

# HUMANE SOCIETY OF TAMPA BAY

## Volunteer Training Manual



“Never doubt that a small group of thoughtful committed citizens can change the world; indeed, it’s the only thing that ever has.” –Margaret Mead

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For questions or additional information, please contact Danyelle Ho, Volunteer Manager, at (813) 774-4344 or [volunteer@humanesocietytampa.org](mailto:volunteer@humanesocietytampa.org)

## **Welcome to the HSTB Volunteer Program!**

It is our hope that this program will introduce you to our organization and serve to deepen your interest and commitment to becoming a volunteer. Volunteers may work within many areas of our organization and play an important part in enabling us to provide a high quality of animal care and public education. Without volunteers, this organization could not help as many animals as we do or provide the services that we provide to the public.

### **MISSION STATEMENT**

*“Dedicated to ending animal homelessness and providing care and comfort for companion animals in need”.*

### **HISTORY**

The Humane Society of Tampa Bay is one of the oldest corporations in Florida, founded August 12, 1912. The first shelter, located on our current site, was built in 1929 through a gift of property from sisters Allison and Helen M. Holland of Tampa. The present shelter was built in 1971 and renovated in 1985. The Spay/Neuter Clinic was built in 2000. In 2004 we changed to a “no kill for space” shelter. In 2008 HSTB opened the Wellness Clinic.

### **FUNDING**

HSTB is funded by individual donations, wills and bequests, foundations and grants, and money received from shelter and clinic services and fundraising programs and events. We do not directly receive county, state, federal or United Way funds.

Nor do we receive financial support from any of the national animal welfare agencies like American Humane Association, Humane Society of the United States or American Society for the Prevention of Cruelty to Animals (except for grants for specific purposes). As a not-for-profit organization, fundraising is crucial to the Humane Society’s existence and we ask all volunteers to support our fundraising endeavors.

## **“NO KILL FOR SPACE” FACILITY**

The Humane Society of Tampa Bay is a “No Kill For Space” facility or limited admission shelter. This means that we only take in owned adoptable animals by appointment. We will not euthanize one animal to make room for another. We also are not a sanctuary. An animal’s quality of life will always be a top priority. We will not keep an animal in the shelter system that is showing obvious signs that he/she is not adapting to shelter life or is unadoptable. Limited admission shelters limit the amount of animals they accept because they lack the resources or space to properly care for them. Hillsborough County Animal Services is a local, government run, open-admission shelter. It is important to note that whether or not a shelter is open or limited admission does not make one better or worse than the other. All shelters exist to help homeless animals. The shelters are not to blame for having to euthanize unwanted animals. The public who did not spay or neuter their companion animals play a direct role in pet overpopulation. HSTB is committed to taking adoptable animals from Hillsborough County Animal Services and other shelters that have a high euthanasia rate.

No Kill For Space is a goal to end the need to euthanize adoptable animals. **No Kill For Space does not mean no euthanasia.** Animals that show signs of aggression, stress, and suffering, or are medically untreatable will be humanely euthanized.

## **PROGRAMS AND SERVICES**

Because of the magnitude of the HSTB sheltering program and its long history in the community, we feel that it is important that volunteers in all areas of HSTB service be provided with information about the sheltering of animals and the associated programs. From this orientation, we hope that you begin to understand the importance of philosophies and procedures in operating an animal shelter.

While you may not remember all the information you receive at this orientation, we hope that you will not only gain considerable insight into animal sheltering but also feel a sense of responsibility for the HSTB and its programs for the care and protection of animals.

## **SHELTERING OF HOMELESS ANIMALS**

HSTB provides a shelter to which the public may bring unwanted animals. A trained and dedicated staff works every day to provide a high standard of humane care for the animals entrusted to us.

## **COMMUNITY OUTREACH**

Through radio and TV exposure, newsletters, the HSTB web site, Facebook, school programs, tours, educational booths and distribution of literature, HSTB strives to make more people aware of the needs of animals, responsibilities of pet ownership/guardianship and the problems surrounding animal welfare. Our ultimate goal is to prevent animal cruelty and alleviate suffering by instilling in people – adults and children – a compassion, respect and sense of responsibility toward all living things.

## **PET ADOPTIONS**

HSTB encourages interested persons to adopt an animal from our shelter. Trained counselors interview and educate prospective adopters/ guardians. HSTB strives to place companion animals in kind and responsible homes where we are confident they will receive proper care and attention throughout their lifetimes.

