



Hi Tor Animal Care Center Volunteer Manual

The purpose of this manual is to acquaint all volunteers with Hi Tor Animal Care Center and crucial policies and procedures.

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Hi Tor Animal Care Center

65 Firemen's Memorial Drive
Pomona, New York 10970
(845) 354-7900
www.hitor.org

Hours of Operation

Monday through Saturday 11 AM to 4:30 PM
Sunday 11 AM to 3 PM

Volunteer Orientation Coordinator

info@hitor.org

Welcome, New Volunteer!

We are pleased that you have chosen to donate such a very precious commodity to us- your time and talents.

We want each volunteer to feel that he or she is a part of our team, each important to our overall success. The shelter could not exist without the support of our volunteers who bring a diversity of interests, knowledge, expertise and caring to our organization.

Your ideas and suggestions are important to us and we welcome them at any time. If you have any problems, suggestions, ideas or concerns that you would like to discuss regarding the organization or your role in it, please feel free to contact the Volunteer Coordinator.

Thank you so much for your interest and your caring. We appreciate it and most of all the shelter animals appreciate it!

Please read the volunteer manual and refer to it often. Our policies are designed to protect our animals, staff and volunteers as much as possible and must be followed precisely. If you have suggestions or questions, please contact the volunteer coordinator.

We cannot do our work without you. Thanks for joining us. And we look forward to a long and productive relationship!

Mission and Goals

The mission of Hi-Tor Animal Care Center is to preserve and improve animal life, to promote responsible pet adoption and ownership, and to provide humane treatment for all animals in our care.

The Hi-Tor Animal Care Center is committed to acquiring a state of the art facility, on a dedicated campus, to provide the highest standard of care to sheltered animals and to promote responsible pet ownership through education.

Hi-Tor Animal Care Center, Inc., is a privately incorporated 501(c)(3), non-profit organization dedicated to the care and control of Rockland County animals.

Definition of Low Kill Shelter

Hi Tor Animal Care Center is a “low kill” shelter, meaning we make every effort to place “adoptable” animals that come into our shelter. We do not have a time limit on an animal’s stay, and an adoptable animal will not be euthanized to make room for another. The instances where we may have to euthanize are when:

- An animal is too sick or injured (beyond medical treatment)
- Medical treatment cost far outweighs the likelihood of adoption
- An animal is unadoptable or suffering due to a variety of circumstances
- We are ordered to do so by a court of law (i.e. dangerous dog injunction)

Euthanasia and the Volunteer

We would like to discuss the subject of euthanasia with you. Unfortunately, due to our open admissions policy, sometimes we have no choice but to euthanize. Injury, severe illness, and behavior problems all contribute to the need for euthanasia.

Our goal here, at this shelter, is to provide for each animal's physical and emotional needs. The volunteer contributes largely to the emotional needs, i.e. walking, petting, playing, etc. For this we are very grateful, as caring and seeing to all the physical needs each animal requires consumes most, if not all, of our time.

Euthanasia is a very difficult subject to cope with. It is something for you to think about before making a commitment to volunteer at the shelter. You may arrive one day to visit your favorite animal only to find he was euthanized. All of this, naturally, can be very emotional. This isn't a scare tactic to keep you away, it is a fact you need to be made aware of. Your ability to accept and deal with this needs to be addressed.

If any behavior problems are noticed, please report them immediately. Even the smallest sign of aggression displayed can escalate into a dangerous situation faster than you think. It is in the animal's best interest that you report anything out of the ordinary.

We would like everyone to understand that every decision to euthanize is well thought through. We would like that you do not question our decisions. It is hard enough to pull animals, hold them, and actually have to euthanize them without being questioned.

Following are a few questions we have been asked in the past and exactly how they have been put to us:

- *"Who are you killing tomorrow?"* We are sure those who put it that way did not realize how it came out.
- *"Oh no, not Snoopy! I'll take him home!"* If you are only taking Snoopy because he is about to be euthanized you are not doing him or yourself justice.
- *"How can you kill them? You people are cold hearted!"* A statement that is ever so far from the truth.
- *"Why is Fido being euthanized?"* If we did not have one valid reason for euthanizing Fido he never would have been considered. Yes, we like him too, and it is no harder on you than it is on us.

