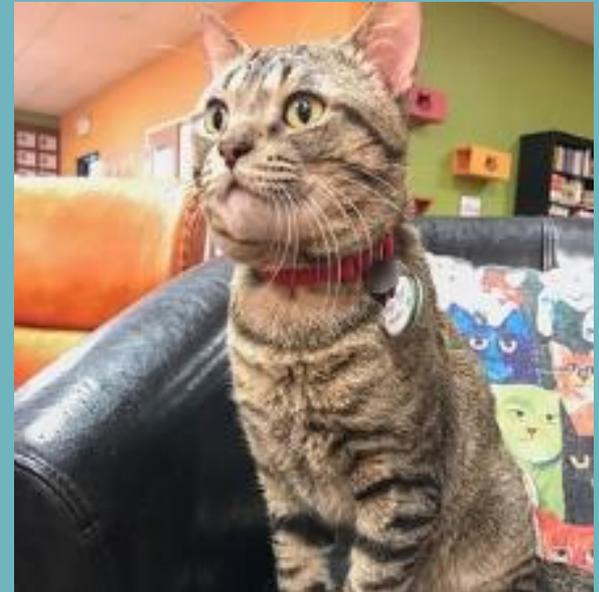
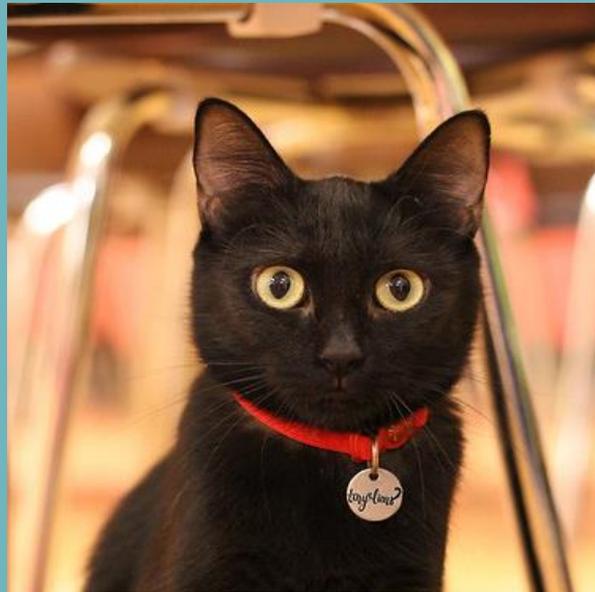


Welcome!

New Volunteer Orientation



Schedule & Agenda

- **Welcome & Presentation**

- Meet the Staff
- An Overview of HSHV & Tiny Lions
- Volunteering at HSHV

- **Tour of the Café**

- Interacting with cats at Tiny Lions
- Get your picture taken

- **VIC**

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

- **Questions?**



Meet the Staff



Hayley
Manager



Fatima
Café
Coordinator



Brittany
Animal Care
Tech



Nieka
Animal Care
Tech

Meet the Volunteer Department



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

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
- New shelter completed in 2009
- 501(c)(3) charitable organization
 - A private, independent nonprofit agency



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.

Our Save Rate



- HSHV Named Best Animal Shelter for the highest animal “save rate.”
~Michigan
Petfund Alliance

94.9%

Welcome to Tiny Lions



A Little History...

- Opened in May of 2016
- Named after Cecil the Lion
- Do you know where the first known cat café in the world was?

Cat Flower Garden" (貓花園), opened in Taipei, Taiwan, in 1998



A Brief Overview



Cats are chosen by TLC Staff. Come from main shelter. Kitten coming up through Kitten Love Train (typically winter months)



We offer fun programming each month!



There is an admission fee. Open to all groups and ages

Interacting with Tiny Lions Cats



Working with Cats

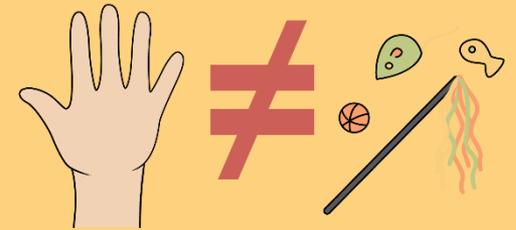


Don't fall for my belly rub invitation



Avoid picking me up

Hands are not cat toys



Shhh...let sleeping cats sleep and hiding cats hide.



No flash photography

If a Cat Gets Loose

- Remain Calm
- Call for staff assistance immediately
- Avoid chasing the cat
- Watch to see where/he she goes
- Keep the area safe (alert cars, etc.)



Volunteering at Tiny Lions



2024 Volunteer Statistics

Total number of Tiny Lions Volunteers: **239**
Total number of volunteer hours: **5,348**



Hours donated by volunteers is equal to about **2.5** full-time paid staff!!

