

Welcome!

New Volunteer Orientation



Schedule & Agenda

• Welcome & Presentation

- Meet the Volunteer Department
- An Overview of HSHV
- Volunteering at HSHV

• Small Groups

- Shelter Tour
- Laundry & Shelter Cleaning

• VIC & Getting Started

- Using VIC & Scheduling
- Your first day volunteering
- What's Next!

• Questions?



Meet the Volunteer Department



Karen Patterson, Vice President of Humane Education and Volunteers
Tawn Hinze, Volunteer Manager
Jaime Campbell, Volunteer Coordinator

Karen

Vice President of Volunteers and Humane Education

- Began as a volunteer and became staff in 2011.
- Enjoy time with my family, two cats and dog.
- In my spare time I like hiking, paddle boarding, vegetarian food, reading and listening podcasts
- I love working with our wonderful volunteers who give so much to HSHV!



Willow
(HSHV Alum)



Milo



Moo-moo
(HSHV Alum)

Tawn

Volunteer Manager

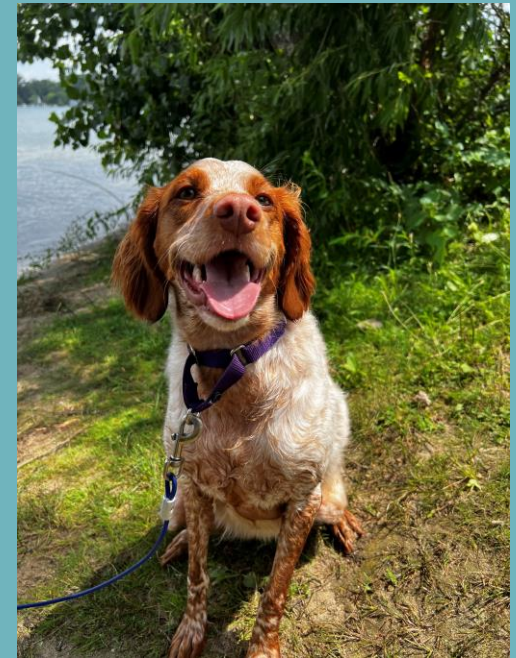
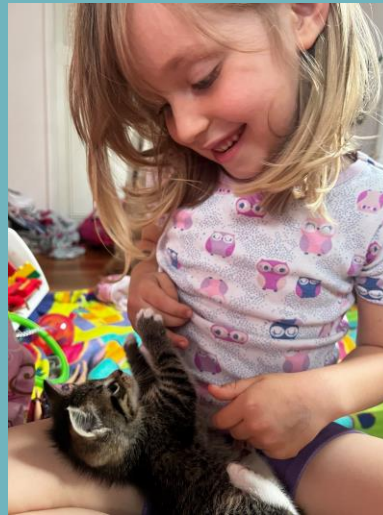
- I started with HSHV in 2009 as a volunteer.
- I want to make sure each of you have a wonderful experience as you get started volunteering.
- I enjoy yoga, tennis, coffee, and spending time with family and friends.
- I enjoy being around all of our animals...we are their family until they find a forever home.



Jaime

Volunteer Coordinator

- Started at HSHV in back of house in January 2022.
- I have 1 dog, 2 cats, 2 fish a hamster and an animal loving kiddo.
- In my spare time I like to garden, hike, swim and cook.
- I love working here because of all the amazing people I meet, and the relationships I get to form with the animals!



An Overview of HSHV



Our Mission

To encourage loving, responsible care of all animals in our community, to prevent suffering, and to save as many lives as possible.



A Little History...

- Founded in 1896
- Have provided wildlife services for 50+ years
- New shelter completed in 2009
- 501 (c) (3) charitable organization
 - A private, independent nonprofit agency



Just Some of What We Do



Cruelty & Rescue

Veterinary Care

Behavior Management

Bountiful Bowls

Safe Harbor

Community Cats

Humane Education

tiny lions

LOUNGE & ADOPTION CENTER



Friends For Life

- Started in March of 2023 through grant from Buhr Family.
- Protects the Animal-Human bond by keeping animals in the homes of those with housing insecurities or in need of support for their animals.
- Can help provide services such as:
 - Essential Supplies (food, litter, etc)
 - Vet assistance
 - Short-term housing help
 - Behavior Advice
 - Animal Visitation/Adoption