These are just a few of the remarks staff has heard. You are bound to become attached and therefore, will be upset should one of your favorites be chosen for euthanasia. Please put yourself in staff's shoes for just a few minutes. Staff is at the shelter daily, closely working with these animals. They become attached too, but the facts are; for every dog or cat in the shelter, there are two or three waiting to enter.

Decisions, however unpopular, must be made.

We hope that after reading this section you will have a little better understanding of the need for euthanasia, and of the emotional obstacles we all must face because of it. We are all here to work together, and trust is one of the most basic issues. We ask that when you volunteer at Hi Tor Animal Care Center you place your faith in us.

Once again we would like to express our heartfelt gratitude to you. It is with your help and understanding that we will be able to achieve our goals.

You can help us fight the pet overpopulation crisis by promoting the spay/neuter of all pets!

Organizational Policies**

1. Volunteers must abide by all of the rules of Hi Tor Animal Care Center and always give the shelter staff appropriate respect. It is imperative that volunteers always follow instructions and directions given by the staff.
2. Volunteers are expected to meet all of the responsibilities of their specific role(s), as outlined in the training programs and the job description(s). This allows us to present a common standard of professionalism in any environment in which we work.
3. Volunteers must abide by all security and safety rules as outlined in all applicable training programs, job descriptions and in this handbook. The safety of our volunteers, the shelter animals and the public are of paramount importance. Non-compliance of these rules can result in unexpected consequences to the life of an animal and to the organization as a whole.
4. Volunteers must wear Identification Badges at all times while working in the shelter. This immediately identifies our members to both the public and the shelter staff.
5. Volunteers are expected to be punctual and dependable.
6. Harassment of fellow volunteers, shelter staff, members of the management team and the public is expressly prohibited. This is a key aspect of community spirit.
7. Volunteers should dress and groom themselves appropriately for their volunteer position. Such an appearance contributes to the positive impression made to the public.
8. Volunteers must not commit any willful violation of any shelter rules or any deliberate action that is extreme in nature and detrimental to the animal shelter's efforts to operate so as to fulfill their purpose and mission.

*****All of the outlined policies are critical to the integrity and success of the shelter and the goals that we set forth in order to improve the quality of life for shelter animals. Violation of the following policy, however, is considered to be extremely serious and may result in immediate dismissal without warning.*****

Volunteer Requirements

You must be 18 years or older to volunteer for the programs that involve working directly with shelter dogs. You must be 16 years or older to volunteer for the programs that involve working directly with shelter cats and designated shelter small animals. Anyone under the age of 18 may not participate or accompany any registered volunteers during their scheduled volunteer time. All of Hi Tor Animal Care Center's volunteers are regarded as ambassadors who represent the shelter's goal and mission. All of the volunteer positions at Hi Tor Animal Care Center are geared to helping our animals become highly adoptable and finding their forever homes. Although some positions require training in order to work with animals, all positions require good people skills. Working together as a team requires patience, cooperation, understanding, and most of all commitment. This is especially important even if you do not always agree with policies or procedures performed. Ideas are always welcomed and changes occur often in an effort to improve Hi Tor Animal Care Center.

Explanation of Hi Tor Animal Care Center Procedures and Policies for all Volunteers

The following procedures were developed to provide organization throughout our busy shelter, and to insure the safety of all Hi Tor Animal Care Center volunteers, patrons and animals.

Hi Tor Animal Care Center relies on its volunteers to be dependable and effective. Abiding by the shelter's policies and procedures ensures that the programs operate smoothly and the animals derive the maximum benefit.

As a volunteer, you have specific responsibilities. Below are listed many of the policies, procedures, regulations, and/or guidelines you are expected to follow.