2024 Cafe Stats



- **537** adoptions in 2024
- **18,660** visitors to the café through programming, events, and café visits

Tail System for Volunteering



Perks for Volunteering

(Just in case hanging around adorable cats and great people isn't enough)

Tail 2-10 Hours

- Personalized Name Tag
- 5 hour punch card
- 10% off Retail Sales, HSHV Vet Clinic, HE Programs & TLC entrance fees
- Adoption discounts

Tail 3- 100 Hours

- Sticker for your Name Tag
- Two, 5 hour punch cards to use
- 10% off Retail Sales, HSHV Vet Clinic, HE Programs & TLC entrance fees
- Adoption discounts

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
- Park closest to furniture store when possible



Volunteering around Animals

- Exposure to Germs/Diseases.
 - Zoonotic-animal to human (i.e. Ringworm).
 - Other diseases animal-animal (i.e. URI's).
- Humans are the largest carriers of germs.
 - Always sanitize hands.
- After Volunteering, we recommend...
 - 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.

Overview of the Cafe!



Kitchen

- Main Location for VIC sign-in
 - Use phone number (minus area code)
- Nametags are on the counter
 - Permanent nametags at Tail 2 (10 hours)



Back Room

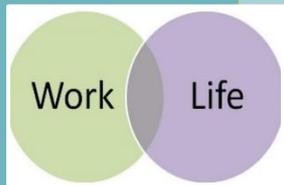
- Where you will find shelter cleaning assignments
- Laundry goes here
- Where feeding and cleaning supplies are located



Program Room

- Can be rented for parties/events
- HE programming takes place here (look for the doors to be closed...do not just “enter”)
- Storage cubbies for events like yoga

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

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)

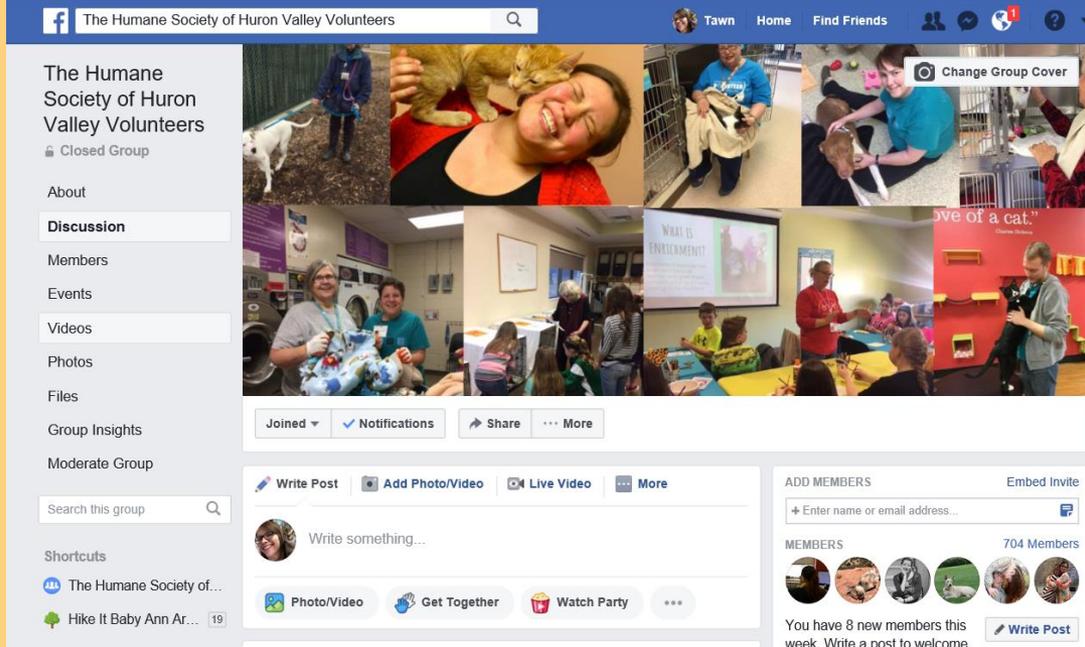
Volunteer Facebook Group

- 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



Getting Started – Signing Up



The image shows a screenshot of the Humane Society of Huron Valley website. At the top left is the logo for the Humane Society of Huron Valley. To the right are three circular icons: 'VET CLINIC', 'TINY LIONS', and 'DONATE NOW'. Below these is a teal navigation bar with the following links: 'ADOPT', 'GIVE', 'VOLUNTEER', 'GET HELP', and 'LEARN & ENJOY'. A dropdown menu is open under 'VOLUNTEER', listing 'Be a Volunteer', 'Foster', 'Advocate', and 'Volunteer Log-In'. A yellow arrow points to the 'Volunteer Log-In' option. Below the navigation bar is a large image of a kitten being held. A yellow box in the bottom right corner contains the text 'VIC = Volunteer Information Center'. A white left-pointing arrow is visible on the left side of the kitten image.