All adopted animals are spayed or neutered prior to placement to promote the health of the pet as well as combat overpopulation. In addition, pets receive their up to date

inoculations, testing for common but serious diseases, deworming, grooming, and microchip identification.

The Humane Society of Tampa Bay views having a pet as a privilege – NOT a “right.” We do not seek to deny people adoptions because we feel they are unfit pet owners/guardians. In most cases, people need only to find the right pet, or receive some education to become great pet owners/guardians. We strive to match the right pet with the right adoptee. We do very few denials of adoptions.

Our ultimate goal is to ensure that fewer and fewer animals become tragic statistics in the animal shelters of our community.

## **LOST AND FOUND**

The best way to ensure a lost pet’s return is to keep current information (collar, rabies tag, ID tag, and microchip) on the pet at all times. HSTB does not accept stray animals. All stray animals are to be taken to Hillsborough County Animal Services so that they can be reunited with their owners. If they are not claimed, the animals are either transferred to HSTB or another rescue group, they are put up for adoption at HCAS or euthanized.

## **HUMANE EUTHANASIA**

Humane euthanasia is provided as necessary to alleviate animal cruelty and suffering. HSTB provides humane euthanasia services to pet owners that have made the difficult but necessary decision to say good-bye to their beloved pet. It is done by injection of Sodium Pentobarbital by certified technicians, as it is the most humane method to date. Volunteers are not involved in this procedure. We will also offer humane euthanasia for the public’s animals.

## **SPAY/NEUTER CLINIC**

Our Spay/Neuter Clinic provides high quality, affordable sterilization for the public. Appointments are required for this service. In addition, spay/neuter surgeries are available through PetFriend “voucher” to lower income Hillsborough County residents for a minimal fee of \$10.00. Likewise, for a \$10.00 fee, “Spay Your Momma” provides

spays for “moms” of litters brought to the shelter. The Spay/Neuter Clinic averages more than 10,000 sterilization surgeries annually.

### **WELLNESS CLINIC**

HSTB also offers affordable vet care every Thursday – Sunday between 8:30am to 3pm. Appointments are preferred but walk-ins are welcome. Contact the clinic at 813-870-3304 with questions or visit [www.humanesocietytampa.org](http://www.humanesocietytampa.org) for more information.

### **COMMUNITY CAT PROGRAM**

It is estimated that there are more than 200,000 feral cats in Hillsborough County. Caregivers will bring in trapped feral cats to be sterilized and inoculated, then release them back into their territory and feed for them for the duration of their lives. The caregivers agree to care for the colony for the lifetime of the cats. Last year HSTB sterilized 4,999 feral cats. We are committed to lowering the euthanasia rate in cats in our community by sterilizing cats.

### **ANIMEALS**

HSTB volunteers deliver free pet food once a month (first Saturday of the month) to homebound and elderly residents of Hillsborough County.

### **FOOD ASSISTANCE PROGRAM**

HSTB provides free pet food to individuals in need during these difficult economic times that can come to shelter to pick up. By providing free food, this will help keep pets with their owners rather than being turning in to a shelter.

### **MOBILE ADOPTION CENTER (MAC)**

The Humane Society of Tampa Bay has a 32 ft. Winnebago for use as a Mobile Adoption Center. The MAC can take 15-30 adoptable animals out to a select number of events in the community.

## **POLICIES AND PROCEDURES - VOLUNTEERS**

### **ROLE OF VOLUNTEERS**

Volunteers provide HSTB with opportunities to enhance many of our programs and services. Many of our programs and events would not be able to function without the use of volunteers. Volunteers are an extension of the HSTB staff.

### **RESPONSIBILITY AND DEDICATION TO HSTB**

Volunteers must understand the policies of the Humane Society of Tampa Bay. Volunteers must have a serious concern for animal welfare and be able to support our mission and goals. Volunteers are expected to conduct him/herself in a professional manner with the animals, co-workers and the public. Volunteers should present themselves in such a way as to reflect favorably on the Humane Society, consistent with the goals and objectives, policies and procedures.

### **GUIDELINES FOR NEW VOLUNTEERS**

Before volunteers are accepted into the HSTB volunteer program, volunteers must be able to meet the following guidelines.

