

VOLUNTEER ORIENTATION

GENERAL & IMPORTANT INFORMATION:

I. YOUR SHELTER POINT OF CONTACT:

Luke Grumbine - Outreach & Volunteer Coordinator
LukeG@humanesocietyhbg.org | 717-564-3320 ext. 120

II. VOLUNTEER HOURS:

Monday, Tuesday, Thursday, Friday – 10:00AM-7:00PM | Wednesday – 10:00 AM - 3:00PM (Closed to Public)
Saturday – 10:00AM - 4:00PM | Sunday – 10:00AM - 4:00PM (Closed to Public)

III. WWW.HUMANESOCIETYHBG.ORG | ° - 'k ' †

Browse and review HSHA's website for a wealth of information regarding our programs, services, adoptable animals and current volunteer information! The current volunteer page of HSHA's website also houses the Volunteer Handbook, Dog Walker Manual*, and Cat Socializer Guide* as well as the Volunteer Time Clock and Volunteer Portal.

Note any questions you might have and ask either the Volunteer Coordinator or your Trainer.

*You must print out the last page and take it to your 1/1 training session.

To Access the current volunteer page go to humanesocietyhbg.org > Get Involved > Volunteer > Current Volunteer

TODAY'S AGENDA:

I. WELCOME & INTRODUCTIONS

II. ABOUT HSHA

Refer to the Fact Sheet

III. YOUR VOLUNTEER HOURS

- Plan for Success: by scheduling your volunteer hours ahead of time (around your personal/work schedule)
- The volunteer scheduling calendar can be accessed through the time clock on the volunteer computer or from home through the CURRENT VOLUNTEER PAGE.
- Scheduling helps us know when and where we are in most need of help. It also provides the animals with consistency through your presence.
- Always remember to clock in/out using the volunteer computer

Contact the † # for more information.



Building a Better Community for Pets & People

V. HSHA POLICIES AND PROCEDURES

1. We are a shelter – not a rescue or sanctuary.
2. Euthanasia – We do not euthanize adoptable pets for lack of space or length of stay.
3. Spay/Neuter – All animals are spayed/neutered prior to adoption.
4. Fingers in cages – Safety and health (both yours and the animals’) are at stake.
5. Behavioral Care program for dogs
6. Adoption Fees include spay/neuter surgery, vaccines, microchip, FIV & FeLV test, temperament test

VI. VOLUNTEER POLICIES AND PROCEDURES

- **Communication:** Email and Weekly eNewsletters; DO NOT contact the media, plan an event, etc. without prior permission
- **Social Media:** Please be aware that as an active volunteer you are considered a representative of HSHA so please be a good ambassador when posting/responding regardless of subject matter. Be courteous and use good sense.
- **Professionalism:** Volunteers are expected to uphold the same standards of professionalism as staff members at all times.
- **Always be friendly with the public!**
- **Minimum hours:** We require a commitment of a minimum of 2 hours a week on an ongoing/year-round basis.
- **Dress code:** Always identify yourself as a Volunteer. Either use a Volunteer Tag (drawer in Volunteers’ Room) or wear HSHA gear (for purchase from lobby retail store, FurgetMeNot) so it’s clear that you’re not a member of the public.
- **Incident Reports:** Please use assigned incident reports to report an animal’s behavior or if you are injured while volunteering with HSHA.
- **IMPORTANT ANIMAL CARE/BEHAVIOR NOTES:** Please check and follow all notes that appear on the animals’ kennels/cages. Important information regarding an animal will always be relayed on their kennel.
- **SANITIZE, SANITIZE, SANITIZE:** this is especially important with the cat volunteers.
- **Check animal log sheets:** Both cats and dogs have tracking sheets to make sure each animal has received play time or a walk each day.
- **Dog Walkers:** Remember to keep dogs away from each other to avoid personality conflicts and be sure to clean up their poo! Dogs that have **not** been temperament tested have a sign on their cage and are not quite ready for adoption. **Volunteers are not permitted to handle these dogs.**
- **NOT PERMITTED WHILE VOLUNTEERING:** Family, friends, cell phones, smoking, earbuds – not permitted while you’re volunteering – your focus has to be on the animal you’re working with.
- **‘Behind the scenes’ animals:** The animals are not available for interaction, should not be advertised, photographed or spoken about. These animals are often behind the scenes for medical, behavioral, or investigation purposes.