Our Service Area

Washtenaw County & Plymouth

All our programs and services

Southeast Michigan

Community Outreach

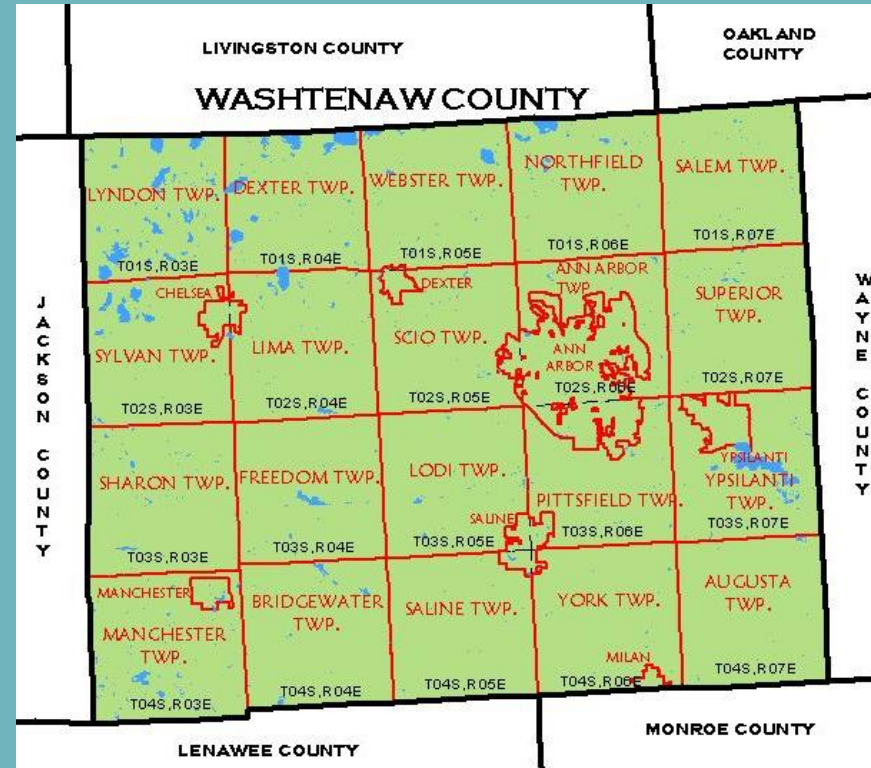
Humane Education

Intake (Space Limited)

Vet Services

Nation Wide

Adoptions



HSHV is an Open Admission Shelter

What Does This Mean?

We accept animals even when shelter is full.

We accept animals who are sick or injured.

We fit the definition of “no kill” set by Maddie’s Fund.

We rarely use this term due to confusion.

Euthanasia does happen as a humane course of action.

No “time limit” for adoptions.

How Do Animals Arrive at HSHV?



Fun Facts

How many adoptions does HSHV do each year? **5000+**

How many animals does HSHV care for each year? **20,000+**

What is HSHV's animal save rate? **94.9%**
(2024)



We Don't Mean to Brag....

No, no...go on...I mean HSHV is better than tennis balls!



HSHV is truly the cat's meow...I get wet food twice a day!





We won,
We won,
WE WON, Thanks
to YOU!



Ann Arbor Family Favorites 2024:

Best Place to Volunteer

2nd Place-Best Kid's Camp (new category in 2024)

Best of Washtenaw Readers Choice Awards 2024:

Best Animal Non-Profit

Best Veterinarian

Best Trivia Night @ Tiny Lions Cafe

We got our
14th consecutive
4-star Charity
Navigator putting
HSHV in top 1% of
charities ranked
nationwide



+ we're a "great nonprofit,"
thanks to you, too!

We are Fear Free Certified!



- Looking at not only physical health but emotional health of our animals
- Reducing stress by observing the environment and how the animal sees his/her world
 - Example: sounds...loud sounds can be stressful, so we avoid wheeling carts into our cat rooms.
- From enrichment, to read to calm, to cat feeding, volunteers play a crucial role in supporting an animal's overall well-being

Volunteering at HSHV



Who Volunteers with HSHV?