Injuries and Accidents**

*****All injuries incurred at Hi Tor Animal Care Center, great or small, to a volunteer or a member of the public must be reported to a Hi Tor staff member immediately. Hiding or ignoring these incidents in order to "protect" an animal will only result in more harm to all involved.*****

Bites and scratches—Must immediately be reported to the Hi Tor office, and an accident report filled out. The report can also help staff to determine what may have prompted the animal to react. NYS laws requires that a bite or scratch case animal be held for 10 days regardless of whether they have been vaccinated. Injured parties must seek out medical treatment immediately.

Other injuries; cuts, falls, etc.—Again, anyone involved in an accident where injury occurs, must fill out an accident report. Please assist the general public to the Hi Tor office if they are injured on our property. Locate a Hi Tor staff member to assist the injured person if they should not or cannot be moved.

Appearance and Dress

A volunteer represents Hi Tor Animal Care Center to the community and its residents and your appearance contributes to the overall impression and perception of the shelter. Therefore attire that is both professional and appropriate to your working conditions is expected of all volunteers. You should be clean and neat, within the constraints of your duties.

All volunteers are required to wear an official Hi Tor ID Tag while performing duties on or off Hi Tor premises. In cold or inclement weather, if you are working outside or walking a dog, and require a jacket or coat you will be required to display a Hi Tor pin in clear view on the front of your jacket or coat. This uniform will help to identify you to the visiting public and is available for a small fee in Hi Tor's lobby. Volunteers must also wear a nametag at all times while volunteering at the shelter or in the community when performing Hi Tor duties.

For those working directly with animals, we ask that you wear jeans or casual pants, and non-skid rubber-soled shoes with closed toes. Shorts are permitted with the exception of "Daisy Duke" style or short shorts. Large hoop or dangling earrings represent a safety hazard and may not be worn.

Attendance

Volunteers must sign in and out to assist us in keeping attendance records. Most volunteer positions offer flexibility re: days and times of service, as long as they are within shelter guidelines. There are some volunteer positions that require specific days and times, such as off-site adoption events. Absenteeism detracts from our ability to serve our clients and causes an undue burden on those who must fill in. In addition, tardiness inconveniences those who are counting on your presence.

For those times when you are unable to meet your obligation, call your program supervisor as far in advance as possible. If you cannot give advance notice, call as early in the day as possible, leaving a message on voicemail if necessary. If you must be late, notify your program supervisor in advance or as soon as you can.

If you plan to leave the area for vacation, your program supervisor would appreciate your giving two weeks notice so that your duties can be assigned to others.

Changes in Personal Information

Please keep your personal information up-to-date at all times. Notify the Volunteer Coordinator of changes in: name, address, telephone number, E-mail address, or emergency contact person.

Code of Conduct

Volunteers, like any other professionals in a non-profit field, are subject to a code of ethics. You must assume certain responsibilities and expect to be held accountable for what you do. Therefore, you must agree to:

- Interpret “volunteer” to mean that you have agreed to work without monetary compensation but, having been accepted as a volunteer, expect to do your work according to Hi Tor’s policies and standards;
- Work with an attitude of open-mindedness, a willingness to be trained, and to bring interest and attention to that work and training;
- Contribute the assets you have to enrich the projects on which you work; and
- Support our policies inside and outside the shelter.

Confidentiality

All Hi Tor information (i.e., names, addresses, phone numbers, etc.) that you are aware of as a result of your position is confidential and may not be disclosed or discussed with others. Your personal information may not be disclosed, and will not be provided to anyone, unless authorized by you.

Discipline

Hi Tor Animal Care Center promotes a philosophy of fairness that encourages growth and improvement. This concept of progressive discipline will be mirrored in the volunteer program.

Volunteers who commit minor violations of policy, procedure, rule, regulation, or guideline will be verbally counseled in an effort to achieve acceptable compliance. Continued violations could result in additional counseling or dismissal from the program.

Serious violations (i.e., animal abuse; abusive, threatening, harassing behavior to staff, volunteers, or clients; possession, use, sale, etc. of drugs or weapons; disclosure of confidential information) will result in immediate termination of service and possible criminal charges.