Humane Society of Huron Valley

VET CLINIC TINY LIONS DONATE NOW

ADOPT ▾ GIVE ▾ VOLUNTEER ▾ GET HELP ▾ LEARN & ENJOY ▾

Be a Volunteer
Foster
Advocate
Volunteer Log-In

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



Logging In



ADOPT - GIVE - VOLUNTEER - GET HELP - LEARN & ENJOY -

- Be a Volunteer
- Foster
- Advocate
- Volunteer Log-In

**FREE
VET EXAM**

With any cat or kitten adoption for a limited time

[SEE THE ANIMALS](#)

VIC = Volunteer Information Center

VIC Net Login: Visit our website, www.hshv.org, on the homepage you can click on “Volunteer”, then “Volunteer Login” to access VIC on your computer.



Login

Please use your e-mail address and the password you entered on your volunteer application to log into your volunteer account.

Login name:

Password:

[Forget your password?](#) [Help](#)

[Need a password?](#)

Go

[Back to the HSHV website](#) | [Privacy Policy](#)

Login: Your login name will be your email address and your password from the application. Click “go”

VIC Homepage

Welcome Screen: This is the main page you will see every time you log into VIC. Be sure to check here for the most important and up to date information about upcoming trainings, happenings at the shelter, or events you can participate.

Logged in as Tawn Hinze

Humane Society of Huron Valley

Tawn Volunteer

Home Schedule Service

Love Train Arrivals

Love Train is open to Paw HV Volunteers in the Adult Program.

Upcoming Dates (all with an estimated ETA of 8pm):

- **Wednesday, October 13th
- **Wednesday, October 27th

**An email was sent to volunteers announcing when spot will open in VIC for the transport assignments.



Giving Back & Holiday Schedule

The holiday is quickly approaching! When doing your holiday shopping, check out all the businesses who are giving back to HSHV this season! Hshv.org/holiday Thank you for your support throughout the entire year.

Speaking of Holidays, just a friendly reminder that both the main shelter and Tiny Lions are closed on Christmas & New Year's Day. The main shelter and Tiny Lions will also be closing at 3pm on Christmas Eve and New Year's Eve.

We do have limited shifts available on Christmas and New Year's Day at the shelter, so sign up in VIC if interested. For "choose your own time" assignments like Dog Walking or Cat Comforting, please do not schedule past 3pm on Christmas Eve and New Year's Eve.

Happy Holidays!

Volunteer Spotlight- Tom Wolan



Why did you start volunteering?
I reached a point where I needed to make a change in my life and part of that change involved giving time to help those who cannot help themselves.

What is your favorite aspect of volunteering?
I like forming relationships with the animals and people at the shelter. It is time that is very important

Door code = 8318#

Account & Profile Tabs

Account Tab: This is where you can change your password, set your email and text messaging preferences. **Note:** if you choose to not receive “important information” you will miss out on most emails regarding upcoming events, information important to your role as a volunteer, training reminders and any job openings.

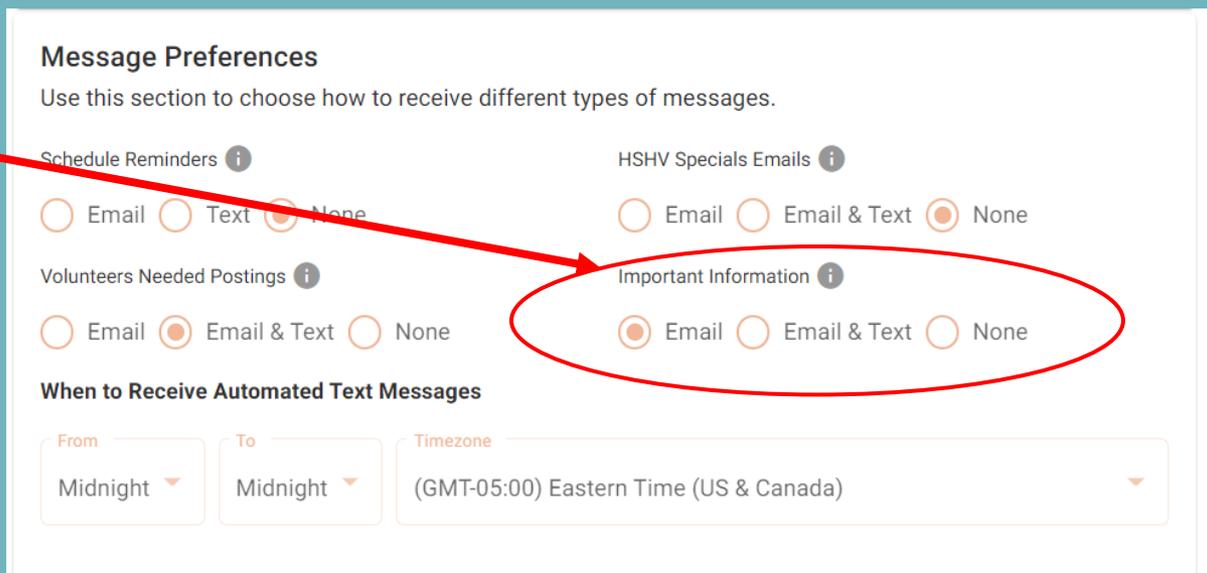
Click small arrow next to your name for drop down menu

My Profile Tab: Make sure all your information is filled out correctly. You can update your current contact information, email and your photo. Please make sure you are the only human and that your face is clearly showing in your photo.