- Able to volunteer 30 hours in the first 6 months and adhere to a weekly schedule
- Fluent in English
- Meet the age requirements set in place (16 years or older)
- Have a completed application and release on file
- Attend appropriate orientations, interviews and trainings where necessary

### **AGE REQUIREMENT**

The minimum age for volunteers in all areas of HSTB is 16 years old. The parent or guardian must sign the liability release form for the minor. High School and College students doing their community service for school will be asked to fill services positions (cleaning, laundry, dishes, etc.).

## **PROCESS FOR NEW VOLUNTEERS**

All potential volunteers need to attend a volunteer orientation and fill out an application. At orientation, a new volunteer will receive a t-shirt and name tag with their \$5 donation. The Volunteer Manager will then place volunteers in areas based on the volunteer's interests and the needs of HSTB. Volunteers that can stick to a weekly schedule will have preference to shifts and days.

## **APPLICATIONS, REFERENCES AND BACKGROUND CHECKS**

All volunteers must have an application on file before they may begin volunteering. They will be asked to provide a minimum of two references. Checking of the references will be done at the discretion of the Volunteer Manager. HSTB reserves the right to dismiss any volunteer with cause.

Animeals volunteers will be asked to show proof of a valid Florida driver's license and current automobile insurance coverage.

Volunteers wishing to assist in our Foster Care program will submit a Foster Application to the Foster Care Coordinator.

## **RELEASE OF LIABILITY**

Volunteers will be required to sign a Volunteer/Photo Release Form. This form releases HSTB from liability of any nature. Volunteers are instructed that they are volunteering at their own risk and that pictures may be taken of them to use for educational or promotional purposes. Parents or legal guardians must include their signature on the minor's form.

## **PLACEMENT**

Volunteers will be placed in the most suitable volunteer positions after the application review of the Volunteer Manager. Interests, abilities, goals and time constraints will determine where they are placed. On occasion when you are volunteering, you may be asked to fill another position by the Volunteer Manager or other staff member that is needed at the time.

## **VOLUNTEER ORIENTATION AND TRAINING**

All new volunteers with HSTB will be asked to attend an orientation. This meeting will allow potential volunteers to see what HSTB does, how they can be involved in our mission and what is expected of our volunteers.

Volunteers wishing to work with the animals may be asked to attend an animal handling class. This training will allow volunteers to become acquainted with the process for handling animals safely, working in the kennels, working with adopters and may include some behavior training elements and any other elements deemed necessary by the staff. Other trainings for adoption assistants, outreach and special events will be offered as needed.

## **VOLUNTEER POSITION DESCRIPTIONS**

All long-term volunteers for HSTB are provided with a general description of the volunteer areas at the orientation. Before placement, volunteers will be given a detailed position description including; position title, purpose, responsibilities, qualifications, training needed, time commitment and supervisor.

## **ATTIRE**

Appropriate clothes are required for all volunteer positions. For safety reasons, we ask that open-toed shoes or shorts not be worn while working directly with the animals.

Volunteers are to wear a volunteer t-shirt and nametag during their volunteer time so staff and the public can recognize the volunteers. Volunteers will be given a t-shirt and name tag at the volunteer orientation for a \$5 donation. After volunteers complete 30 hours of service within the first 6 months, they will have the opportunity to purchase a “hard”, permanent name tag for an additional \$5 donation.

## **HOURS**

In order for volunteers to maintain an active status, they must commit to volunteering a minimum of 30 hours over a 6-month period. Volunteers are required to log their hours for work done at the shelter, Spay and Neuter Clinic, Animeals, Outreach and Special Events. Volunteers can either log their time on the volunteer computer at the shelter for

time worked or online from the HSTB web site through Volgistics. You will be given your login information by email after you have completed orientation. It is recommended that volunteers schedule themselves ahead of time for shifts using Volgistics.

## **SUPERVISION**

Volunteers work directly under the HSTB supervisor in the area they are working in. Volunteers are to report to their supervisor when they arrive and before they leave. It is the role of the supervisor to match the volunteer with an appropriate staff member to provide any extra on the job training that is needed in their area. The Volunteer Manager will place the volunteers into the individual supervisor's area and schedule their first shift. The supervisor (or staff member selected for this) will then be expected to ensure that they have enough volunteers for any given day or event. The Volunteer Manager can provide extra assistance in this area if needed. If at any time the supervisor knows of a change in volunteer status they should provide the Volunteer Manager with this information.

