

Date of Volunteer Orientation: _____

Remit to: HSBH, Volunteer Coordinator
1820 E. St. Patrick St. Rapid City, SD 57703
volunteer@hsbh.org 605-394-4170 ext. 3

Last Name

Volunteer Contact Info

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone/Cell: _____ Email: _____

Are you under 16 years of age? Yes No Birth Date: _____ Age: _____

(Some restrictions apply to volunteers under the age of 16)

First

-
1. Is your volunteer time required? Yes/No If so, by whom? School/Work/Court Other _____
 2. By attending the Volunteer Orientation you are allowed to walk dogs, socialize cats, and work in the laundry area. With additional training you are allowed to volunteer, helping with: (mark if interested)
Customer Service _____ Clerical Work _____ Animal Adoption Events _____
Foster Home _____ Assist with Events _____ Special Projects _____

3. Do you have any specific skills or training pertaining to the care of pets (i.e. obedience instructor, grooming, veterinarian, etc) that you would like to apply at the Humane Society of the Black Hills? Yes No
Explain _____

4. How did you hear about Volunteering at the Humane Society of the Black Hills?
 School Friend Newspaper TV Radio Website Other _____

5. Why do you want to volunteer at the Humane Society of the Black Hills?

6. Are you able to dedicate 5 hours in 6 months to volunteering with us? Yes No

Volunteer Agreement & Release of Liability

I acknowledge that I have voluntarily applied to assist the Humane Society of the Black Hills. I am aware of the Humane Society of the Black Hills' dedication to the moral and ethical treatment of all animals, and will act in accordance with these values in my capacity as a volunteer.

I certify that I will abide by the rules and policies as set forth in orientation, including but not limited to:

- Safety precautions;
- Volunteer vest use;
- Immediate reporting of all accidents, injuries or incidents; and
- Respectful notice of restricted or quarantined areas unless under the direct supervision of a staff member.

It is recommended that all volunteers have an up-to-date tetanus vaccine, in the event that you are bitten or scratched. Tetanus vaccines need to be updated every 10 years and may be obtained by a physician at your own expense.

I understand as a volunteer that I will not be paid for my services, that I will not be covered by any medical or other insurance coverage, including automobile liability coverage, and that I will not be eligible for any Workers Compensation benefits. I, the volunteer, understand that am responsible for my own insurance coverage in the event of personal injury, accident, or illness as a result of my services to the Humane Society of the Black Hills.

I understand that the behavior of domestic animals is at times unpredictable and that some animals are capable of inflicting property damage, serious personal injury, and even death. I recognize and accept on my own behalf all risks associated with the handling of potentially unpredictable animal behavior. I specifically assume all risks arising out of or relating to the care and handling of the Animals. I recognize that the Humane Society of the Black Hills makes no representations whatsoever as to the past history of the Animals and whether or not they are safe Animals.

In consideration of the opportunity afforded me by the Humane Society of the Black Hills to participate in activities and provide services, I hereby agree that I, my assignees, heirs, guardians, and legal representatives fully and forever release the Humane Society of the Black Hills or any of its affiliated organizations, employees, agents, contractors, volunteers, officers, or directors collectively or individually, from any and all claims, actions, causes of action, remedies and complaints of any kind which I have or may in the future have, whether known or unknown, arising out of or relating to the animals or to my volunteer work, including all claims for personal injury, paralysis, wrongful death, and property damage.

If the volunteer is under the age of 18, a parent or guardian must also sign this form indicating an acknowledgement of the risks and responsibility the volunteer and/or parent/guardian assumes.

I have carefully read this agreement and fully understand its content. I am aware that this is a release of liability and a contract between myself and the Humane Society of the Black Hills, and I sign it of my own free will.

Printed Name

Volunteer Signature

Date

Parent/Guardian Printed Name

Parent/Guardian Signature

Date

Emergency Contact:

Name: _____

Phone Number: _____ - _____ - _____

The Humane Society of the Black Hills reserves the right to decline any volunteer application for any reason. This may include, but is not limited to any area where there is a conflict of interest.

