help the organization in areas that range from hands-on dog and cat care to customer service positions. Most positions require classes in addition to Volunteer Orientation. The more classes a volunteer takes, the more opportunities become available.

Volunteer Positions:

- Thrift Store Volunteer
- Food Distribution Volunteer
- Donated Food Pickup Volunteer
- Cat Enrichment Volunteer
- Cat Socialization Volunteer
- Dog Enrichment Volunteer
- Dog Walker
- Dog Behavior Assistant
- Adoption Counselor
- Greeter
- Foster Volunteer
- F.A.S.T. Volunteer
- Vaccination Clinic Assistant (limited)
- Off-site Customer Service Volunteer
- Animal Transport Volunteer
- Special Events Volunteer
- Pet VIP Volunteer Team (owned pet)
- Marketing/Development Volunteer (limited)
- Clerical Volunteer (limited)

This is not a complete list of volunteer opportunities. New opportunities may become available and suggestions are encouraged.



Volunteer Policies and Procedures

Volunteers represent HSSA, and in order to work effectively with staff and other volunteers, we ask that all volunteers adhere to the following policies and procedures. Failure to comply may result in disciplinary protocol.

Qualifications and Requirements

- Volunteers must be 15 years of age to volunteer. Parental/guardian consent is required at the time of submission of the volunteer application for those 15 to 17 years of age. Parental supervision is not required. All non-adult volunteers are able to volunteer for a maximum of 3 hours a day up to 12 hours a week.
- All volunteers must be comfortable working with people, and they must show a genuine concern for the welfare of animals. A willingness to work hard, get dirty, and pitch in wherever needed is required.
- The ideal volunteer is self-motivated, mature, sensitive, dependable, and a team player. He or she must have the ability to meet assigned shifts promptly, reliably and with flexibility.
- Volunteers who work in direct contact with animals must first take the prerequisite animal handling classes and be willing to apply newly learned skills. They must be able to react quickly to avoid any mishaps between animals and people. Animals in our care must be treated kindly and professionally at all times.
- Volunteers must adhere to HSSA policies and procedures established in training. Policies and procedures are in place for the safety and well-being of all involved.
- Volunteers driving HSSA vehicles for animal transport or any other purpose must possess a valid Arizona driver's license, submit a Motor Vehicle Report Authorization, and be approved by HSSA.
- Volunteers have read, signed and must adhere to HSSA's *Animal Bill of Rights, Liability Waiver, Spay/Neuter Policy, Euthanasia Policy, and Confidentiality Agreement*.
- Volunteers must agree to represent The Humane Society of Southern Arizona and to support the Society's philosophy, to perform in a professional manner whenever so doing, and to refrain from allowing personal views and opinions from overshadowing or conflicting with the Humane Society's purpose.

Time Commitment and Scheduling

- The Volunteer Department utilizes the Salesforce program to assist in managing volunteers. Volunteers utilize a personal account to register for classes, add themselves to a shift, remove themselves from a shift, and track their volunteer hours.
- We ask each of our volunteers to sign up for as many duties and hours as you wish, given your availability. A six month commitment is requested (but does not have to be consecutive) and can be done as a minimum (average) of 2 hours per week. Volunteer hours are flexible depending on the assignment. HSSA Adoptions are open Monday – Saturday, 11:00 a.m.- 6:00 p.m. and Sunday, 12:00 p.m.– 5:00 p.m. Most volunteer opportunities will fall within these hours. Exceptions include Dog Walking, Cat Socialization, Off-site and Special Events.
- Many volunteer positions require a commitment to a regular occurring schedule.
- If you have conflict with an assigned shift, you may remove yourself through your account.
- In the event you are unable to be at your assigned shift with less than 24 hour notice, please contact the Volunteer Department and/or the staff member you are reporting to as soon as possible.

Signing In and Out

It is imperative that all volunteers sign in and out for each shift. Volunteer hours are an important tool in obtaining funding from granting organizations. The volunteer will use their assigned PIN # to clock in and out the volunteer kiosk. If no kiosk is available, paper sign in sheets will be available.