## **INJURIES**

Any accident or injury occurring on the job must be reported to their HSTB supervisor immediately. Animal bites or scratches that break the skin, no matter how small, are considered injuries and should not be treated lightly. If any animal bites you, a bite report must be filled out as soon as possible. The animal will be placed on a bite quarantine and then assessed on temperament. Being involved in a bite case does not automatically mean the animal will be euthanized.

## **CHANGES IN VOLUNTEER STATUS**

Volunteers are welcome to change their volunteer areas as long as they inform their supervisors and discuss it with the Volunteer Manager. Volunteers are responsible for informing the Volunteer Manager regarding changes of personal information. Any volunteer wishing to terminate their volunteer status is asked to notify the Volunteer Manager and complete an exit survey.

## **VOLUNTEER MATERIALS**

Volunteers will be given the appropriate materials at orientations, classes and for special events and outreach. This includes but is not limited to; handbooks, volunteer brochures, donor brochures, current newsletters, job descriptions and other pertinent information. The Volunteer Training Manual is available on our website [www.humanesocietytampa.org](http://www.humanesocietytampa.org) or from the Volunteer Manager's office.

## **SHIFTS**

We try to use shifts for volunteers depending on the area you will be volunteering in. We do this in order to ensure we will have the help we need, and that all volunteers can be engaged and utilized while at HSTB. Shifts depend on staffing, volunteer availability and are subject to change depending on the day. HSTB asks that all volunteers login upon arrival when volunteering at the shelter or clinic. The Volunteer Manager can request that volunteers change positions to fill vacancies as needed.

## **GROUP VOLUNTEERS**

Community groups or corporations interested in volunteering with our organization can contact the Volunteer Manager to see if there are short-term group projects or special events available. We will not be able to accommodate all groups requesting temporary volunteer time. We will take into consideration the size of the group, available special events or projects and the amount of time the group wants to participate.

## **COMMUNITY SERVICE**

All court ordered community service inquiries should be directed to the Kennel Supervisor. We are not able to provide community service hours for minors wishing to complete court ordered hours (T.J. Sill 813-774-4317).

Students wishing to complete short-term school community service hours should be directed to the Volunteer Manager. HSTB has limited positions available for high school students.

## **BREED RESCUE GROUPS**

The Humane Society of Tampa Bay works with responsible breed rescue groups when we feel it is in the best interest of the animal. If we feel an animal would be best with a rescue group, staff will contact them at the appropriate time. **We ask that volunteers DO NOT call breed rescue groups on behalf of HSTB.**

## **EUTHANASIA**

Humane Euthanasia is provided as necessary to alleviate animal cruelty and suffering. It is done by injection of Sodium Pentobarbital by certified technicians, as this is the most humane method. Maintaining a balanced attitude toward euthanasia is not easy. Animal shelters find themselves in the double bind of being responsible for humanely sheltering the animals entrusted to them, while sometimes euthanizing the animals for which they have cared, due to illness or change in temperament. HSTB does not euthanize for space, but it is sometimes necessary for the safety of the public or to relieve animal suffering. Humane treatment of animals is always our primary objective. Volunteers are not involved in this process. However, if you feel that an animal may be suffering or is dangerous, please bring this to the attention of the Exam Supervisor.

## **TERMINATION**

Volunteers may terminate their volunteer position at any time if they feel that their volunteer work is unsatisfactory or have other circumstances that prevent them from volunteering with us any longer. Volunteers may also be terminated by the Volunteer Manager or other HSTB management if said staff feels that the volunteer has gone against the volunteer policies or is not a good fit for the Humane Society of Tampa Bay. Please advise the Volunteer Manager when terminating your volunteer status and complete an exit survey.

## **VOLUNTEER POSITIONS**

### **Administrative Assistant**

Help the office with letters, phone calls and small projects. *Shifts: Monday through Friday 9 am – 5 pm*

### **Adoption Assistant \***

Assist the adoption office with visitation between prospective adopters and animals. Protect the animals and people during the visit and alert adoption staff to any potential problems. This position is crucial to helping HSTB to adopt more animals. When there are no visits to be conducted, volunteers may socialize the animals. *Shifts: Tuesday through Sunday*

### **Animal Companion \***

Help animals become more adoptable and help to reduce shelter stress by providing exercise, relaxation and playtime for animals in our care. *Shifts Monday – Sunday*

### **Animeals**

Once a month deliver pet food to elderly and homebound citizens so that they can keep their pets. *\*Florida driver's license and liability insurance required\**