- **Kittens:** Volunteers are not permitted to handle kittens.
- **Feeding:** Do not feed the animals (water is always OK); respect 'please do not feed me' signs
- **ASK QUESTIONS:** Staff and experienced Volunteers are always around to help you.
- **Quarterly Volunteer Meetings:** not mandatory, but very informational
- **CROSS-TRAINING**

VII. OTHER WAYS TO HELP

Shelter Buddies | Fostering | Guardian Angel Program | Donation drives

VIII. SAFER TRAINING

Requirements: You have been an active volunteer for three months and completed 48 hours with no evidence of irresponsibility.

SO ... WHAT NOW?

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| RELAX! | It takes some time to absorb and process everything you've learned, and we don't expect you to have it all down just yet! |
| READ & REVIEW | Go through all of your materials again both hard copies and online. This will help you make the best decision for both you and HSHA. |
| THINK! | Can you realistically keep the weekly/year-round commitment? |
| TAKE YOUR TIME | Do only what you are comfortable with. |
| HAVE FUN! | Volunteering at HSHA is such a rewarding experience! You can be proud that you're playing an important role to save homeless, abused, and neglected animals here in your own community. |
| PLAN. | Arrange your 1/1 training session to become an active HSHA volunteer! |

VOLUNTEERING IS A TWO-WAY STREET!

Doggie & kitty kisses are great stress relievers + every time you show up gives the animals HOPE – so please keep showing up & don't count on 'someone else' to come in when you don't.



Humane Society
OF HARRISBURG AREA

FACT SHEET

OUR MISSION:

Building a Better Community for Pets and People through Compassion, Protection, Education, and Collaboration.

ESSENTIAL HSHA FACTS:

- Has been caring for homeless animals in our area since 1911
- Serves Dauphin, Cumberland, Perry, and northern York Counties
- Is a nonprofit 501 (c)(3) organization
- Is not funded by the government or national organizations
- Does not receive tax dollars, other than fees for services under optional municipal contracts
- Relies on the support of the communities we serve through private donations and fundraising activities to fulfill our mission
- Is independent from other humane societies and SPCA's
- Does not euthanize any adoptable animals due to a lack of space or length of stay

PROGRAMS AND SERVICES:

In addition to our adoptions and sheltering thousands of homeless animals each year, HSHA offers:

- **Low-Cost Vaccination and Microchip Clinics** for owned pets at various locations in our area
- **Low-Cost Spay/Neuter Clinics** for owned dogs and both owned and feral cats
- **Trap-Neuter-Return (TNR)** services for feral cats
- **Pet Food Bank** for people in the community who are struggling to feed their pets
- **Animal cruelty/abuse/neglect investigations** of thousands of reports filed with our Humane Police Officer each year.
- **Behavioral counseling** to help pet owners to prevent them from having to give up their pet
- **Behavioral rehabilitation** to help incoming animals become adoptable, if needed
- **Humane Education** programs to ensure a humane community tomorrow by educating the community today
- **SafeHaven** program for victims of domestic violence
- **Euthanasia and Cremation** services at owner's request (caskets also are available for purchase)
- **Veterinary Resource Center** low cost veterinary services of all types
- **Lost and Found service** to reunite owners with pets
- **Foster Care Program** for animals that are not yet ready to be adopted for reasons such as age, medical condition, or behavioral condition
- **Mature Pets for Mature People** offers citizens at least 60 years old the opportunity to adopt a companion animal at no cost or at a reduced fee

For more information or details about any HSHA program or service, please explore our website or contact us directly. Our website contains a wealth of information and resources for both potential adopters and current pet owners.

OUR SHELTER

7790 Grayson Road | Harrisburg, PA 17111 | p: 717-564-3320 | f:717-564-1867

Hours of Operation: Monday, Tuesday, Thursday, Friday – 11:00AM - 7:00PM
Saturday – 11:00AM - 4:00PM | Wednesday and Sunday – By Appointment Only

WWW.HUMANESOCIETYHBG.ORG

Building a Better Community for Pets and People Through Compassion, Protection, Education, Collaboration.

HSHA EVENTS:

We hold three signature fundraising events each year:

- Penguin Plunge on January 1
- Run/Walk for the Animals in May
- Fur Ball Gala and Auction in November

Our shelter also hosts:

- Shelter Open Houses in July and December
- Shelter Sweetheart Week in February
- Pittie Party in October

In addition, HSHA is represented throughout the year at various off-site events and public appearances.