The screenshot shows the website interface for a user logged in as Tawn Hinze. At the top, a yellow bar displays the user's name and a small profile icon. Below this is the Humane Society of Huron Valley logo and navigation tabs for Home, Schedule, and Service. The main content area is divided into three columns: 'Love Train Arrivals' with dates and a photo of a dog; 'Giving Back & Holiday Schedule' with text about holiday hours and a photo of a dog; and 'Volunteer Spotlight- Tam Wol' with a photo of a man and a dog. On the right side, a user profile dropdown menu is open, showing options for Profile, Account, and Log Out. A red circle highlights this menu, and a red arrow points to the small downward arrow next to the user's name.

Email Preferences

- Communication through email in VIC is how we send information on trainings, shelter news, schedule changes, and help needed.
- Please check your message preferences in VIC under the “Profile” section



Message Preferences
Use this section to choose how to receive different types of messages.

Schedule Reminders ⓘ
 Email Text None

Volunteers Needed Postings ⓘ
 Email Email & Text None

HSHV Specials Emails ⓘ
 Email Email & Text None

Important Information ⓘ
 Email Email & Text None

When to Receive Automated Text Messages

From: To: Timezone:

Scheduling

Schedule Tab: This is where you schedule yourself for volunteer assignments.

Click on a specific date to see what assignments are available (this will be specific to your volunteer Paw Level, training, etc)

Humane Society of Huron Valley

Home **Schedule** Service

Logged in as Tawn Hinze

Tawn Volunteer

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" buttons to view a different month. For a printable view of your

Today < > 📅 January 2023 Filter Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
New Years Day 2023 1	2	3	4	5	6	7
6 Openings	27 Openings	31 Openings	30 Openings	32 Openings	35 Openings	29 Openings

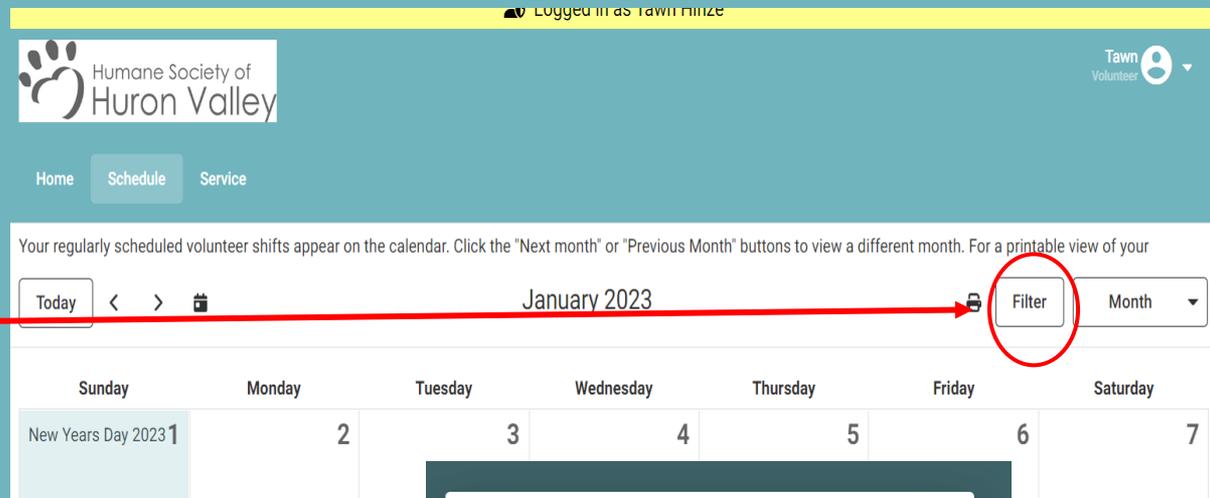
You will see a list of assignments available when you click on a specific date

Today < > 📅 Tuesday, January 3, 2023 Filter Day

- 8:00am - 10:00am** Dog Walking - Holding (walks start at 8am)
1 more needed | Please do not enter the building before 8am to ensure safety. [Schedule](#)
- 9:00am - 11:00am** Shelter Cleaning- Back of House
1 more needed | You will be helping with kennel cleaning. [Schedule](#)
- 9:00am - 11:00am** Shelter Cleaning- Assisting Facilities Team
1 more needed. [Schedule](#)
- 9:00am - 4:00pm** Pet Supplies Plus- (South Lyon Location) Food Pick-Up
1 more needed | Pick up between these times, return donations to shelter. [Schedule](#)
- 10:00am - 12:00pm** Shelter Cleaning & Laundry
2 more needed. [Schedule](#)
- 10:00am - 12:00pm** Crate Cleaning [Schedule](#)