### **Feral Cat Mondays**

Assist in staging and preparing feral cats for surgery. *Shifts: Monday*

### **Food Assistance**

Help people who come in to the shelter who need food to keep their pets in their home. *Shifts: Tuesday through Sunday*

### **Foster Care**

Care for cats/kittens or dogs/puppies in your home who are not ready for adoption due to age or health. This position helps HSTB to save more lives. *\*\*Additional application and meeting with foster care supervisor is mandatory. Fill out an application on-line\*\**  
*Shifts: as needed*

### **Kennel Assistant \***

Assist kennel staff in the care of animals and help maintain sanitary conditions (cleaning cages, washing bowls, sweeping floors, laundry, feeding animals, etc.). Animals are much happier and more presentable when they are in clean cages. *Shifts Monday through Sunday*

### **Mobile Adoption Center (MAC)**

Assist our shelter on wheels as we take animals for adoption out to various events in the community. Help maintain sanitary conditions (cleaning cages, washing bowls, etc.), includes adoption assistant duties. *Volunteer as needed\**

**Outreach Ambassador**

Distribute information and literature at local community events about Humane Society of Tampa Bay programs and services. This position helps us to reach more people in the community. It helps to increase our donations as well as to educate the public about animals. *Volunteer as needed\**

**Spay/Neuter Clinic**

Assist with answering telephones, cleaning cages, and preparing “surgical packs” at Spay/Neuter Clinic. Office or Surgery positions - *Shifts Monday through Friday*

**Special Events**

Assist with the planning and production of special events and fundraising projects. *Volunteer as needed*

**TNR Volunteer**

Go into the field with our TNR (Trap, Neuter, Release) Manager to help trap and transport feral cats for spay/neuter at our clinic.

**Wellness Clinic**

Assist with confirming appointments, greeting clients and helping the staff prepare items for surgeries and procedures. *Shifts Monday through Friday in the morning.*

**\*Additional training available**

## WHAT DO WE ASK OF VOLUNTEERS?

### THAT YOU:

1. Have a genuine concern for animal care and protection.
2. Enjoy working with animals and people.
3. Attend an orientation program and any additional training.
4. Make a \$5 donation to cover the costs of the T-Shirt and nametag
5. Make a commitment to work a minimum of 30 hours over a six-month period and stick to a weekly schedule if possible.
6. Be at least 16 years old.
7. Understand and support our philosophies and policies.
8. Are honest with yourself concerning your needs and wishes.
9. Be an ambassador of the organization where ever you go

## WHAT DO YOU RECEIVE IN RETURN FROM HSTB?

### YOU WILL RECEIVE:

1. A feeling of accomplishment for contributing to the care and protection of animals.
2. A variety of job opportunities.
3. A chance to develop new skills or polish old ones.
4. Training and continuing education programs.
5. The opportunity to work in a recognized and respected humane organization.
6. Support and feedback from a professional staff.
7. Quarterly HSTB newsletters and a weekly volunteer newsletter.
8. An invitation to the Volunteer reception and award ceremony.
9. Appreciation from staff for your contribution. Although it may not be said often enough, the staff is sincerely grateful for the time and talent you give through your volunteer activities. We need you!
10. Opportunity to meet people with similar interests and make new friends.
11. Dog kisses, puppy breath, purring and the secret handshake!

## DIRECTORY

<b>Adam Lamb, Director of Clinic Operations</b>	<b>813-708-1237</b>
<b>Ben Moehnert, Adoption Manager</b>	<b>813-774-4339</b>
<b>Cathy Bellatin, Special Events Coordinator</b>	<b>813-876-4150</b>
<b>Danyelle Ho, Volunteer Manager</b>	<b>813-774-4344</b>
<b>Kaleigh Imbriale, Outreach Coordinator</b>	<b>813-774-4313</b>
<b>Karin Smith, Foster Care Coordinator</b>	<b>813-774-1237</b>
<b>Krissi Cuccia, MAC</b>	<b>813-774-4320</b>
<b>Mary Ann O'Donnell, TNR Manager</b>	<b>813-625-0910</b>
<b>Nancy McCall, Director of Development</b>	<b>813-774-4311</b>
<b>Pam Backer, Director of Shelter Operations</b>	<b>813-774-4308</b>
<b>Sherry Silk, Executive Director</b>	<b>813-774-4309</b>
<b>Stephanie Surber, Exam Supervisor</b>	<b>813-902-3196</b>
<b>T.J. Sill, Kennel Supervisor</b>	<b>813-774-4317</b>