



Volunteer Information and Policies

Dear Volunteer,

On behalf of the board of directors, other volunteers, and our supporters, we welcome you to Safe Haven Humane Society and Outreach Center – a grassroots animal rescue that is run solely by unpaid volunteers. With a growing number of homeless animals coming into our rescue every year, volunteers play an important role in helping Safe Haven Humane Society carry out its mission. We hope that you are as excited as we are to have you as a valued volunteer!

Your volunteer path at Safe Haven Humane Society begins with an orientation to acquaint you with the rescue and available volunteer opportunities. The other volunteers with whom you will be working are dedicated animal lovers, such as yourself, who will guide you through your volunteer duties. By working together, we can meet the physical and emotional needs of the animals and make a positive difference in our community!

If you have any questions, please ask one of our knowledgeable other volunteers for assistance. We value our volunteers tremendously and want you to have a positive and rewarding experience with Safe Haven Humane Society.

Thank you,

Leigh Ann Wagner Kroening
Founder

EMAIL: SafeHavenHSOC@gmail.com
WEBSITE: www.SafeHavenHSOC.org

NO VOLUNTEER HANDBOOK CAN ANTICIPATE EVERY CIRCUMSTANCE OR QUESTION ABOUT POLICY. AS TIME PASSES AND RESCUE NEEDS CHANGE, SAFE HAVEN HUMANE SOCIETY AND OUTREACH CENTER RESERVES THE RIGHT TO REVISE, SUPPLEMENT, OR RESCIND ANY POLICIES OR PORTIONS OF THIS HANDBOOK AS IT DEEMS NECESSARY.



Volunteer Information and Policies

Mission Statement

The mission of Safe Haven Humane Society and Outreach Center is to provide a loving environment for homeless pets as they search for their forever homes, assist current pet owners to permanently provide appropriate care for their animals, and to engage community members in the issue of pet homelessness.

In accordance with its mission statement, Safe Haven Humane Society and Outreach Center will:

- Offer a safe refuge, nourishment, and opportunity for a better life to unwanted, abused or injured animals
- Promote responsible pet ownership through humane education, spay/neuter, and animal care programs in the area
- Provide behavioral training advice, low-cost veterinarian care or vouchers, pet food and supplies to struggling pet owners
- Work to unite lost animals with owners and place unwanted animals in caring homes
- Build community support so people will value animals and treat them with respect and kindness





Volunteer Information and Policies

Core Beliefs

Be kind to animals.

We believe in the intrinsic value of animals.

We believe that animals are sentient beings and their lives deserve respect.

We believe in promoting the good health of animals.

We believe a unique and reciprocal bond exists between animals and humans.

We believe that the human-animal bond enriches the entire community.

We believe animals are worthy of our time, money and attention.

We believe euthanizing healthy, adoptable animals is unacceptable.

Empower people. They are our key resource.

We believe that staff and volunteers are a vital resource.

We believe in the power of teamwork.

We believe in collaborating with other organizations to better serve animals.

We believe in working closely with the people in our community.

Balance compassion with responsibility.

We strive to accept all pets who need our help, but are mindful of our limitations.

We believe people have a responsibility to animals, especially those we have domesticated. We believe that compassion drives our decisions for the well-being of animals.

We believe responsibility must be led by a respect for life and balanced with empathy.

Leadership

We believe in being a voice for the animals within the community.

We believe education is the key to the humane treatment of animals.

We believe in engaging others, so as to change thoughts and actions toward animals. We believe in creating community awareness that instills a respect for life.

Stewardship

We are a private non-profit organization and depend on the goodwill of others.

We believe that people trust us to do good.

We believe in fiscal responsibility and accountability.

We will strive to care for our resources with honesty and integrity.

We believe in using people's time wisely and respecting their dedication to our mission.

We believe in proper planning so we may exist and thrive for the long term.



Volunteer Information and Policies

Vision

Safe Haven Humane Society and Outreach Center is a grassroots animal welfare organization dedicated to helping the pets and people right here in our own community. We are a humane society. That means we have organized to stop animal suffering due to cruelty, neglect and ignorance. It is our desire to open and maintain a full-service shelter for the lost and homeless pets and companion animals of Western Brown County and the surrounding parts of Northeast Wisconsin and to create an environment where they are treated with compassion and respect. We support the development of a more humane community that supports the human/animal bond.

We endeavor to maintain a Board of Directors and dedicated volunteers with a genuine concern for animals. We are a life-saving organization that will attempt to save every animal, seeking medical, behavioral, and other appropriate care to rehabilitate and prepare each pet for adoption. When that is not possible due to terminal health issues resulting in unreasonable suffering or dangerous and unresolvable behaviors that present an unreasonable risk to others, humane euthanasia will be the only accepted method of ending life.