Dismissal

Volunteers who do not comply with Hi Tor’s rules, policies, procedures, guidelines, and regulations, either willfully or because of an inability to do so, or who fail to perform their assignments satisfactorily, are subject to dismissal. A volunteer may be dismissed by the Volunteer Coordinator or the Manager at any time. Hi Tor reserves the right to request a volunteer to leave immediately if circumstances warrant such action.

Discrimination

Hi Tor Animal Care Center provides an environment free from discrimination. Any type of discrimination based on an individual's race, religion, national origin, gender, sexual orientation, HIV status, age, marital or veteran status, citizenship, disability, etc. is strictly prohibited.

Drug-Free Environment

Promoting a safe and productive atmosphere for all volunteers and employees, Hi Tor is a drug-free environment. Shelter management will take all steps necessary to ensure that its employees and volunteers perform their duties and responsibilities free of the influence of unlawful drugs and unimpaired by alcohol.

The following activities are prohibited on Hi Tor's premises or while conducting Hi Tor business: the unlawful manufacture, sale, distribution, dispensing, possession, transfer, or use of a controlled substance.

No volunteer shall report to work after having used a controlled substance not legally prescribed by a health-care practitioner.

No volunteer shall report to work while impaired by alcohol. No volunteer shall consume alcoholic beverages while on Hi Tor property or while conducting Hi Tor business off premises.

Behavior in violation of this policy may result in disciplinary action, up to and including immediate dismissal.

Fair Treatment/Problem Solving

If a problem arises concerning any aspect of your volunteer work, you are encouraged to attempt to reconcile the issue with those involved. However, if you feel that a workable agreement or satisfactory resolution to your problem cannot be achieved with discussion, then notify the Volunteer Coordinator, who will work with all appropriate parties to resolve the issue or problem.

Harassment

Hi Tor Animal Care Center will not tolerate harassment of others for any reason. Harassment includes, but is not limited to, the following types of behavior: making derogatory remarks about certain individual characteristics (i.e., race, religion, age, and sexual orientation), repeating "jokes" about ethnic or other groups, engaging in abusive language, and other offensive verbal, physical, and visual behaviors.

Sexual harassment, which is illegal and carries with it personal liability, is defined as any unwanted physical, verbal, or visual sexual advances, requests for sexual favors, and any other sexually oriented conduct which is offensive or objectionable to the recipient, including but not limited to: derogatory or suggestive comments, slurs or gestures, and

offensive posters, cartoons, pictures, or drawings. Sexual harassment does not refer to occasional compliments of a socially acceptable nature but to unwelcome and personally offensive behavior. Such behavior debilitates morale and, therefore, interferes with work productivity.

Harassment of any kind is a form of misconduct that undermines the integrity of our relationships. Any form of harassment, sexual or otherwise, directed at an employee, volunteer, client, visitor, vendor, or any individual conducting business with the organization will lead to disciplinary action, up to and including immediate termination in cases of gross misconduct.

Employees and volunteers should report suspected or actual sexual harassment directly to the Volunteer Coordinator. The matter will be promptly investigated. Confidentiality will be maintained to the extent possible, consistent with the need to conduct a prompt and thorough investigation of a complaint. There will be no retaliation against an employee or volunteer for filing a complaint. Any instance of sexual harassment, any act of retaliation, or any failure to cooperate in the investigation or resolution of a sexual harassment complaint may result in disciplinary action or termination.

Incident Procedures

Immediately notify the manager on duty of any situation involving a visitor who either forcibly enters a restricted area or who becomes abusive in any public areas of the facility. Under no circumstances should a volunteer try to restrain or remove a visitor.

Personal Property

Hi Tor Animal Care Center is not responsible for loss, theft, or damage of personal items. Volunteers are advised to avoid bringing excessive amounts of cash or valuables with them while working on-site or at Hi Tor-sponsored events. Hi Tor is not responsible for items left in volunteers' cars.

Placement and Scheduling

A volunteer's schedule can be diverse, varied, and/or flexible depending on their assigned area. Volunteers should work in a timely manner with their supervisor, Volunteer Coordinator, or their designee, to establish a mutually acceptable schedule.