TO PUT OUR WORK IN PERSPECTIVE:

- HSHA takes in thousands of animals yearly.
- We assist several thousand pets and their owners through our many outreach services and programs.
- At any given time, there are approximately 500 animals in our shelter.
- We serve an area of more than half a million people.
- We operate within a \$1.8 million budget.
- All of our employees work directly with the animals to some extent.
- We have an on-site veterinary team to provide medical care for the animals at our shelter.
- Our operating expenses include all utilities, insurance, building upkeep, and staff to care for and advocate on behalf of the animals that come to us.

MUNICIPAL CONTRACTS:

- HSHA offers contracts to local municipalities to take in stray animals.
- This fee is based on the number of animals coming in from each municipality.
- The contract fee does not produce a profit for us, but rather simply covers part of our costs for caring for the animals they bring to us.

OUR HOMELESS ANIMALS AND ADOPTIONS:

We work hard to find loving new homes for our resident animals.

- During each animal's stay at HSHA, both medical and behavioral care are provided.
- Each dog that comes to HSHA receives a temperament – or personality - test.
- Cats are tested for FIV and FeLV.
- All adoptions include spay/neuter surgery, microchip, vaccinations, deworming, and flea treatment. *Adoption packages that include pet supplies also are available.*
- Most of our adoptions are dogs and cats, but we also shelter “pocket pets” such as rabbits, guinea pigs, rats, ferrets, and birds.
- Pit Bulls: Much of our canine population consists of Pit Bulls/Pit Mixes because our service area produces an overabundance of these dogs. Many shelters turn away or euthanize Pit Bulls, but HSHA does not. In reality, this is a loving, loyal, and highly adoptable breed.

WAYS TO HELP HSHA:

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|---------------------------|--------------------------|-----------------------------|
| - Adopt | - Designate HSHA in | - Include HSHA as a part of |
| - Volunteer | Workplace Giving | your legacy in your will |
| - Foster | - Memorial/Honorarium | - Kids Can Help Too or |
| - Donate | Donations | Student Service Project |
| - Kennel/Cage Sponsorship | - Guardian Angel Program | |

HSHA WISH LIST – A full list is available on our website, but our most common top needs are:

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|----------------------------|----------------------------|--------------------------------|
| - Paper towels | - Non-scoopable cat litter | - Gift cards (gas, pet stores, |
| - Liquid laundry detergent | - White copy paper | grocery stores, discount |
| - Unscented bleach | - Hand sanitizer | clubs, office supplies) |
| - Latex gloves | | |

THANK YOU FOR YOUR INTEREST IN AND SUPPORT OF HSHA!



Humane Society OF HARRISBURG AREA

Culture Statement

Teamwork	Respect	Grace	Innovation	Effective Communication
Do more than you are asked to do.	Recognize and show appreciation; say thank you.	Calm, poised and professional in the face of adverse conditions.	Openly embrace change.	Provide or request clarification when giving or receiving a task.
Be willing to give and receive help.	Treat people and pets the way they want to be treated.	Accept responsibility for mistakes without placing blame and seek solutions.	Come up with new ideas to improve existing methods.	Regularly communicate appropriate and necessary information to all team members.
Everyone do their fair share.	Be considerate.	Show empathy.	Be willing to step outside your comfort zone.	Respond to team members in a timely manner.
Form a cohesive team dynamic.	Talk kindly and with compassion.	Gain perspective before reacting; think about the situation.	Be willing to think outside the box.	Ask questions instead of making assumptions.
Lead and follow as needed.	Acknowledge one another.	Embrace an attitude of forgiveness.	Take the time to look at the big picture.	Talk to the appropriate person or persons about an issue.
Compromise.	Seek and listen to all ideas and opinions.	Be sensitive towards the loss of animals. Type your text	Take initiative to think creatively.	Hear what someone is saying instead of just waiting to respond.
*	Appreciate each person as a unique individual.	*	*	*

I understand the information, policies, procedures, and culture of the Humane Society of Harrisburg Area (HSHA) as written in the volunteer orientation packet and explained by the volunteer coordinator.

I agree to follow the policies and procedures and act as a positive representative of HSHA in the manner laid out by the culture statement.

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Name (Print)

Sign

Date