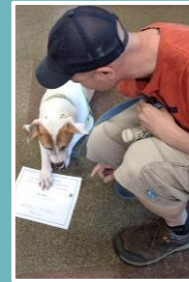
Adults (ages 18+)



Junior Volunteers
(ages 12-17)



Community
Service
Volunteers (18+)



Fosters



Day of Service



Tiny Lions

2024 Volunteer Statistics

Total number of adult volunteer: **973**

Total number of youth volunteers: **457**

Total number of volunteer hours: **160,968**



Hours donated by volunteers is equal to about **77** full-time paid staff!!

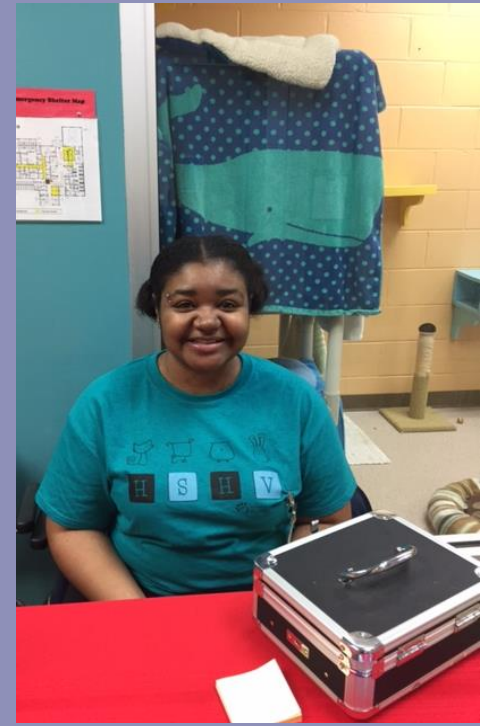
Paw I Volunteering

All volunteers start at the Paw I level

Primarily help with:

- Laundry
- Shelter Support
- Administrative Support
- Cat Feeding
- Community Events
- Love Train

No contact with animals (that's Paw II)



Paw II Volunteering



Volunteer at least 10 hours
(community service volunteers move to Paw II upon completion of hours)



Receive email notification



Sign up for dog walking or cat comforting training

10% DISCOUNT!

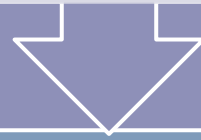


Beyond Paw II Volunteering



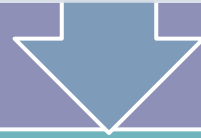
100 Hours of Volunteering

Recognition sticker for name tag



250 Hours of Volunteering

Paw III - New name tag



500 Hours of Volunteering

Paw IV- New name tag & certificate



Things to Know

What to Wear

- Volunteer shirt (optional)
- Name tag
- Close toed shoes

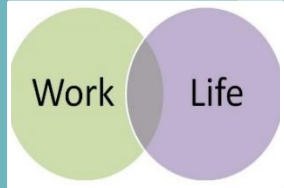
Cell Phones

- Should not be out
- Sign out if you need to make a call

Other Policies

- Smoke-free facility
- Weapons/Alcohol-free facility
- No open food or drink in work areas
- No family or friends come to volunteer with you (unless they too are volunteers)

Our Volunteer Culture



Balance

Don't over schedule yourself



Communication

Let us know how we can help



Respect

Follow Policy and Procedures



Have fun

Find what you enjoy doing

Communicating Effectively

Volunteer
Department

Communication starts here! We are available to discuss any concerns that you may have.

Confidentiality
Agreement

No sharing of confidential information. Volunteers can be dismissed if violated.

Social Media

Using social media to voice concerns or issues is not effective. See volunteer department staff instead.