Humane Society of the Black Hills Conflict of Interest Statement

The standard of behavior at the Humane Society of the Black Hills is that all staff, volunteers and board members avoid conflicts of interest between the interests of the Humane Society of the Black Hills on one hand, and personal, professional, and business interests on the other.

I understand that the purpose of this policy is to protect the integrity of the Humane Society of the Black Hills' decision making process, to enable others to have confidence in our integrity, and to protect the integrity and reputations of volunteers, staff and board members.

I agree to disclose any interests involving transactions or decisions that would result in a personal gain for myself, family, spouse/significant other, employer or close associates. This includes affiliation involving my business, employer or other nonprofit affiliations.

I agree not to engage in activities which could be viewed as a conflict of interest, and I will discuss with my supervisor any activities I think may be construed as a conflict of interest.

I also agree not to contact or speak to the media or any other public reporting agency about any Humane Society of the Black Hills' business or involvement unless so directed by an administrative supervisor.

I will immediately report any actions by Humane Society employees, volunteers or other members of the Humane Society of the Black Hills that could compromise the principles of this statement.

As a volunteer, staff member or board member, I will not act as a representative of the shelter of my own accord without prior authorization and specific direction.

I understand that this policy is meant to supplement good judgment, and will respect its spirit as well as its wording.

Signature

Date

8.9.2017

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Volunteering at the Humane Society of the Black Hills

The Humane Society of the Black Hills is a non-profit organization that has worked with the community to provide care for lost, homeless, forgotten, and abused animals for the past 50 years. As an open-door shelter, the Humane Society accepts all animals surrendered regardless of adoptability and serves more than 20 counties. Each year, nearly 4,800 stray and unwanted animals are cared for at the Humane Society.

Volunteer Information

Thank you for volunteering at the Humane Society of the Black Hills - we're proud of our volunteer community at the Humane Society and their support of our mission. We have several volunteer opportunities interacting with the animals, helping in the laundry area, helping with special projects and events, or helping greet people at the front door. If you have a particular skill or have an idea of how you would like to volunteer your time, let us know and we'll see if we can accommodate. Again, thank you for volunteering – the value volunteers add to the Humane Society and the lives of the animals in our care is invaluable.

Age Requirement

- 16 and under: Youth under the age of 16 must be accompanied by a parent/guardian.
- 16 and older: Ages 16 and older may work independently with the animals. (Parental consent needed)

Groups

We strongly encourage and value youth participation in activities at the Humane Society. Several youth groups such as Scout groups and 4H donate their time making toys, gathering blankets, raising funds and other activities that directly support the animals.

If you have a youth group that would like to undertake a project for the animals at the Humane Society, talk to us and we'll help with any questions you may have. Again, we support youth involvement in the Humane Society and will work with parents and groups to find successful project solutions.

Hours of Operation for Volunteering

Dog Walkers

Monday – Friday: 11 a.m. to 5:15 p.m.

Saturday: Noon to 4:15 p.m.

Sunday: Noon to 4:15 p.m.

Cat Socializing

Monday-Friday: 9 a.m. to 5:30 p.m.

Saturday, 8 a.m. to 4:30 p.m.

Sunday: Noon to 4:15 p.m.

Laundry/Cleaning

Monday-Friday: 9 a.m. to 5:30 p.m.

Saturday, 8 a.m. to 4:30 p.m.

Sunday: Noon to 4:15 p.m.

Events and Special Projects

Schedules will vary.

Greeters

Monday-Friday: 3:30 p.m. to 5:30 p.m.

Saturday, Noon to 4 p.m.

The lobby entrance will be locked in the mornings. Use the Receiving Entrance (far left) to gain access to the shelter.

Policies and Guidelines

The following policies are in place to protect volunteers and the animals. HSBH has a strike system all volunteers must abide by - if you are warned three times breaking policy, you will no longer be allowed to volunteer at HSBH.

- Everyone must complete volunteer orientation before being permitted to walk shelter dogs/socialize cats.
- Report accidents, spills, bites, scratches etc. to a staff member immediately.
- Purple volunteer vests must be worn at all times.
- Do not enter restricted areas. If you're not sure, ask.
- Do not remove a cat or dog from its kennel for a customer. Direct customers to the front desk.
- Please report any unusual animal behavior (such as illness) to a staff member.
- Please, do not take photos or videos of stray animals. We encourage sharing photos of those up for adoption, however!