Volunteer hours shall be during normal business hours, unless otherwise determined by the Volunteer Coordinator or Manager. Hi Tor observes the following holidays and is closed to the public on those days: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving, Christmas Eve (1/2 day), and Christmas Day, New Year's Eve (1/2 day). Holiday volunteers are welcome!

Pregnancy

If you are pregnant, think you may be pregnant, or become pregnant while volunteering at the shelter, immediately inform your program supervisor. If your duties involve handling animals, you may come into contact with a bacterium or parasite that can harm your fetus. If you wish to continue volunteering, you can be assigned to office duties during your pregnancy as long as you understand and adhere to the necessary precautions. Pregnant women are strongly advised to contact their physicians and follow any advice pertaining to working with animals.

Resignation

If for any reason you cannot complete your assignments as planned and need to leave the volunteer program, please inform your program supervisor and Volunteer Coordinator of your decision as soon as possible. We would appreciate your feedback through an exit interview with the Volunteer Coordinator, in person or by phone. This provides us with valuable feedback from a volunteer's perspective.

Restricted Areas

Certain areas of the shelter are off-limits to volunteers. Unless you are specifically authorized to enter as a part of your duties, you may not enter shelter offices, quarantine, isolation, or any locked or "staff-only" designated areas.

Sign-In/Sign-Out

For proper timekeeping and recognition, volunteers must sign in and sign out each time they volunteer. This record is used to determine how service levels have increased and which services volunteers have enhanced. Volunteers may also want to maintain their own record to document their experience and commitment. Any volunteer hours completed off-site will be sent in at the end of each month. The Volunteer Coordinator will send a reminder via email at month's end. No confirmation of hours will be given unless they can be verified by the sign-in/sign-out book in the lobby.

Smoking

In accordance with NYS workplace laws, smoking is prohibited inside all Hi Tor facilities. Volunteers and employees who wish to smoke may do so outside the building in designated areas. Please dispose of cigarette butts properly and do not throw them on the ground.

Representation

No volunteer will discuss with the public, the staff, or within hearing of the public or staff, their personal views concerning shelter procedures, protocols, etc. with which they may disagree. To do so may result in immediate dismissal. Volunteers are welcome to express any concerns or personal views regarding shelter policy with the Volunteer Coordinator.

Media Procedures

Dealings with the media will be handled ONLY by an authorized shelter representative. "Media" is anything that will be printed, broadcasted, or televised about Hi Tor Animal Care Center.

Social Media

Hi Tor Animal Care Center respects the right of any volunteer to maintain a blog, web page or to participate in social networking sites such as Facebook or Twitter, or similar site. However, to protect Hi Tor's interests, volunteers must adhere to the following rules:

1. All rules regarding confidential and proprietary business information apply in full to blogs, web pages, social networking, twitter and similar sites. Any information that cannot be disclosed through a conversation, a note, or an email also cannot be disclosed in a blog, web page, social networking, twitter or similar site.
2. Whether posting something on his/her own blog, web page, social networking, twitter or similar site or on someone else's, if a volunteer mentions Hi Tor Animal Care Center and also expresses either a political opinion or an opinion regarding Hi Tor Animal Care Center's actions, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not Hi Tor's position.
3. Be respectful of your potential readers, colleagues and fellow volunteers. Do not use discriminatory comments, personal insults, libel or slander when commenting about Hi Tor Animal Care Center, your superiors, co-workers, board members, fellow volunteers, or other pet-related entities and/or organizations affiliated with Hi Tor Animal Care Center.
4. Any conduct which is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, twitter or similar site. For example, posted material that is discriminatory, harassing, obscene, defamatory, libelous or threatening is forbidden. Company policies apply equally to volunteer blogging.
5. Hi Tor Animal Care Center encourages volunteers to keep in mind the speed and manner in which information posted on a blog, web page, social networking, twitter or similar site can be relayed and often misunderstood by readers. Hi Tor requires all volunteers to refrain from posting information regarding Hi Tor or their staff which could embarrass or upset co-workers or which could detrimentally affect Hi Tor's business.
6. Failure to follow these guidelines may result in discipline, up to and including termination.

