

# HOPE For PETS

## *Volunteer Handbook*

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## Introduction

Welcome to Hope for Pets. HfP would not exist without dedicated and caring volunteers like you! Volunteering your time to help rescue animals is one of the best things you can do for them. It is a rewarding experience to know that you played a hand in ensuring a happy, healthy life for a pet in need.

This handbook is designed to give guidance so that your experience as a volunteer with HFP is a pleasant one. Thank you for your interest in joining our team!

### Our History

In August 2012, Hope for Pets was founded by numerous volunteers and members of the community. The organization was created in response to the community's urgent need for a solution to the problems with animal cruelty and overpopulation of stray companion animals within East Texas.

### Our Mission: RESCUE, REUNITE, RE-HOME

Hope for Pets is a volunteer-run animal rescue dedicated to the reduction of homeless and mistreated companion pets in East Texas by finding loving forever homes for those currently in need, spaying and neutering existing adoptable animals to prevent future litters, returning lost animals to their owners, and reaching out to the community and educating the public. Hope for Pets will never use euthanasia as a means of population control.

## Volunteering for Hope for Pets

Our volunteers help provide assistance with daily operations, special events, and fundraising. Duties may include, but are not limited to:

- 🐾 Feeding, walking, socializing, bathing and grooming animals;
- 🐾 Cleaning cages and/or kennels;
- 🐾 Cleaning and organizing food storage area;
- 🐾 Sweeping/cleaning floors;
- 🐾 Working at and assisting with adoption events;
- 🐾 Staffing fundraisers; and
- 🐾 Assisting at booths at festivals and other events.

### Volunteer Qualifications

Any person at least 12 years of age may submit a volunteer form. Volunteers under the age of 18 must have a parent or guardian complete a Permission Form. Volunteers under the age of 16 must have a parent or guardian present while volunteering unless prior permission has been given by HfP.

### Service Hours

Since we're a 501(c)(3) nonprofit organization, HfP volunteers can receive community service hours for time served. Each time you volunteer for us, make sure to sign in and out on the Volunteer Sign-In sheet. Also, record time spent on any volunteer event or activity done on your own. Volunteers needing a Certificate of Service as proof of hours worked must notify a HfP official before working.

### Dress Code

When volunteering for HfP, you are expected to present a good image of HfP at all times. All volunteers must be clearly identified as a volunteer while performing services or participating in fundraising events. Volunteer lanyards or official HfP t-shirts should be worn at all times while volunteering. No t-shirts with suggestive or offensive words or images should be worn. No otherwise offensive clothing is allowed. You should wear long pants and sturdy, non-skid, closed-toed shoes for safety. Wear comfortable clothes that you don't mind getting dirty.

### Volunteer Conduct

When volunteering for HfP, or any time you are wearing your volunteer attire or otherwise representing HfP, you are expected to present a good image of our organization. As such, use of inappropriate language and smoking are not permitted while on duty. Breaks for smoking are allowed, but we ask volunteers

to stay out of sight of the public and keep a reasonable distance from animals and other volunteers while smoking.

Please be respectful of your fellow volunteers and all members of the public. If you disagree with someone, whether it is another volunteer, potential adopter, sponsor or event attendee, please refer the matter to the event coordinator or a HfP official. It is unacceptable to act unprofessionally at any time while at a HfP sponsored event or function.

No personal pets should be brought to any event without prior approval by HfP. You must clean up after any animal that you may be in charge of. All animals must be on a leash and up to date on all vaccinations at all times.

Please refer all questions regarding policies and procedures to a HfP official. It is extremely important that the public not be misinformed and that you report any potential conflict to a HfP official.

### **Termination of a Volunteer**

Hope for Pets reserves the right to terminate a volunteer at any time without notice. Reasons for termination may include, but are not limited to:

- 🐾 Stealing;
- 🐾 Substance abuse;
- 🐾 Discourtesy or rudeness to another volunteer, board member or citizen;
- 🐾 Misrepresenting HfP in any way;
- 🐾 Unauthorized communication with media sources regarding HfP policies or practices;
- 🐾 Any deliberate act of cruelty to or neglect of an animal (Charges may be filed depending on the severity of the offense); or
- 🐾 Careless, negligent performance of volunteer duties.