Safe Haven Humane Society seeks to maintain a standard that encourages community involvement, volunteerism and financial support in order to provide for the welfare of the animals, the facility, and the organization. It is important to our success that our volunteers understand and agree to support our mission, core beliefs and vision and that you feel a sense of purpose volunteering here. We believe that our role in the community is unmatched and hope that you will make a personal connection to the goals and values of our organization. You have an opportunity to make a difference in the lives of homeless pets, enhance our presence in the community and receive immense personal satisfaction from saving lives.

To build a reputation of a respectful, trustworthy, caring, helpful, and friendly organization, all members of the Safe Haven Humane Society Board of Directors and all volunteers who represent the organization with their work shall treat all people we encounter through society affiliation with dignity, respect, courtesy and professionalism.



Volunteer Information and Policies

PROGRAMS AND SERVICES

Pet Adoption – This is our primary reason for existence – to provide a safe place for the homeless animals to stay and receive care while we attempt to find them a new forever home.

Education Program – We shall visit schools and civic organizations, as well as taking part in community functions, to provide humane animal education wherever and whenever possible.

Foster Care Program – Our foster care program is designed to help those animals who need additional attention and care. We will work to build this program so we have a nice variety of foster homes available to suit the different personalities and needs of the pets who enter their care.

Micro chipping – We microchip and register every dog and cat that we adopt out, as well as scan each one that comes into our shelter for preexisting microchips. We encourage all pet owners to microchip their pets. Our goal is to have all pets in our county micro chipped, to successfully reunite lost pets with their owners.

Domestic Violence Center Program – This program allows victims of domestic violence to temporarily house their pets with us while they transition to a safe living environment. We will do this through private arrangement and also in partnership with local agencies.

Temporary Care Program – This program allows individuals and families in transition to temporarily house their pets with us until they are settled and able to continue caring for them. Some examples are: owner illness or hospitalization, homelessness, fire or other disaster, transition during a move.

Hardship Assistance – Applicants are screened to determine their level of hardship. If they meet this requirement and we have the resources available to assist, they are provided with pet food and other supplies, as well as a veterinarian voucher (if needed) at a reduced cost for the procedure to be done at a participating veterinarian.



Volunteer Information and Policies

VOLUNTEER POLICIES AND GUIDELINES

Volunteer Criteria: Volunteers must be 13 years of age to volunteer without a parent or legal guardian present. Volunteer Application and Waiver Form is included and must be filled out and signed prior to volunteering. Children between the ages of 8 and 13 are allowed to volunteer with a signed waiver only when accompanied by a parent or legal guardian. Children under 8 years of age are not allowed to volunteer but are always welcome to visit with their parents during staffed hours and events.

Volunteer Forms and Orientation – All volunteer forms and agreements will need to be filled out completely and turned in for approval prior to the start of any volunteer work. Volunteer applications will need to be renewed upon any change in the volunteer’s status or in Safe Haven’s policies and procedures. All volunteers are required to attend a mandatory orientation before beginning their first day.

Keeping track of the time that you donate to the rescue is very important. These hours are used when applying for grants. If you are doing community service, it will be mandatory for you to have these records for your school or agent.

Organizational Structure – Safe Haven Humane Society is entirely run by volunteers. Therefore, new volunteers will be working under the guidance or supervision of experienced volunteers until they are willing and able to work independently.

Training and Feedback – As a volunteer you have the right to expect guidance and direction by someone who is experienced and well informed. If you don’t feel that you are getting a fair amount of training to perform the tasks that you are assigned, please contact the president of the Board of Directors. If you have suggestions to improve volunteer training, this would be a good time to share.



Volunteer Information and Policies

VOLUNTEER POLICIES AND GUIDELINES

Volunteer Relations – Since we are a completely volunteer-run organization, volunteers need to work together cohesively. If a problem develops between volunteers, it should be brought to the attention of the president of the Board of Directors. Everyone shares the same love for animals and it is important that we work together as a team to achieve our goals. The smooth operation of the rescue must be the priority.

Availability – If you have agreed to volunteer your time, please take that responsibility seriously. We rely on our volunteers, and if you have signed up for certain hours it would be greatly appreciated if you would comply with that agreement. Please notify the scheduler if you cannot make a shift or if your availability changes.

Safety – Your safety is very important to us. Watch for spills and slippery hallways. Do not lift heavy objects beyond your capabilities. Never put your hands or fingers into kennels. Avoid any cat or dog cages with caution signs on them and abide by kennel signage.

Please ask for assistance whenever needed. For the safety of the volunteer, any animal that has not been fully processed and temperament tested may only be handled with approval and direction by an Animal Care Specialist.

Bite Procedure – If you are bitten and it breaks the skin, you must file a report to give to the Health Department. The financial responsibility for the hospital visit will be the volunteer's. For this reason, if you are not prepared to make this commitment, your decision to work directly with the animals should be reconsidered.

Confidentiality – Volunteers frequently have access to confidential information. We require all volunteers and staff to maintain the confidentiality of our customers and their records as well as respect the privacy of the pet's previous owner. We also expect that our volunteers represent the shelter in a positive way.