Dress Code and Personal Appearance

All volunteers are expected to use good judgment in choosing attire and grooming, giving consideration to their position and frequency of public contact. Appearance and attire shall be non-distracting and reflect awareness of health, safety, and professional standards. Specific dress protocols are required of volunteers. This includes special events, media appearances and presentations. All volunteers must wear their HSSA Volunteer shirt (or a plain shirt with t-shirt length sleeves or longer) long pants and closed-toed shoes with good traction. Volunteers are also required to wear name badges at all times. Hair and fingernails must be kept clean and well-groomed at all times

New volunteers receive their name badge and volunteer shirt at the first animal handling class after orientation.

HSSA considers the following to be inappropriate appearance and attire:

- poor hygiene: un-brushed teeth, un-washed face and body
- midriff or cut-off t-shirts
- tube, tank or halter like tops and dresses
- low-cut or revealing tops (clothing that reveals too much cleavage, back, chest, stomach or undergarments is inappropriate)
- shirts or caps containing offensive language or art work
- sweatpants, or yoga-type pants
- torn, dirty, ragged, bleach stained or faded clothing including footwear and outerwear of any kind
- capris, shorts unless specifically okayed for an event

Volunteers are asked to be moderate in their use of make-up, perfumes, cologne and jewelry. Jewelry must be safe for working with animals. Small hoops or stud earrings worn in the earlobes are appropriate. Volunteers providing direct animal care may not wear large hoops, bars, long necklaces or other potentially dangerous types of jewelry due to the possibility of injury or entanglement.

Some types of visible body piercing are acceptable such as facial piercing of the nose, lip, eyebrow or cheek as long as they are small stud piercings. Facial piercings (not including ear piercings) must be kept to a maximum of one piercing only. Septum or hoop facial piercings are not acceptable. Tongue piercing may not impede speech. Other jewelry must be tasteful and safe.

Tattoos must be covered if they can be construed by the public as offensive. Offensive is generally defined as, but is not limited to, extremist, indecent, sexist or racist. Whether something is offensive will be determined solely at the discretion of HSSA.

Whether on or off-duty, volunteers wearing company logo wear should keep in mind that they are ambassadors of HSSA. At any time when wearing logo wear, behavior and conduct should reflect positively on the company's image.

HSSA will reasonably accommodate a volunteer's disability or religious or national customs that affect the way he/she may dress while volunteering, so long as the accommodations do not present an undue hardship to HSSA. Accommodations must take into consideration the welfare of the animals at HSSA and will not be granted if it is deemed the accommodation would be unsafe for the animals, volunteers, staff or

customers of HSSA. Each request will be considered on a case-by case basis. Please contact the Volunteer Department or Director of Human Resources with any questions.

This dress code policy is meant to provide general guidance and is not intended to be an inclusive list of what can and cannot be worn. The organization reserves the right to determine appropriateness. If questionable attire is worn, the respective director/manager/supervisor will meet with the Volunteer Department to determine the appropriateness of the attire.

Any questions regarding appropriate attire are to be directed to the Volunteer Department or the Director of Human Resources.

Drug-Free Workplace/Substance Abuse Policy: The Board of Directors and the management of HSSA are extremely concerned about the well-being of their employees and volunteers and committed to maintaining a safe environment for our employees, our volunteers, our clients and the animals in our Shelter. Alcohol and drug abuse can have a serious effect on both, the personal safety and health of our staff and volunteers, as well as the economic health of the Society. It is therefore HSSA's policy to have a drug- and alcohol-free workplace. To achieve this goal, HSSA:

1. Prohibits employees and volunteers from being under the influence of illegal drugs and /or alcohol on HSSA time or on HSSA property. Employees or volunteers may not be under the influence of medical marijuana to the extent that they are impaired in the workplace during work hours.
2. Prohibits the possession, use, presence of, sale, or transfer of illegal drugs, alcohol or medical marijuana while on HSSA time or on HSSA property. Drugs that are illegal under Federal, State or local laws include but are not limited to opiates, marijuana, cocaine barbiturates and phencyclidine (PCP). Any illegal substances will be turned over to the appropriate law enforcement agency and may result in criminal prosecution.
3. Prohibits the abuse of prescribed drugs on HSSA time or on HSSA property. The use of prescribed drugs as part of a medical treatment program is not grounds for disciplinary action.