Choosing Assignments

In addition to clicking a particular date to see assignment, you can search for a specific assignment by using the **“Filter”** feature



Humane Society of Huron Valley

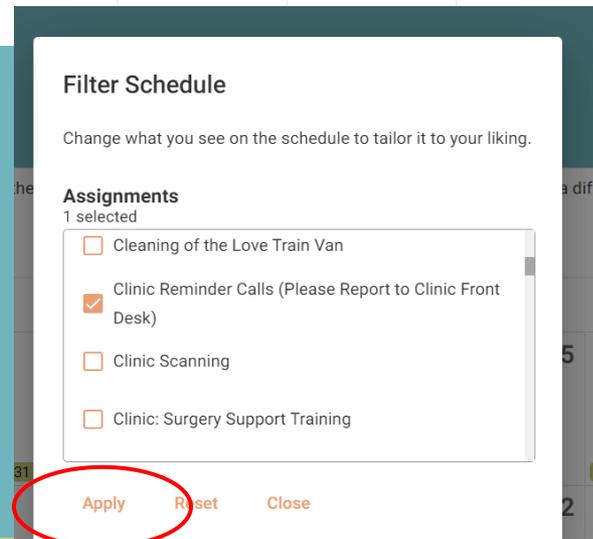
Home Schedule Service

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" buttons to view a different month. For a printable view of your

Today < > 📅 January 2023 Filter Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
New Years Day 2023 1	2	3	4	5	6	7

Select the assignment you want to search for and then click **“apply”**



Filter Schedule

Change what you see on the schedule to tailor it to your liking.

