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## Welcome

Welcome to the Holly'z Hope Volunteer Program. Being a volunteer is extremely rewarding, educational and fun. You can have a significant positive impact on the lives of chained dogs, their owners and the community. It's especially rewarding to see how the dogs respond running free for the first time. The owner's reactions will oftentimes surprise you as well.

This handbook is to help you, the Volunteer, know what Holly'z Hope expects of you and what you can expect of us. It will also give you some needed information about our program: The Holly'z Hope Board Members and contact information, information on fence builds and other ways you can help.

### Holly's Hope Responsibilities to Volunteers

1. Provide an updated calendar with dates of upcoming fence builds, fundraising activities, and other volunteer opportunities.
2. Provide the locations and times for each event
3. Provide guidance/support/guidelines with each volunteer activity with the goal of educating volunteers and helping them see the value they add.
4. Provide contact list: phone numbers for employees and Board Members. Explain who they should call if they need assistance.
5. Provide all necessary tools, equipment, and supplies for all Holly'z Hope activities.
6. Safety! Holly'z Hope recognizes the importance of safety. All dogs will be safely secured during fence builds. If they are not safely secured the build will be cancelled



## Holly's Hope Expectations for Volunteers

Dog owners place a huge amount of trust in Holly's Hope to provide care for their dogs. The opportunity to work with dogs and their owners is a privilege and should be held only by those who are willing to demonstrate behaviors that fulfill this trust. These expectations for volunteers guide their involvement in Holly's Hope activities.

1. I will remain positive at all times.
2. I will refrain from offering advice to the dog owners on "how to" care for their dogs.
3. I will not make statements regarding the dogs or the dogs' owners that could be seen as negative or judgmental.
4. I will accept the responsibility to promote and support the vision, mission, and values of Holly's Hope.
5. I will conduct myself in a manner that is in the best interest of Holly's Hope and will not use the volunteer position for purposes of personal gain.
6. I will use technology (including social media) in an appropriate manner.
7. I will not post the dog owners private information on social media to include the owners picture, name and address.
8. I will refrain from feeding all animals at all times during events.
9. I will be kind, welcoming and understanding to all Holly's Hope volunteers.
10. I will refrain from using inappropriate language, drinking or using drugs and being disruptive to other volunteers/dog owners.
11. I will have as much fun as possible!

To maintain the safety and welfare of its volunteers, ALL volunteers are prohibited from the following without written consent from a Holly's Hope board member:

1. Playing with or touching all animals during all volunteer activities.
2. Contacting dog owners
3. Visiting dogs and dog owners
4. Exchanging personal information with dog owners
5. Providing support to the dogs i.e. delivering toys, food, straw, etc
6. Providing support to the dog owners i.e. money, clothing, food etc.
7. All activities involving Holly's Hope must be coordinated through Holly's Hope board.

*Volunteers wishing to have contact with dogs and dog owners without written consent from Holly's Hope Board Member will no longer be able to volunteer with Holly's Hope.*



## Volunteer Activities

### Fence Builds

#### *What to Bring/Wear*

1. We highly recommend bringing work gloves.
2. Wear clothes you do not mind getting a little dirty or a lot dirty.
3. Wear clothes toed shoes at all times
4. Bring sunscreen
5. Bring water

#### *What to Expect*

Fence builds are fun, energetic events that conclude with the dog owner introducing the dog to his new fenced yard. That moment will stay with you forever. Typically fence builds take approximately 3 hours. Each volunteer will have an opportunity to work on different aspects of the fence build, which does not require past experience. Typically, all fence builds are scheduled for weekend mornings. We start early so we can end early.



## Volunteer Opportunities

Volunteer Coordinator  
Fundraising  
Social Media  
Website Coordinator  
Community Outreach  
Resource Coordinator  
Donor Coordinator

## Safety Instructions for Volunteers

1. Report at once to Holly'z Hope Board Member all injuries no matter how slight.
2. Be thoughtful and orderly in your conduct. Many injuries are the result of 'horseplay' and fooling around.
3. Report to Holly'z Hope Board Member conditions or practices, which appear to be unsafe.
4. Volunteers should, at all times, do everything possible to avoid getting hurt and avoid injuring any other volunteers.
5. Volunteer's not following safety instructions will no longer be able to volunteer with Holly'z Hope.



## Volunteer Waiver

This Release and Waiver of Liability (the “release”) executed on \_\_\_\_\_(date) by \_\_\_\_\_ (“Volunteer”) releases **Holly’z Hope**, (“Nonprofit”), a nonprofit corporation organized and existing under the laws of the State of North Carolina and each of its directors, officers, employees, and agents. The Volunteer desires to provide volunteer services for Nonprofit and engage in activities related to serving as a volunteer.

Volunteer understands that the scope of Volunteer’s relationship with Nonprofit is limited to a volunteer position and that no compensation is expected in return for services provided by Volunteer; that Nonprofit will not provide any benefits traditionally associated with employment to Volunteer; and that Volunteer is responsible for his/her own insurance coverage in the event of personal injury or illness as a result of Volunteer’s services to Nonprofit.

1. Waiver and Release: I, the Volunteer, release and forever discharge and hold harmless Nonprofit and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise from the services I provide to Nonprofit. I understand and acknowledge that this Release discharges Nonprofit from any liability or claim that I may have against Nonprofit with respect to bodily injury, personal injury, illness, death, or property damage that may result from the services I provide to Nonprofit or occurring while I am providing volunteer services.
2. Insurance: Further I understand that Nonprofit does not assume any responsibility for or obligation to provide me with financial or other assistance, including but not limited to medical, health, or disability benefits or insurance. I expressly waive any such claim for compensation or liability on the part of Nonprofit beyond what may be offered freely by Nonprofit in the event of injury or medical expenses incurred by me.
3. Medical Treatment: I hereby Release and forever discharge Nonprofit from any claim whatsoever which arises or may hereafter arise on account of any first-aid treatment or other medical services rendered in connection with an emergency during my tenure as a volunteer with Nonprofit.
4. Assumption of Risk: I understand that the services I provide to Nonprofit may include activities that may be hazardous to me including, but not limited to **building doghouses and/or fences** involving inherently dangerous activities. As a volunteer, I hereby expressly assume risk of injury or harm from these activities and Release Nonprofit from all liability.
5. Photographic Release: I grant and convey to Nonprofit all right, title, and interests in any and all photographs, images, video, or audio recordings of me or my likeness or voice made by Nonprofit in connection with my providing volunteer services to Nonprofit.
6. Other: As a volunteer, I expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of the State of North Carolina and that this Release shall be governed by and interpreted in accordance with the laws of the State of North. I agree that in the event that any clause or provision of this Release is deemed invalid, the enforceability of the remaining provisions of this Release shall not be affected.

By signing below, I express my understanding and intent to enter into this Release and Waiver of Liability willingly and voluntarily.

\_\_\_\_\_  
Signature (of guardian if under 18)

\_\_\_\_\_  
Date