Weapons Policy: HSSA prohibits all volunteers who enter company facilities, while volunteering for HSSA, including all current and future off-site locations, from carrying a handgun, firearm, knife, or other prohibited weapon of any kind, regardless of whether or not the person is licensed to carry the weapon. Any volunteer disregarding this policy will be subject to immediate dismissal.

You are an important representative of HSSA. Please remember that your appearance and conduct reflect HSSA when you volunteer on our behalf.

Restricted Shelter Areas

Volunteers are not allowed in these areas:

- Euthanasia Room (Bridge)
- Any SCU Units (Cat or Dog)
- Spay/Neuter Clinic Operating Room and Recovery Room

This rule holds **unless** a shelter technician, clinic technician, or supervisor specifically requests that you enter an area when assisting them. While the Admissions Lobby is not 'off-limits' per se, this is a high risk and high stress area; volunteers should avoid the area.

Customer Relations

The success of our organization depends upon the quality of the relationships between HSSA, our employees, volunteers, customers, suppliers and the general public. Our customers' impressions of HSSA

and their interest and willingness to utilize our services are greatly formed by the people who serve them. **Volunteers are ambassadors for HSSA.**

Working with HSSA Staff

It is imperative that HSSA maintain a safe and supportive environment for our staff, volunteers and most importantly the animals in our care. If a volunteer endangers this environment, whether through ignorance or intentional malice, they must be dealt with swiftly and according to our stated protocols.

All staff and managers are responsible for being ready to step up and intercede when a volunteer does something inappropriate. Most often this is restricted to coaching and giving verbal warnings for staff, and while giving written warnings is usually reserved for managers. Whenever possible, dismissals will be handled by the Volunteer Department, though there will be times when the behavior is such that an immediate dismissal and removal from the premises is necessarily undertaken by another staff member.

INAPPROPRIATE BEHAVIOR

The following constitutes inappropriate behavior. Those with an asterisk (*) beside them are grounds for immediate dismissal:

- Accessed Restricted Area
- Argument (w/ Staff and/or Volunteer)
- Breach of Confidentiality
- Cruelty to Animals*
- Drug/Alcohol Use *
- Failure to Report an Incident
- Improper Animal Handling
- Physical Altercation (w/ Staff and/or Volunteer)*
- Property Damage
- Sexual Harassment*
- Stealing*
- Taking an Animal Offsite Without Permission*
- Verbal Harassment/Intimidation*
- Violating Safety Protocols*
- Violating DOC memo*
- Violating HSSA's Animal Bill of Rights
- Not reporting bites or animals with behavioral issues

It is important to recognize the distinction between Improper Animal Handling and Cruelty to Animals. Some examples include:

- **Improper Handling –**
 - Taking animals from their kennels incorrectly
 - Running with animals in the shelter
 - Letting animals touch “nose-to-nose” with another animal
 - Not using hand sanitizer between animalsEt al...

- **Cruelty to Animals**

Anything that could cause extreme physical and/or psychological damage to an animal, including but not limited to:

- Hitting the animals
- Screaming and yelling at the animals
- Taunting the animals

- Dragging animals on leash

Health and Safety While Volunteering:

Hand Sanitation:

- Volunteers must ALWAYS sanitize or thoroughly wash hands between handling different animals (multiple dogs or cats in SAME kennel or cat room are ok to handle together).

-If a volunteer is helping clean up any sort of bodily fluids/waste (feces, vomit, urine, etc.) or scooping/changing a litter box, they must ALWAYS wear gloves/poop bag/or some sort of impermeable barrier (plastic bag, etc.)- Cannot use a paper towel or other paper products, as they are permeable
Injuries:

Injury:

ANY injuries (scratches, twisted ankle, falls, bites, etc.), the injury does NOT need to be caused by an animal. Injuries should be washed well and treated with 1st Aid as necessary. Injury must be reported to a staff member IMMEDIATELY following 1st Aid and an accident report must be completed. If injury warrants then volunteer should be directed to Urgent Care or 911 should be called.

*****BITES***** - Anytime skin is broken by a tooth or mouth, it is considered a bite. Bites that break skin are required to be reported to the county, and the animal will be quarantined for 10 days. The animal in question will not be punished for biting (most are an accidents- dog playing rough, cat getting overstimulated, etc.). Injuries should be washed well and treated with 1st Aid as necessary. Injury must be reported to a staff member IMMEDIATELY following 1st Aid; a bite report and an accident report must be completed. If injury warrants then volunteer should be directed to Urgent Care or 911 should be called.