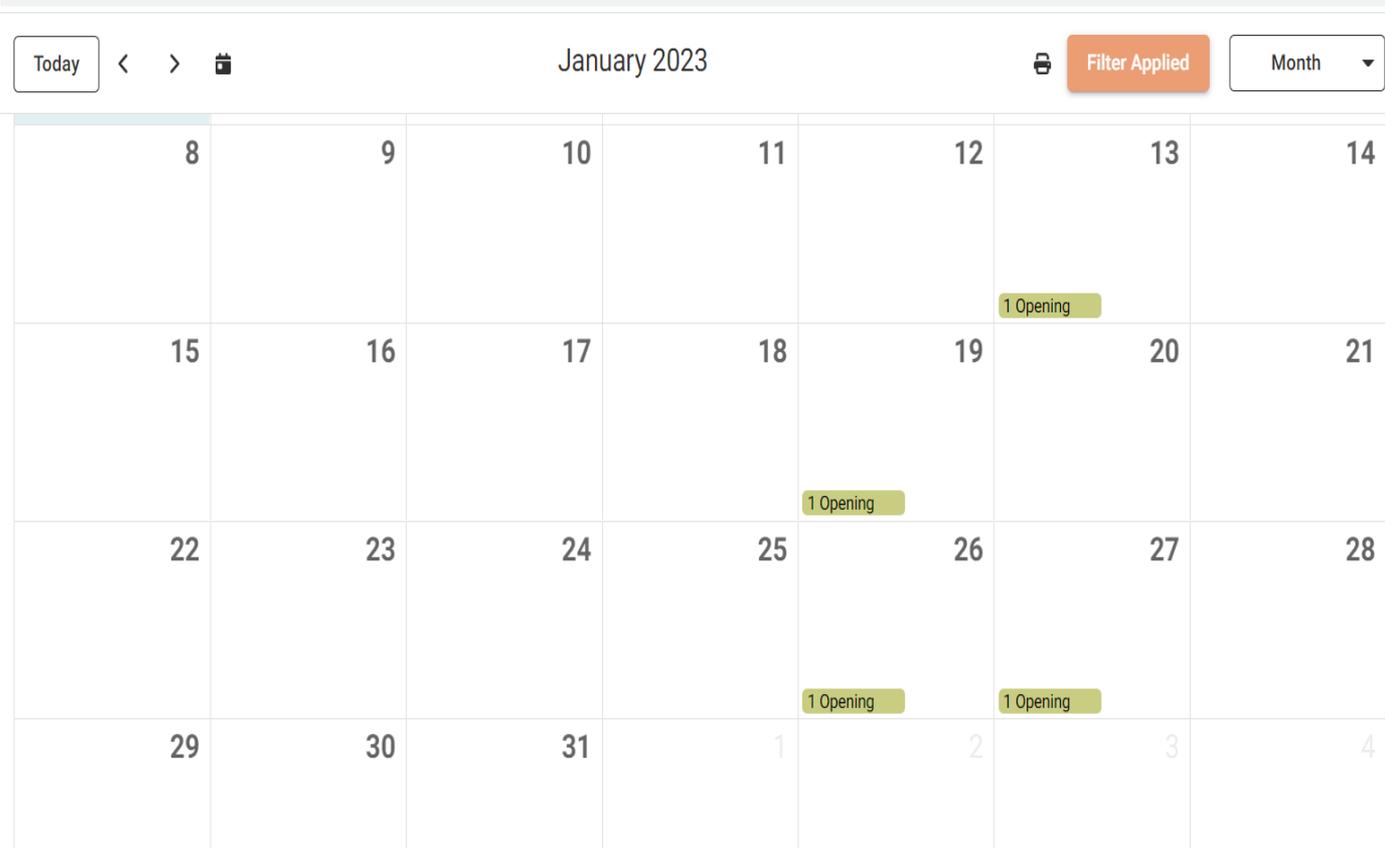
Assignments
1 selected

- Cleaning of the Love Train Van
- Clinic Reminder Calls (Please Report to Clinic Front Desk)
- Clinic Scanning
- Clinic: Surgery Support Training

Apply Reset Close

Choosing Assignments

You will now see the filter has been applied and any dates that have an opening for Clinic Reminder Calls, will show on the calendar as “1 opening”.



The screenshot shows a calendar for January 2023. The interface includes a 'Today' button, navigation arrows, a calendar icon, the month 'January 2023', a 'Filter Applied' button, and a 'Month' dropdown menu. The calendar grid displays dates from 8 to 4. Green labels '1 Opening' are placed on the following dates: 12, 19, 25, and 26.

8	9	10	11	12	13	14
				1 Opening		
15	16	17	18	19	20	21
			1 Opening			
22	23	24	25	26	27	28
			1 Opening	1 Opening		
29	30	31	1	2	3	4

Scheduling & Job Description

Click the name of the assignment to get the **Job Description**. Learn more about the specific tasks associated with that volunteer assignment. If that assignment is something you would like to schedule yourself for, click on the green “Schedule Me”

Logged in as Tawn Hinze

Humane Society of Huron Valley

Home Schedule Service

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" buttons to view a different month. For a printable view of your

Today < > Thursday, January 19, 2023 Filter Applied Day

Your Schedule

No scheduled events

Openings

🕒 9:00am - 11:00am Clinic Reminder Calls (Please Report to Clinic Front Desk)

👤 1 more needed

Schedule

Are you sure you want to schedule this shift?

📅 Thursday, January 19, 2023

🕒 9:00am - 11:00am

Clinic Reminder Calls (Please Report to Clinic Front Desk)

👤 1 more needed

Cancel

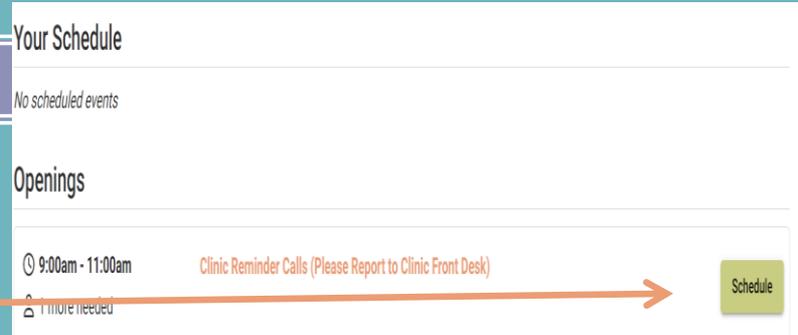
Click on assignment name for job description

Confirming Assignment

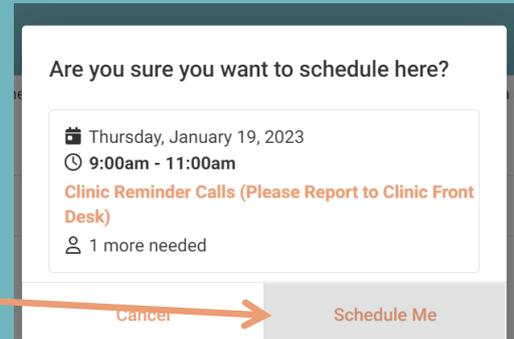
1. Click the green “Schedule” button for the shift you want to sign up for.

2. Click “Schedule Me” to verify you are registering for this assignment.

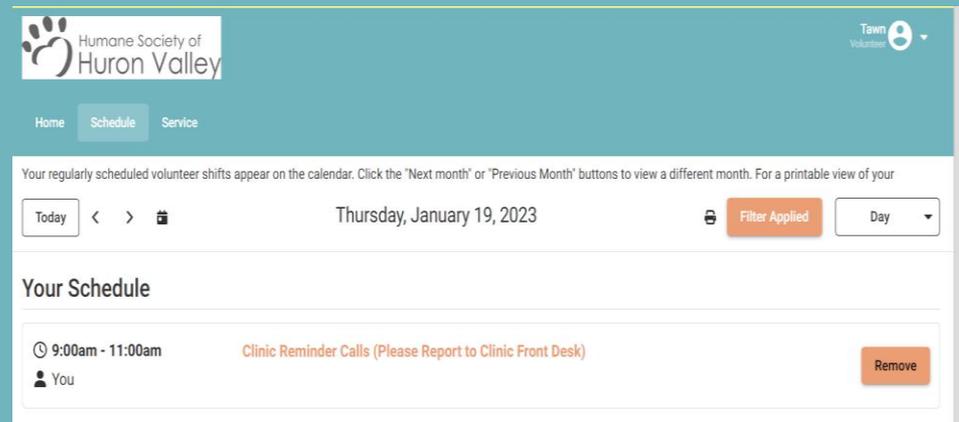
3. You will now see that you are scheduled