Suggestions

We welcome your ideas and suggestions as a means of improving our operation. Suggestions made to Volunteer Coordinator will be sent on to Manager for consideration. While many suggestions have merit and are borne out of genuine concern, not all suggestions can or will be implemented for a variety of reasons. Shelter management is employed to carry out policies and procedures in the overall best interests of the entire organization and cannot reverse such at the behest of individual concerns.

Telephone Calls

Hi Tor's telephone lines are for business purposes only. Use cell phones for outgoing personal calls, and incoming personal calls will be routed directly to the volunteer only in emergency situations.

Visitors and Personal Guests

On-duty volunteers may not receive personal visitors, except in emergencies. Volunteers should instruct friends and family members to wait in the lobby or outside the main office until they are off-duty. ****VOLUNTEERS MAY NOT BRING CHILDREN OR THEIR OWN PETS TO THE SHELTER WHILE THEY ARE VOLUNTEERING.****

Violence in the Workplace

Hi Tor Animal Care Center does not tolerate any displays of violent, aggressive, or threatening behavior by or toward its employees, board members, visitors, or volunteers. Inappropriate behaviors include, but are not limited to, physical, verbal, or visual assaults; the possession and/or use of firearms and other dangerous weapons. Volunteers who carry dangerous weapons in their personal vehicles are prohibited from bringing such vehicle onto Hi Tor property or parking those vehicles on Hi Tor property. Employees and volunteers should summon help from co-workers or call 911 if they are threatened or believe they are in imminent danger.

Hi Tor Animal Care Center Volunteer Job Descriptions

1. **Train to Adopt** – Teach shelter dogs the basic obedience and skills they need to find good homes, at the same time providing regular exercise and socialization while they are here at the shelter. This program requires both classroom and hands-on training and mentoring.

Requirements:

- A genuine love of dogs
- At least 18 years of age
- Have the physical strength and dexterity to handle strong dogs
- Be able to follow directions and work within guidelines for the safety of the dogs and volunteers
- Be able to make a commitment, volunteering an average of at least one hour a week

2. **Cat Care** – Work with shelter cats and kittens to make them friendlier and therefore, more adoptable. Help with cat socialization and other activities to keep our felines active, mentally stimulated, and eager for human interaction. This program requires hands-on training and mentoring.

Requirements:

- A genuine love of cats
- At least 16 years of age
- Able to follow directions and work within guidelines for the safety of the cats and volunteers
- Able to make a commitment, volunteering an average of at least one hour per week

3. **Foster Program** – Open your home to a shelter dog or cat while we work to find them permanent homes. Fosters can range in duration from a few days to a few months.

Requirements:

- Have a genuine love of animals
- Able to provide a safe, clean and healthy environment for fosters
- Able to provide for special needs when required

Continued next page...

4. **Greeters** – Welcome and assist shelter visitors to find a pet, drop off donations, or get information. Help them find the staff members who will best meet their needs. Assist and support office staff. Help make the adoption process user-friendly. This program requires hands-on training and mentoring.

Requirements:

- Have a genuine desire to work with people
- Ability to deal with various types of personalities
- Ability to redirect the public, if necessary (i.e., children)
- Ability to smile through it all and remain pleasant
- Understand when and to whom to report information
- Be a self-starter, have initiative
- Be dependable and knowledgeable about necessary information
- Be at least 18 years of age
- Be able to commit to a minimum of three months, volunteering an average of at least one hour per week

5. **Adoption Outreach** – Help with on and off-site adoption events. We hold many special adoption events each year. Many are held off-site in order to reach potential adopters who might not visit the shelter. Volunteers are needed to assist with animal care and support adoption staff. This program requires both classroom and hands-on training and mentoring.

Requirements:

- Have a genuine desire to work with animals and people
- Ability to be a positive and knowledgeable ambassador for Hi Tor
- Ability to follow directions and procedures to insure the safety of the animals, volunteers, staff and adopters

6. **Shelter Beautification** – There are always projects in progress at the shelter that need your help. They include planting, gardening, weeding, clean-up, trail maintenance and many more.