Procedures

- Enter through the main doors, if locked, enter through the receiving door (far left).
- When you enter the building, complete the volunteer sign in sheet at the front desk. You'll also get a vest and leash at the front desk.
- Volunteer for as long as you'd like; sign out when you leave.

Dog Walking Procedures

- Write the date/time you take a dog out walking on the kennel whiteboard.
- Dogs older than 6 months can go outside for a walk; Under 6 months, they cannot come out of their kennel, but you can go in and snuggle them. (Kennel card has animal's age)
- All dogs must be walked on a leash.
- Exit through the door near the volunteer bulletin board at the south end of the facility.
- If you notice someone coming in, step back and allow them to come in.
 - *There should never be 2 dogs in the walkway at one time.*
- Go for a walk or play in a fenced area, come back and put them in their kennel. You may walk the dogs in the large fenced area or the unfenced area. Please hold onto the leash in both walking areas.
- When walking a dog in or out of the kennels, do not let them jump up on other kennels.

Dog Walking Rules

- Only use slip leads, even if they have a collar, and leave the leash at HSBH when you leave.
- Some dogs will require extra walking rules; these will be listed on the kennel white board.
- If it says "adopted" or "on hold" on the white board, DO NOT walk the dog.
- Pick up feces in the field when walking dogs. (There is a garbage can near the gate)
- You may clean a dog's dirty kennel. First, learn procedures from volunteer coordinator or staff.
- Maintain a reasonable, safe, distance between dogs at all times.
- Only walk one dog at a time. Dogs that are kenneled together can be walked together.
- Be sure all gates are latched before walking away.
- If you need assistance with getting a dog in or out of a kennel, ask a staff member for help.
- If your dog gets loose and doesn't respond to calling, contact kennel staff.
- If your dog gets loose and gets into an altercation with another dog, do not grab them by the collar or scruff of the neck. Instead, pull them away from each other by the back legs.

Cat Socializing Procedures

- Sign in and record your time at the front desk.
- When you enter Purrasic Park, please be sure to shut the door behind you.

Cat Socializing Rules

- To enter Purrasic Park you must go on the Stray (Restricted) side of the building. Go to the Grooming Door and into Purrasic Park. Do not interact with the dogs on this side or walk around.
- Wash hands when entering and exiting Purrasic Park.

Small Animal Room

- There is a room on the adopt floor where you can go in and pet the rabbits or any other small animals we might have. Please do not hold them. Remember to latch their cages when you are done.

Laundry Room Procedure/Rules

- From the dog adopt floor you can enter the door to the laundry room
- Fold the laundry in the black plastic bags and put on the appropriate shelves
- Staff will guide you in proper procedures

Kennel Card/Notes

- **Colored Kennel Markings**

Please pay attention to the colored dots located on the animals' kennels. These color markings are there for the safety of the animal, staff and volunteers. If you have any questions about an animal, ask a staff member or the volunteer coordinator.

- **RED:** Difficult to walk dog – may pull hard, jump, be excitable. Only walk these dogs if you have volunteered multiple times and are comfortable with the animal's temperament.
- **YELLOW:** Moderate difficulty to walk. Volunteers should have some experience walking animals.
- **GREEN:** Easy to walk dog.
- **WHITE:** Not allowed to walk under any circumstances.