This screenshot shows the 'Your Schedule' section of a web application. It displays 'No scheduled events' and a list of 'Openings'. One opening is highlighted: a 9:00am - 11:00am shift for 'Clinic Reminder Calls (Please Report to Clinic Front Desk)'. A green 'Schedule' button is visible to the right of this shift. An orange arrow points from the text in step 1 to this button.



This is a confirmation dialog box titled 'Are you sure you want to schedule here?'. It displays the details of the selected shift: 'Thursday, January 19, 2023', '9:00am - 11:00am', 'Clinic Reminder Calls (Please Report to Clinic Front Desk)', and '1 more needed'. At the bottom, there are two buttons: 'Cancel' and 'Schedule Me'. An orange arrow points from the text in step 2 to the 'Schedule Me' button.



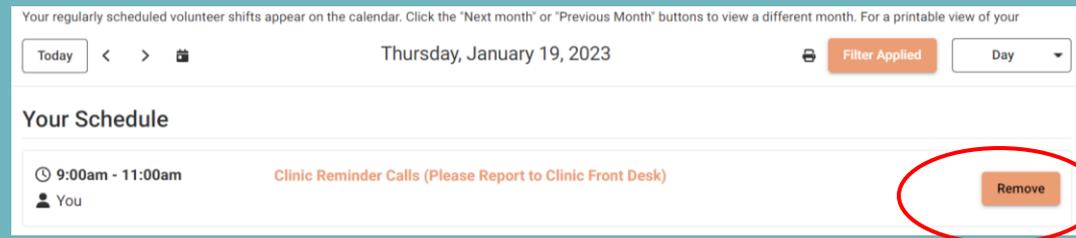
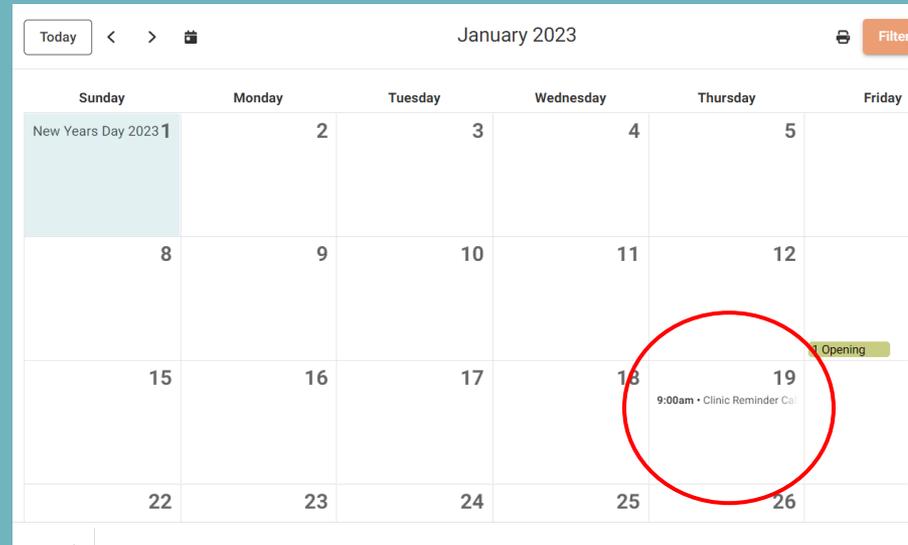
This screenshot shows the user's profile page on the Humane Society of Huron Valley website. The user is identified as 'Tawn Volante'. The 'Schedule' tab is active, showing a calendar for 'Thursday, January 19, 2023'. The 'Your Schedule' section now shows the confirmed shift: '9:00am - 11:00am' for 'Clinic Reminder Calls (Please Report to Clinic Front Desk)' with the user's name 'You' listed. A red 'Remove' button is visible next to the shift. The text in step 3 is reflected in the visual state of the page.

Canceling Assignments

Removing Yourself: Please don't over schedule yourself. Click on the date you need to cancel. In this example, it's the 19th. Click the "remove" button and that will take you off of the schedule.

You may remove yourself from any scheduled assignment up to 36 hours before you are to perform that assignment. Just click "Remove Me"

If the **REMOVE** button option is **NOT** available, please email the volunteer department at volunteers@hshv.org



Recording Hours From Home



Home Schedule **Service**

Post Service

Start of Service - End of Service

12/21/2022 - 12/21/2022



Hours

Assignment * ▼

Post

If you sign in and out at the volunteer computer, you do not need to log your hours from home.