Illness:

Volunteers need to report any symptoms they notice in an animal (repeated sneezing, coughing, watery or mucous running from eyes or nose, blood in stool, etc.) to as staff member as soon as possible. This also includes changes in behavior such as lethargy, not eating/drinking, drinking excessively, etc.

Volunteers who are showing distinct signs of illness should be encouraged to go home. (Assess on a case by case basis in case of non-transmissible issues such as allergies or asthma).

Smoking Policy:

For the health and safety of the animals, staff and public, HSSA is a smoke free facility. Smoking is allowed in the smoking designated area (between two of the storage pods) this area is located near maintenance toward the south side of the property. Volunteers are expected to dispose of all cigarette butts in the designated waste receptacles.

Volunteer FAQ's

How long do animals stay up for adoption at HSSA?

Our shelter has no set time limit for animals held in adoptions. HSSA is a private non-profit organization dedicated to animal welfare; therefore, we are not required to set specified time limits. Animals that come to us have no expiration date, and are never euthanized for being here "too long" or for lack of space. Adoptable animals are held as long as they remain healthy and temperamentally sound. We experience the most overcrowding during the busy spring and summer months when the majority of litters are born and turned into us, and so we rely heavily on our foster care program to help us save as many lives as possible.

Why is it so important to spay and neuter companion animals?

Pet overpopulation is a serious and growing problem in the United States. The Humane Society of The United States estimates that 3-4 million dogs and cats are euthanized in shelters each year in the United States. Many healthy animals are put down simply because there are not enough homes available for them. There are also health and behavioral benefits of spaying and neutering, such as prevention of various cancers, calmer temperaments, and reduced number of strays (as altered pets don't attempt to escape homes when other animals go into heat).

How early can you spay or neuter an animal?

The HSSA sterilizes every adopted rabbit, puppy, dog, kitten, and cat before they leave the shelter. Since we adopt large breed dogs at eight weeks, we will sterilize them as early as eight weeks. Small breed dogs and kittens are altered at 12 weeks. This early-age sterilization is extremely safe. Prepubescent sterilization has been endorsed by the American Veterinary Medical Association as a safe procedure which is effective in helping to reduce animal overpopulation.

Why is the minimum age to volunteer 15?

For safety and liability reasons, HSSA has decided to require all volunteers to be at least 15 years of age. Other opportunities are available through the Education Department for those under 15.

Do volunteer hours count towards court-ordered community service hours?

No, they do not. Court-ordered community service must be completed separately from regular volunteer hours. Court-ordered community service may only be done at the HSSA Thrift Store. For more information, contact the Thrift Store at 520.327.0010 ext. 155.

I am interested in a one-time volunteer opportunity, not a six month commitment. What can I do?

If you or your organization is interested in a one-time volunteer opportunity, please look on HSSA's website, hssaz.org for information on how to schedule one.

Can my volunteer hours count towards my school's requirement of community service?

After fulfilling your initial six month commitment, the Volunteer Department will be delighted to sign-off on hours you have served.

Our sincere thanks for giving us your time!

Time donated by volunteers has a tremendous impact on the care of our homeless companion animals and operations of the shelter.

Signature Requested

Culture Statement:

As Volunteers of the Humane Society of Southern Arizona, we pledge to be as committed to our team as we are to the organization's mission. We will foster a compassionate environment for each other, the staff, and the human and animal clients we serve, empowering one another with knowledge, empathy, encouragement and recognition. We aim to eliminate negativity, support positive and effective communication, promote individual and organizational growth, and work as a cohesive team at all times regardless of tenure, position or department.

I, _____ (Please Print) Agree.

Date _____

Signature: _____

Photo Release

I, _____ (Please Print), understand that photographs and videos taken of volunteers may be used in HSSA promotional materials. Signing below constitutes consent to use of any future photographs or videos in which I am featured.

Signature: _____

DATE: _____

If under 18, Signature of Parent/Legal Guardian:

_____ DATE: _____

Please Print, Sign and bring to your in-person training.