- **Kennel Notes**

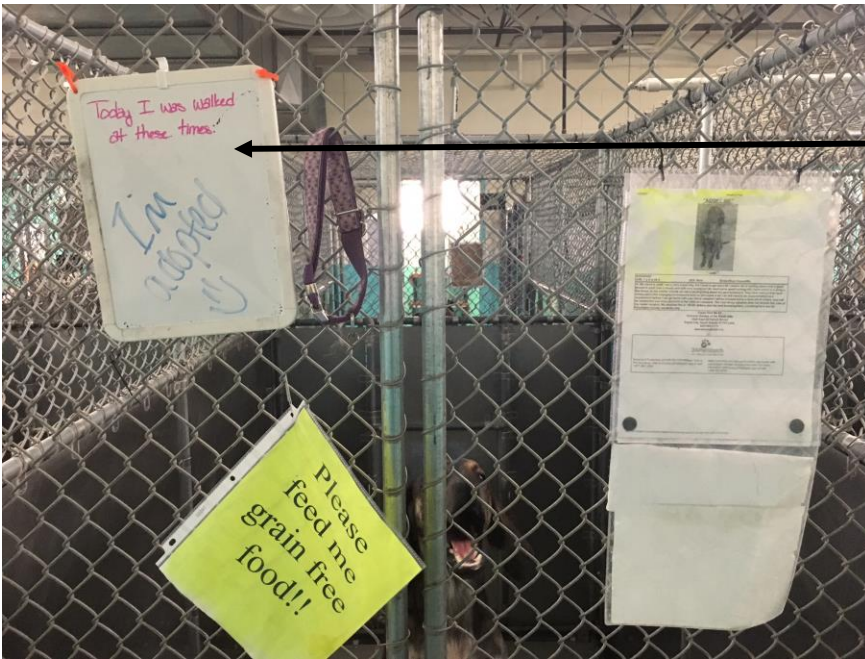
- **On Hold:** Do not walk this dog
- **Adopted:** Do not walk this dog as it will be going to a new family.

With questions, comments, ideas for volunteer projects, contact:

Jerry Steinley, Resource Development Director
1820 E. St. Patrick St., Rapid City, SD 57703
605-341-3217, volunteer@hsbh.org
www.hsbh.org

5.11.17

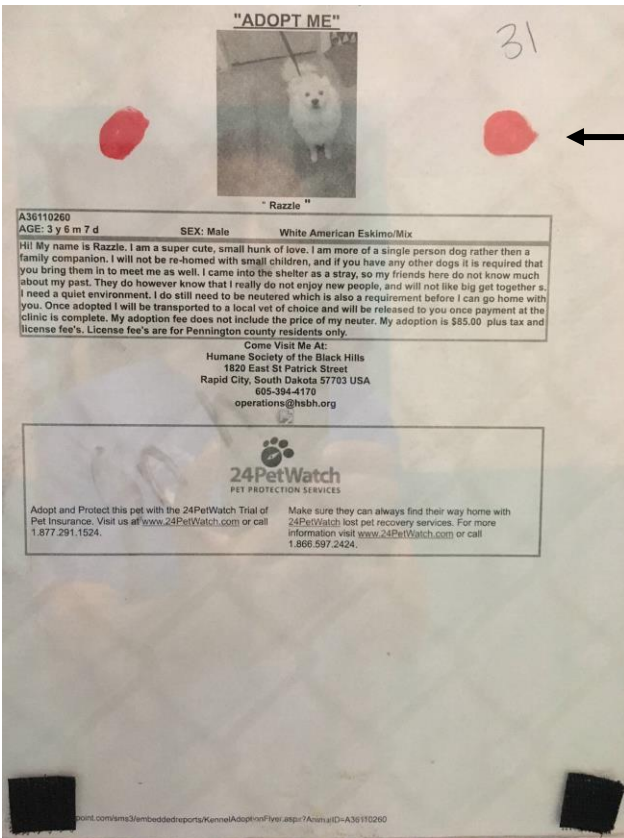
On the Adopt Floor



Special instructions will be on this white board on the kennels.

Don't walk the dog if:
Adopted or On Hold, or it says Don't Walk...

On this board, write the date/ time you take a dog out. Write the time when you return. This is so we know the dog



This color indicates how difficult the dog would be to walk. Red is the most difficult, yellow and green easier.

If there is NO dot here, the dog can't be walked.

How to Greet a Dog (and What to Avoid)

Appropriate greetings are common sense. Imagine if someone greeted you the way many people greet dogs!

Human to Human INCORRECT	Human to Dog INCORRECT	Human to Dog CORRECT
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Avoid reaching into their safety zone.