Requirements:

- Be physically sound and able to complete rigorous tasks
- Ability to follow direction and complete tasks in a timely manner

7. **Office** – We have countless opportunities for volunteers to help office staff with paperwork, filing, mailings, flyer posting, copying, data input, etc. We always need volunteers to answer phones, work with clients, and help with paperwork.

Requirements:

- Genuine desire to work with people
- Good organizational skills
- Ability to follow direction and complete tasks in a timely manner

8. Shelter Assistant – Work in our shelter with our kennel attendants and vet tech. Help with cleaning cages and feeding animals, comforting animals and assisting staff. This position also requires volunteers to help with general cleaning. Hands-on training and mentoring are required.

Requirements:

- Genuine desire to work with people and animals
- Ability to follow directions and complete tasks in a timely manner
- Ability to help with animals in distress

9. Special Events/Fundraising/Community Outreach – Help get the word out about services Hi Tor provides. This includes event planning, community events, and fundraising.

Requirements:

- Ability to be an ambassador for Hi Tor Animal Care Center
- Genuine desire to work with the public
- Ability to articulate information about Hi Tor programs



**Hi Tor Animal Care Center
Volunteer Application**

Full Name _____

Address _____ City _____ State _____ Zip _____

Home Phone _____ Cell Phone _____

Email _____

Emergency Contact _____ Relationship _____

Emergency Contact Phone _____

Please tell us about yourself!

Why do you want to volunteer at Hi Tor Animal Care Center? _____

Do you have any special skills, training, interests or hobbies related to animals? _____

Do you have any allergies or physical conditions that might affect your work as a volunteer? If so, please describe:

Availability

Please indicate the times you are available to volunteer (ex. Monday 3-5pm). Or please check all that apply:

Monday _____ Tuesday _____ Wednesday _____ Thursday _____ Friday _____

Saturday _____ Sunday _____ Almost Any Time _____ Seasonal _____

Date you can begin training to volunteer: _____

Which **Volunteer Jobs** you interested in volunteering your time and efforts? (Please refer to pages 12-14 of the Volunteer Manual for descriptions and time requirements for each position.)

*****DOGS*****

Please mark "1" as your first choice, "2" as your second choice, "3" as your third choice, etc.

Volunteer at Shelter:

- _____ Dog Walker at Shelter
- _____ Attend Dog Training Classes With Shelter Dogs
- _____ Help Socialize Dogs in Backyard Enclosures (Fenced-in Pens)

Adoption Outreach:

- _____ Dog Handler at Off-Site Adoption Events
- _____ Dog Handler at Shelter Adoption Events
- _____ Assist/Support Staff & Senior Volunteers at Adoption Events
- _____ Provide Foster Care

*****CATS*****

Please mark "1" as your first choice, "2" as your second choice, "3" as your third choice, etc.

Volunteer at Shelter:

- _____ Help Socialize Kittens*
- _____ Help Socialize Adult Cats*
- *Socialization includes keeping animals hygienic (i.e., clean cages, scoop litter)

Adoption Outreach:

- _____ Cat Handler at Off-Site Adoption Events
- _____ Provide Foster Care for Nursing Litters
- _____ Provide Foster Care for Recovering Cats

*****RABBITS AND SMALL ANIMALS*****

Please mark "1" as your first choice, "2" as your second choice, "3" as your third choice, etc.

Volunteer at Shelter:

- _____ Help Socialize Rabbits*
- _____ Help Socialize Guinea Pigs, Hamsters, Gerbils, Fancy Rats*
- _____ Help Socialize Birds*
- _____ Help Socialize Reptiles*
- *Socialization may include keeping animals hygienic (i.e., clean cages, change bedding, etc.)

Adoption Outreach:

- _____ Rabbit Handler at Off-Site Adoption Events
- _____ Small Animal Handler at Off-Site Adoption Events
- _____ Provide Foster Care for Animals in Need of Socialization
- _____ Provide Foster Care for Recovering Animals

*****OTHER*****

These jobs are very important for the shelter to run smoothly.