Animal Health – Please wash your hands with soap or use hand sanitizer between touching pets who are caged separately. Please report any concerns with an animal's health including, but not limited to, diarrhea, vomiting, runny eyes or nose, sneezing, coughing, lethargy, pain, or change in eating patterns.



Volunteer Information and Policies

VOLUNTEER POLICIES AND GUIDELINES

Animal Humanity – Our goal is to ensure that all the animals are treated with respect and kindness while in our care. Shelter animals can be easily stressed; therefore, it is important to keep noise at office level and assure gentle handling and play of each pet. If you ever observe anyone being cruel or disrespectful to any of the animals, please notify an experienced volunteer immediately.

Euthanasia Policy – Euthanasia is an unfortunate, but humane process when practicing shelter medicine. Our hearts want to save every animal; however, the harsh reality is there are worse things than euthanasia. All euthanasia is approved by the Board of Directors and it is done humanely and with a heavy heart. Since we do not euthanize for space, other reasons to perform this function would be if the animal has a terminal condition that is causing unreasonable suffering, has serious unresolvable behavioral issues that present a risk to humans or other animals, or is suffering beyond our ability to help, in which case it would be the most humane thing to do. The decision to euthanize is exceptionally difficult and no one takes it lightly.

Valuables – We cannot be responsible for the loss of any valuables. It is best if you lock them in your car and just bring your keys in with you.

Equal Opportunity – Safe Haven Humane Society and Outreach Center Inc. is committed to provide volunteer opportunities regardless of race, color, gender, age, disability, veteran status, religion, or national origin.

Sexual Harassment – We are committed to provide an environment that is free of sexual harassment. Please contact the president of the Board of Directors if you have concerns, as this behavior will not be tolerated.

Dismissal – Grounds for dismissal may include, but are not limited to, the following: Use of profane language, unable to work under supervision, rudeness or disrespect to customers or other volunteers, inappropriate treatment of animals, use of alcohol or illegal drugs, any behavior that jeopardizes the shelter's financial status and/or reputation. The leadership team reserves the right to end the relationship between the rescue and any volunteer if it is in the best interest of Safe Haven Humane Society.



Volunteer Information and Policies

VOLUNTEER OPPORTUNITIES

Petco Cat Care – Socialize and exercise cats located in the store catio. When necessary, fill food and water bowls, clean the litter boxes, sweep out litter and debris, wipe up spills and messes, and replace soiled bedding. Remember to sanitize between cats who are housed separately or any sick cats. Some customer service is required, as the cat care volunteers communicate with Petco staff and any store visitors who stop by the catio. On the job training with experienced volunteers will be done the first day of volunteering.

Foster Dog Exercising and Respite Care – Since all our dogs are currently in foster homes, volunteers who wish to work with dogs right now will do so in collaboration with their foster families. Dog volunteers can help give foster families a break by “borrowing them” for walks and play dates or dog park outings (if appropriate), assisting with vet appointments, and even pet sitting when the foster family needs that service. Dogs with behavior issues can only be handled by an experienced dog volunteer or trainer.

Grooming – We are always in need of experienced groomers to assist us in keeping our residents looking their best for adoption.

Training – We are always in need of experienced dog trainers to work with pets who have behavioral problems or socialization issues.

Foster Home Care (Must be 18 years old) – Safe Haven Humane Society currently is a foster-based rescue. We need foster homes for every type of pet who comes through our doors: healthy adult cats, kittens, dogs, puppies, rabbits, and other small critters; injured, ill or special needs animals; pregnant cats, nursing cats and their litters or kittens in need of bottle feeding. Caring for animals in need can be very rewarding. It can also be very heartbreaking as many are too weak to survive. If you can accept this reality then you may want to consider this volunteer opportunity. Volunteer must have an approved application on file to begin the Foster Care program.

Fund Raising – Work with our fund-raising committees to assist with major fundraising events such as our spring and fall family festivals, vendor events, and other activities. Coordinate, plan, assist and/or staff events as you are able and willing.



Volunteer Information and Policies

Pet Store Visits – We are invited to bring adoptable animals to Petco, Pet Supplies Plus, and Wet Nose Bistro on specified days. While there, it is the volunteer’s responsibility to represent and promote the shelter in a positive manner and manage the visiting pet(s).

Community Service Program – This program is for students to complete their volunteer hours to graduate and for mandatory court-ordered volunteer hours. Community Service participants can do animal care and socializing, shelter cleaning, staff community events, or other special projects.

Capital Campaign Committee – We are looking for outgoing volunteers to solicit corporate sponsors and individual donations, research and apply for grants, create and coordinate private mailings, and otherwise fundraise for and promote our Raise the Roof Capital Building Campaign. This is our major effort that will help Safe Haven Humane Society reach its goal of opening a full-service shelter building in 2018.