HSHV on Social Media



HSHV.animals **and** Tiny Lions Catfe



humanesocietyofhuronvalley **and**
tinylionscatcafe



Humane Society of Huron Valley **and**
Tiny Lions Lounge and Adoption Center



[tiktok.com/@humanesocietyhuronvalley](https://www.tiktok.com/@humanesocietyhuronvalley)

Advocacy Text Alerts

- Text 734-662-5585 -get help or join our advocacy group and get text alerts
- Texting these words to the above number link you with intake and our lost/found services and provide updates
- Lost cat
- Lost dog
- Found cat
- Found dog

- Text Defender – get added to the text notifications about advocacy alerts

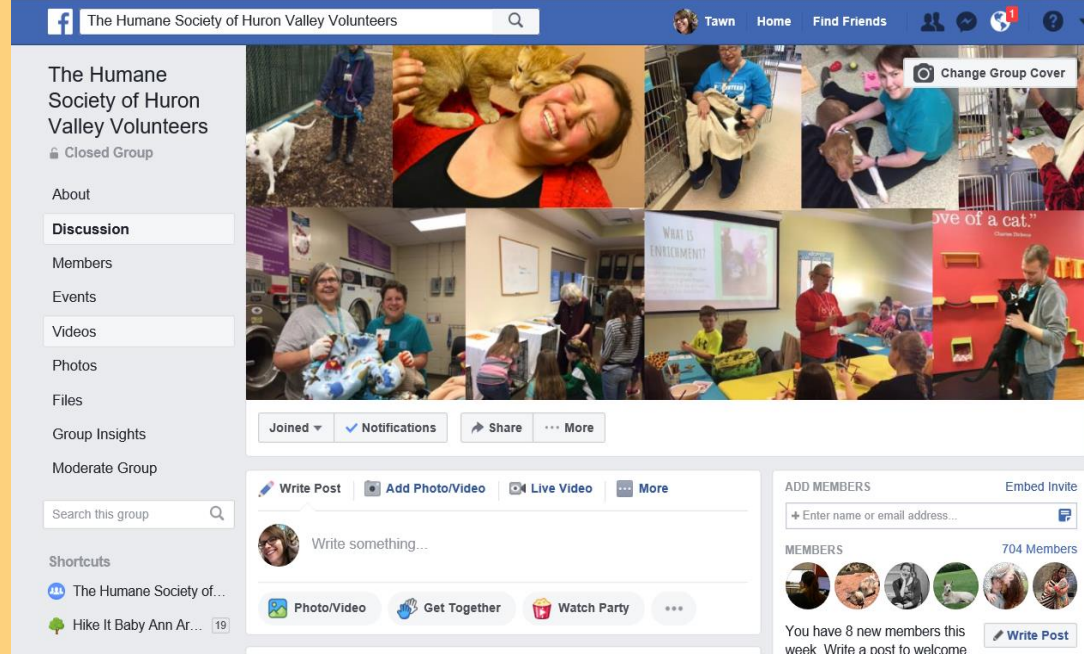
Volunteer Facebook Group

- Closed group
- A place for updates, stories, pictures, or volunteers needed requests.
- No posts about death, euthanasia, or killing/injury to animals.
- Posts should not include solicitations of goods/money.
- Questions? Ask us!



Facebook Posts

- Posts are removed that do not fit the social media policies
- Notification sent
- 2 or more posts removed = removal from FB group



Time for Small Groups!



Shelter Tour



Laundry & Shelter Cleaning

When Out in the Shelter

- ❑ Please Stay Together as a Group
 - ❑ The animals are super cute, but we have limited time today
- ❑ Keep Hands and Fingers Out of Kennels
- ❑ Avoid Side Conversations
 - ❑ Let's make sure everyone can hear what is being said
- ❑ Cell Phones are Kept Away

Welcome to Laundry

Laundry is one of our biggest needs at the shelter in terms of volunteer support. It is where a lot of new volunteers start volunteering at HSHV.



The Laundry Room



Let's go check out the laundry room!



Important Laundry Reminders

Always sign up before coming in

Laundry is the **last** assignment you do at the shelter!