- _____ Greeter
- _____ Office**
- _____ Special Events/Fundraising/Community Outreach
- _____ Shelter Beautification
- _____ Shelter Assistant



Hi Tor Animal Care Center Volunteer Release Form

I, _____, presently residing at

Full Name

Street Address, City, State, Zip Code

hereby acknowledge the following as pertains to each item listed below:

1. General Provisions

I have read the Hi Tor Animal Care Center Volunteer Manual in its entirety and understand my rights and responsibilities as a volunteer for Hi Tor Animal Care Center.

I understand that all activities that I perform for Hi Tor Animal Care Center will be strictly on a volunteer basis, without pay, compensation or benefits.

Initials: _____

2. Volunteer Policies and Procedures

I have read Hi Tor Animal Care Center's Policies and Procedures (contained in the Hi Tor Volunteer Manual) and understand my responsibilities as a volunteer for Hi Tor Animal Care Center.

I agree to comply with all rules and regulations established by the shelter and understand that any failure to do so may result in immediate removal from the volunteer program.

Initials: _____

3. Injury and Precautions

I understand that if I am injured while acting as an unpaid member of the volunteer staff New York State worker's compensation laws do NOT cover any loss of work I might suffer because of these injuries.

I am aware that the nature of the activities that I may be performing as a volunteer pose a risk of harm, injury, illness, or disease to both me and my own pets.

I have read and will follow all recommended health precautions, as set forth in Hi Tor Animal Care Center's Volunteer Manual.

I authorize Hi Tor Animal Care Center and its representatives to seek emergency medical care for me in the event of accident, injury, or illness while serving as a volunteer for Hi Tor Animal Care Center.

Initials: _____

4. Confidentiality

I will keep confidential any and all information in regard to any animals or people who access the services of Hi Tor Animal Care Center, including past and current owners of animals that are adopted or surrendered to Hi Tor Animal Care Center.

Initials: _____

5. Supervision

I agree to abide by all policies and procedures given me both at my initial volunteer orientation and at any subsequent occasions by any representative of Hi Tor Animal Care Center.

I will take any ideas, comments, suggestions, or criticisms directly to Hi Tor Animal Care Center’s Volunteer Coordinator and agree to be supervised by either the Volunteer Coordinator or any other person designated by that person to serve as my direct supervisor.

I am accountable to Hi Tor Animal Care Center’s Volunteer Coordinator and will report any problems that develop to that person immediately.

Initials: _____

6. Ongoing Training

I understand that certain volunteer positions require intensive training as regards to the rights, responsibilities and risks of said position.

I agree to attend all required training or in-service session given by both Hi Tor Animal Care Center’s staff as well as other experts in the community.

I further understand that if I do not attend such trainings, I will be disqualified as a Hi Tor Animal Care Center volunteer.

Initials: _____

7. Waiver and Release

I agree that all volunteer activities I choose to participate in are at my own risk and I assume full responsibility for my actions while acting as volunteer for Hi Tor Animal Care Center.

I hereby fully and completely release, indemnify, and hold harmless Hi Tor Animal Care Center, its directors, officers, volunteers, agents, servants and employees from any claim cause of action or liability of any sort of nature, whether known or unknown, directly arising out of or in connection with my volunteer duties at Hi Tor Animal Care Center.

Volunteer Signature**

Date

Shelter Representative**

Date

Waiver for parents of minor volunteers: On behalf of my child, I agree that I will abide by all the rules, regulations, policies, and procedures of Hi Tor Animal Care Center. Furthermore, on behalf of myself, my child, and all our present and future heirs and assignees, I hereby agree to hold harmless and not bring legal action of any kind arising out of damage, injury, or loss to my property or myself, regardless of the cause, including negligence, to Hi Tor Animal Care Center and its employees.

Minor Volunteer’s Parent’s Signature

Date

**** Signatures will be deemed null and void if not signed in the presence of a designated shelter representative of Hi Tor Animal Care Center.****