Avoid reaching in or towards the dog's car.



Stand a safe distance away so that you are not a threat.



Avoid rushing up.



Avoid rushing up.



Approach slowly (at a relaxed walk).



Avoid interactions without asking.



Avoid interacting with unfamiliar dogs, especially if they're tied up.



Ask if you can interact first.



Avoid staring at people. This is scary.



Avoid staring at the dog or approaching head-on.



Approach sideways and look using your peripheral vision.



Avoid looming over.



Avoid leaning over or towards dogs even when you change position to squat or get up.



Stay outside the dog's bubble and present your side to the dog.



Avoid reaching into personal space.



Avoid reaching your hand out for the dog to sniff.



Let the dog approach at his own rate.



Avoid close interaction if the person is afraid of you.



Avoid petting if the dog looks nervous or tense. Just admire him instead.



It's OK to pet the dog if he looks relaxed, comes up to you, and solicits your attention by rubbing against you.



Avoid touching inappropriately.



Avoid hugging, kissing, and patting roughly. This is too familiar and disliked by many dogs.



Pet gently.

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Dr. Sophia Yin, DVM, MS
The Art and Science of Animal Behavior

For additional free dog bite prevention resources and more dog behavior books and products, visit www.drsophiayin.com.



Body Language of Fear in Dogs



Slight Cowering



Major Cowering

More Subtle Signs of Fear & Anxiety



Licking Lips
when no food nearby



Panting
when not hot or thirsty



Brows Furrowed, Ears to Side



Moving in Slow Motion
walking slow on floor



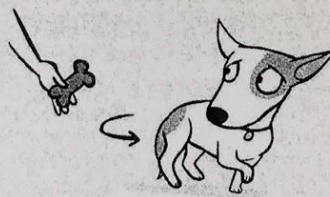
Acting Sleepy or Yawning
when they shouldn't be tired



Hypervigilant
looking in many directions



Suddenly Won't Eat
but was hungry earlier



Moving Away



Pacing

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Volunteer Job Descriptions

Cat Socializing

Cats are especially happy to have human contact during their stays in the shelter. Cat socializers won't take the animals outside, but Purrasic Park has toys and a play area to spend time with the cats.

Dog Walker

Dog walkers are welcome to come in as often or as little as they can and the role is crucial in getting the animals in the shelter both exercise and human companionship. Dog walkers need to be not only comfortable around dogs but use the best practices to ensure their own safety as well as the safety of the animals.

Education/Community Involvement

We are always seeking new and creative ways to educate and engage the public about the important work done at the Humane Society. Public support is crucial to our ability to help thousands of cats and dogs each year.

Event Assistance

Events may include outdoor concerts, attending an informational booth, helping at an education venue or one of many other things. We take great pride in our work and the animals we are fortunate to help and these public events are our chance to share that enthusiasm with the community.

Foster Parent

Foster parents help animals that might not be ready for adoption. Foster parents will work with an animal to increase its health and maturity and make sure it's ready for adoption. There is a separate application required for the In Home Hero Program.

Greeter

Greeters assist visitors to the shelter by making them feel welcome, directing them to the appropriate department or location, helping visitors with paperwork, and answering questions about Humane Society programs and services.

Housekeeping

Help throughout the Humane Society with housekeeping, cleaning, dishes, cleaning glass etc. Housekeeping is vital not only because it keeps the facility fresh and inviting but because it helps prevent the spread of disease. Housekeeping volunteers free staff time so they can better focus on direct animal care.

Laundry

The Humane Society of the Black Hills receives donations of blankets, towels and rags which are used in the animal's kennels and in their general care. Laundry is washed daily, folded and sorted for the next day's use. Laundry helpers will help kennel staff manage the daily upkeep in the laundry area.

Program Support

The Humane Society manages various donor and volunteer programs. Volunteers interested in program support would be tasked with office or personnel tasks that best suited their interests and furthered the mission of the organization.

Skilled Labor

Sign painters, artists and house painters, plumbers, welders and so many more skilled in their particular trade can volunteer at the Humane Society of the Black Hills. While specific volunteer positions may not be listed, often the work is there to be done.