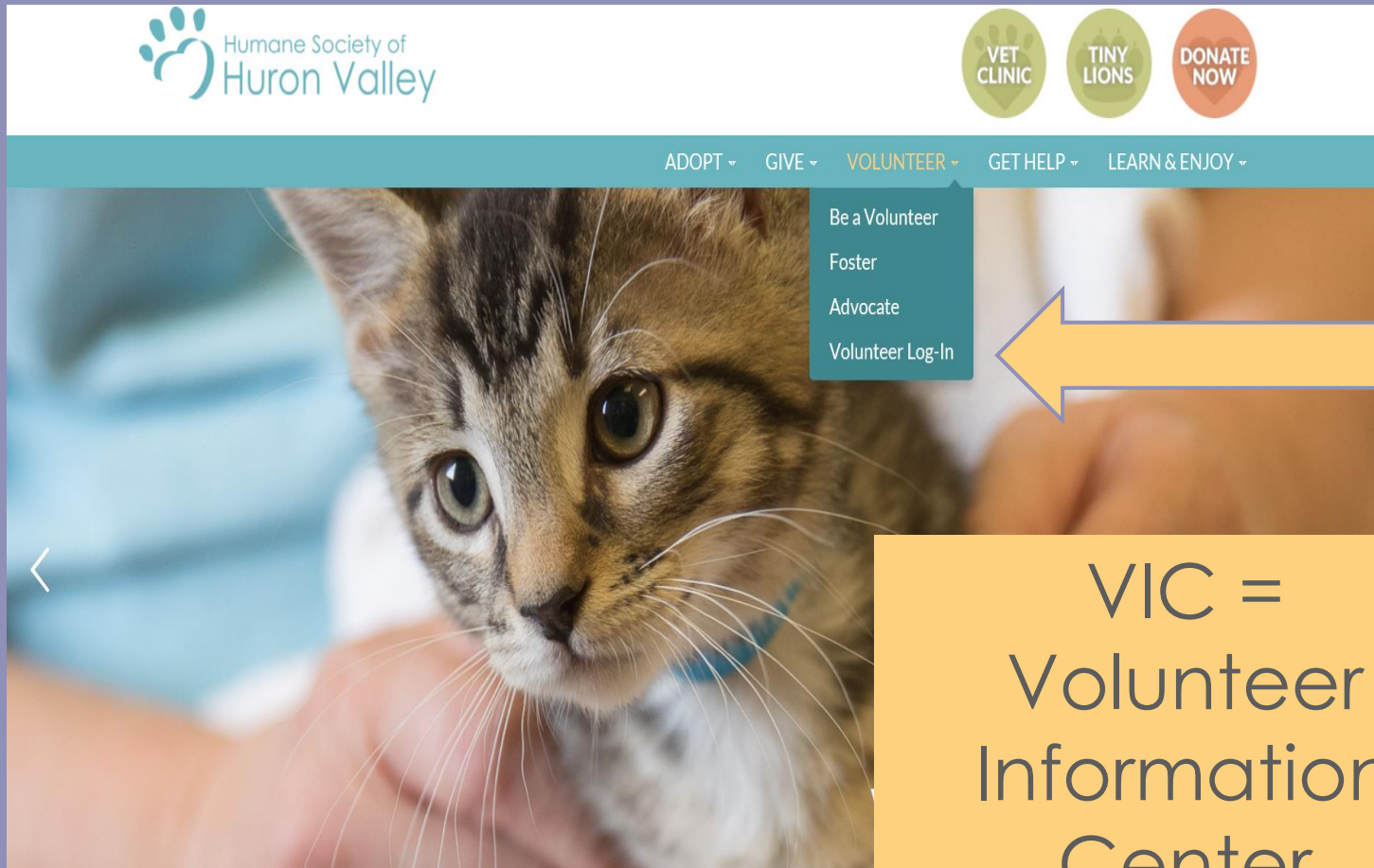
Read signs! They have important reminders

Questions? Need supplies? Just ask!

Volunteering in a Shelter Setting

- Exposure to Germs/Diseases.
 - Zoonotic-animal to human (i.e. Ringworm).
 - Other diseases animal-animal (i.e. Parvo, URI's).
- Humans are the largest carriers of germs.
 - Always sanitize hands.
 - Laundry is the last thing you do at the shelter.
- After Volunteering
 - Clothing-
 - wash in hot water/color-safe bleach. Dry in the dryer on highest setting.
 - Shoes-
 - wipe down and/or have a separate pair just for volunteering.