You will use the **Service** tab to record foster hours, or off-site event/assignment hours. Here are the steps:

1. Select the beginning and ending date of your service.
2. Enter how many hours you served.
3. Choose Your Assignment from the drop-down menu
4. Click Post
5. Click "Yes" to confirm or "No" if you wish to not post.

VIC Homepage

Welcome Screen: This is the main page you will see every time you log into VIC. Be sure to check here for the most important and up to date information about upcoming trainings, happenings at the shelter, or events you can participate.

Home My Profile My Schedule My Service History Time Sheet Account

Check your schedule

Post your hours

Sign-up

Text message opt-in

Love Train Arrivals
**January 24th, ETA 9pm
**February 7th, ETA 9pm
**February 21st, ETA 9pm



When signing up for Love Train, please keep in mind that sometimes arrival can be as early as 8pm or as late as 10pm, so keep your schedule flexible. Sign up today!

Morning Door Access Code
Don't forget, if you schedule yourself for morning volunteering, you'll need to use the volunteer access code to get in the front doors. The code is: 83188 NOTE: Please make sure you don't let the public in the doors before 11:00am! Just like cats, they like to slip through those doors.

Shelter Half & Full Day
On the 3rd Wednesday of each month, the shelter is closed to the public until 2:00pm for staff training and cleaning. Most volunteer assignments will remain open with the exception of cat comforting and adoptions related assignments beginning at 2:00pm that day.

Work at HSHV!
Interested in working for HSHV? Did you know that about 1/3 of current staff started off as volunteers? Simply visit www.hshv.org/job to see what job openings are available!

5,061 Adoptions!
2017 was a record breaking year for HSHV. We celebrated 5,061 animals finding their forever homes, which is 755 more than last year! This wouldn't have been possible without the hard work, dedication, and love from HSHV's amazing volunteers. Thank you!

Volunteer Resource Library



There is a lot of good information to review! Dog walking and cat comforting training materials, volunteer information session presentations, even competition league resources. Just click on the Earth Icon!

Volunteer Email
Need to Cancel a Volunteer Shift less than 36 hours from your scheduled time?
Adults please email: volunteers@hshv.org
JV's please email: humanead@hshv.org
Tiny Lions Volunteers please email: tlv_vol@hshv.org



Looking for who was adopted??
Want to know who found their new home?? Join us on the Humane Society of Huron Valley Facebook page (not the volunteer group) each covering to team who found their new home! Each posting comes with a cute rein story and several pictures! Just take two minutes and like "Humane Society of Huron Valley" on Facebook! Not on Facebook? You can still see the posts by visiting www.facebook.com/humane.society.of.huron.valley

Adult and JV Paw 2 Trainings

Adult Trainings

Cat Comforting Training Class
8:30am-11:00am
**Sun, January 28th
**Tue, February 13th
**Sat, February 25th
**Tue, March 13th

Level 1 Dog Walking Training Class
9:00am-12:00pm
**Wed, January 17th
**Fri, January 19th (1-4pm)
**Fri, January 26th
**Sat, February 4th
**Fri, February 9th (1-4pm)
**Sat, February 18th
**Tue, February 27th
**Sat, March 4th
**Fri, March 9th (1-4pm)

Level 2 Basic Dog Walking Training Class (must have 20 hours of dog walking)
9:00am-12:00pm
**Sat, February 11th
**Sat, March 11th

Level 3 Holding Dog Walking Training Class
9:00am-12:00pm
**Sat, January 21st

Tiny Lions Cat Care Orientation
**Sat, January 27th, 7:30-9pm

JV Paw 2 Trainings

JV Paw 2 Small Mammal Training:
**Fri, January 19th, 4-5pm
**Fri, February 9th, 4:30-5:30pm
**Fri, February 23rd, 4-5pm

JV Dog Visitation Training (for current cat volunteers)
**Tue, January 30th AND Thur, February 1st 4-5:30pm (MUST attend BOTH days!)
**Sat, February 17th AND Sat, February 24th 10-11:30am (MUST attend BOTH days!)

JV Cat Comforting Training (for current dog volunteers)
**Sat, January 20th AND Sat, January 27th 10:30am-12pm (MUST attend BOTH days!)

JV Paw 2 Cat Comforting Training (for current cat volunteers)
**Sat, January 27th, 10:30am-11:30am
**Sat, February 10th, 11:30am-12:30pm

JV Read to Dogs Training
**Wed, February 28th, 4-6pm

Please note, some of these trainings require that you have been approved for either animal handling or you have completed a certain number of volunteer hours. Please do not show up for a training unless you are scheduled in VIC.

Exit

VIC Sign-In Stations

- Locations to log-in at the café
 - At the front desk
 - In the kitchen
- The café is a busy place with different events and guests, so please sign in at the kitchen station.

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 TinyLions@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.

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!