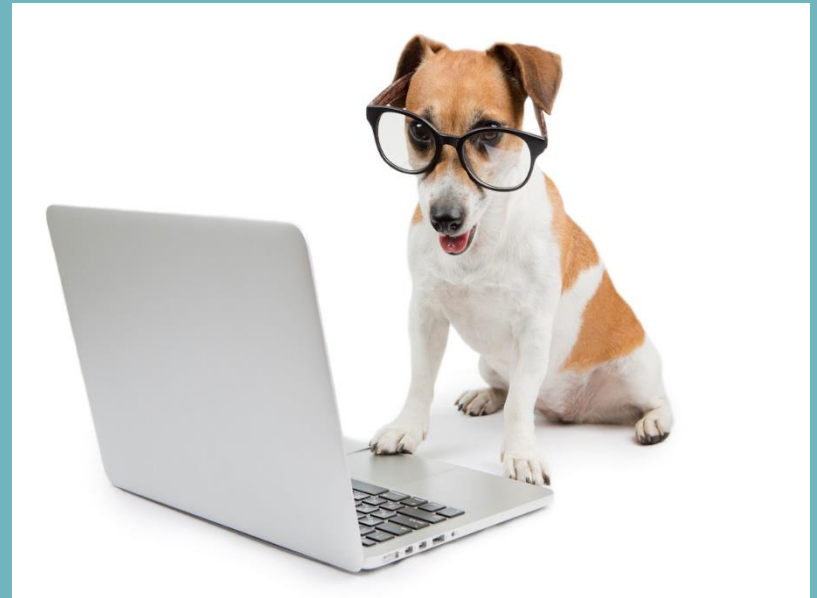
Getting Started – Signing Up



VIC =
Volunteer
Information
Center

Let's Take a Look at VIC!

- Logging In
- Homepage Overview
- Email Settings
- Calendar
 - Signing Up
 - Canceling
- Job Descriptions
- Resource Library



Need to Cancel?

More than 36 Hours to your assignment



Log into VIC



Click the “remove me” button

Less than 36 Hours to your assignment



You will no longer see the “remove me” button in VIC



Email volunteers@hshv.org to let us know you aren't coming in

No notification? You will be marked “absent”. 3 or more absences could result in dismissal from the volunteer program.

Your First Day of Volunteering

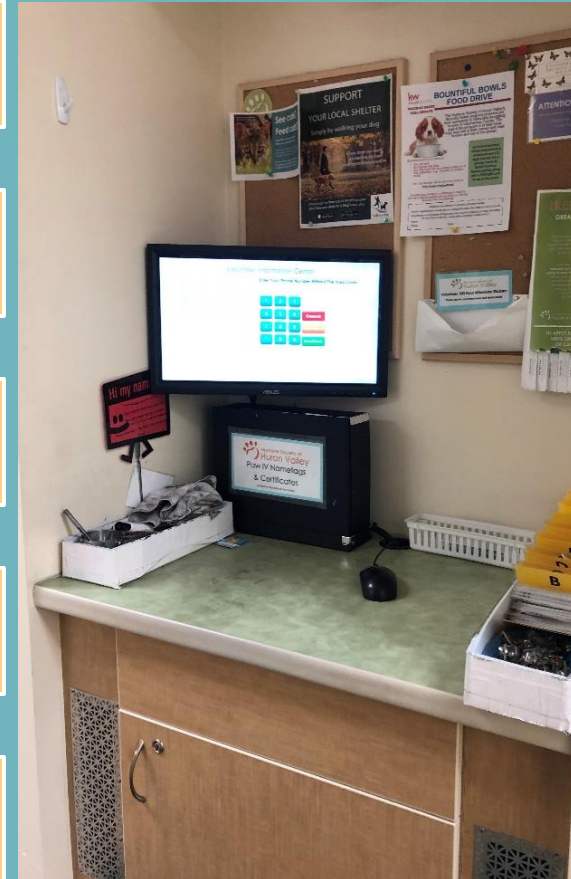
Park in the back of the parking lot

Leave valuables in the car

Door code: 8318#

Sign in and out at the station

Wear a name tag



Staying Active as a Volunteer

90 days with no activity on your volunteer account



We will email you, you will have 3 weeks to log hours



Your account becomes inactive if you don't come in



Contact us if you will be gone for an extended period!

Welcome to Volunteering!



You will receive an email tomorrow morning welcoming you to volunteering. Sign in and start scheduling yourself in VIC!