



# Volunteer Manual

HUMANE SOCIETY FOR INLAND  
MENDOCINO COUNTY

## MISSION STATEMENT

“The purpose of this nonprofit is to nurture, educate and engage our community in the care of cats and dogs in need, giving as many animals as possible a chance to thrive in loving homes.”

Humane Society for Inland Mendocino County also provides spay/neuter education to develop awareness within the community and promote responsible, humane treatment of all animals.

HSIMC depends entirely on donations to support our programs to help animals and find them loving homes.

HSIMC  
9700 Uva Drive  
Redwood Valley, CA 95470  
Phone: (707) 485-0123  
Fax: (707) 485-0351  
Website:  
mendohumanesociety.com  
Email:  
[Volunteer@hsimc.org](mailto:Volunteer@hsimc.org)



HUMANE SOCIETY FOR INLAND MENDOCINO COUNTY  
9700 Uva Drive, Redwood Valley, CA 95470  
[Volunteer@hsmc.org](mailto:Volunteer@hsmc.org)

Dear Volunteer,

Welcome to HSIMC's new Volunteer Program!

It has been a difficult year, working through the pandemic and making changes to keep our staff and community members safe while we continued to operate. This time gave us the opportunity to revamp and revitalize our Volunteer program and we are so honored to have you join our team! We appreciate the time you are giving us, and we appreciate you choosing to help the animals of HSIMC by Volunteering here.

Our mission is to nurture, educate and engage our community in the care of cats and dogs in need, giving as many animals as possible a chance to thrive in loving homes.

Our Volunteers play an integral role in helping us meet and carry out our mission year after year. We intake approximately 1,000 animals each year and we could not do it all without our amazing staff and volunteer team.

If you have any questions, comments or concerns during your training or time at HSIMC, please do not hesitate to speak with a member of the staff or a lead Volunteer. We are here to help and want to ensure you have the tools necessary to be successful in your time here and have a safe and productive environment for everyone.

Thank you,

HSIMC Management and Staff



HUMANE SOCIETY FOR INLAND MENDOCINO COUNTY  
9700 Uva Drive, Redwood Valley, CA 95470  
[Volunteer@hsimc.org](mailto:Volunteer@hsimc.org)

## HSIMC'S HISTORY

The Beginning...

In the early 1980's, the forerunner of the Humane Society for Inland Mendocino County, called DAP (Domestic Animal Protection), was founded.

The primary purpose of DAP was to raise funds for spay and neuter education and services. Funding came from individual donations and proceeds from ongoing rummage sales, bake sales and other fundraising efforts.

In 1988, the group voted to change the name of the organization to Humane Society for Inland Mendocino County (HSIMC). The newly named group concentrated on establishing a 501c(3) nonprofit animal shelter and adoption center. Others decided to continue focusing on spay and neuter assistance to the community and the Spay Neuter Assistance Program, SNAP, was created.

In the early 1990's, Beatrice Breeze, a longtime supporter, made a large contribution to HSIMC with the stipulation that her donation be used to purchase property for a shelter that would serve both the communities of Willits and Ukiah. The property at 9700 Uva Drive in Redwood Valley was acquired and the shelter was opened in 1993.

Maintaining the shelter has come with some challenges over the years. The determination of staff, Volunteers and HSIMC's memberships have carried us to today. Time and time again, the community has stepped up to support THEIR humane society.

In 2013, the shelter received a generous donation from the estate of another long-time supporter, Bea Scanlon. This allowed HSIMC to make some much-needed improvements to both the dog and cat kennel facilities. In addition, we were able to build a large storage facility to house equipment and supplies, fundraising items and provide additional kennel space when necessary. A substantial sum was invested to help ensure the sustainability of the shelter for years to come.



HUMANE SOCIETY FOR INLAND MENDOCINO COUNTY  
9700 Uva Drive, Redwood Valley, CA 95470  
[Volunteer@hsmc.org](mailto:Volunteer@hsmc.org)

## **The Volunteer Experience with HSIMC**

When you Volunteer with HSIMC, you are giving the most beneficial gift you can give, your time. Whether you spend one-on-one time with the animals or participate in other projects around the property, you are directly benefiting the animals, their welfare and the continued efforts of our staff and community. Everyone here at HSIMC is so grateful for your time and participation and we wish you an enjoyable, safe, fulfilling and rewarding volunteer experience.

## **About the Handbook**

This handbook summarizes HSIMC's Volunteer policies and procedures. All HSIMC's staff and volunteers are to comply with and follow the policies and procedures outlined in this manual. HSIMC's Administrative Director may modify, delete, rescind, or add to the provisions of this handbook at any time. Any changes made will be posted in the Volunteer Corner.

## **What to Expect as a New Volunteer**

Your time as a volunteer will begin with a general orientation, this orientation is meant to familiarize you with HSIMC, our processes and the different volunteer opportunities we offer.

Once you complete the volunteer orientation you will be ready to volunteer as you are available, during open hours. These tasks will include laundry, dishes, general cleaning, window washing, organizing, office assistance, landscaping, maintenance, special projects, etc.

If you wish to work directly with the animals at HSIMC, you will complete an additional orientation. At the completion of the dog and or cat orientations you will be able to participate in additional tasks. These tasks will include dog walking, dog enrichment, dog socialization, dog grooming, cat socialization, cat enrichment, cat grooming.

The staff at HSIMC is always available to our volunteers, when you are successful, we are successful. Thank you for joining our team and we look forward to working with you!



HUMANE SOCIETY FOR INLAND MENDOCINO COUNTY  
9700 Uva Drive, Redwood Valley, CA 95470  
[Volunteer@hsmc.org](mailto:Volunteer@hsmc.org)

## HSIMC's Guiding Principles

### Support a collaborative organization

- Practice 'we' thinking. We achieve goals together or not at all.
- No ego! Acknowledge the skills, contributions, and various roles of others.
- Support, mentor, and uplift those around you.
- Set others up for success by sharing information and helping each other.

### Create and maintain a culture of safety

- Take responsibility to correct issues and communicate concerns.
- Know your limitations and seek help when needed.
- Model safe, humane, and kind handling of all animals at all times.
- Be thorough, careful, and precise in your work.

### Be compassionate and respectful

- Respect each other, our community, our resources, and the pets in our care.
- Practice self-care.
- Treat every animal as if its life and wellbeing are as important as your own pets at home.
- Acknowledge the emotional aspects of our work by expressing and hearing feelings.
- Say 'thank you', and 'good job', and 'I appreciate you'

### Commit to healthy communication

- Understand differences are not wrong. Work through conflict and challenging conversations.
- Provide accurate, thorough, objective documentation and feedback.
- Give people the benefit of the doubt. Trust most everyone has good intentions.

### Achieve excellence through continual improvement

- Understand Strive to constantly improve the customer service experience.
- Be self-reflective and willing to learn and improve professionally and personally.
- Actively look for opportunities to make things better for animals and people.
- Do not let the fact that nothing is perfect stop you from striving to make things better.



HUMANE SOCIETY FOR INLAND MENDOCINO COUNTY  
9700 Uva Drive, Redwood Valley, CA 95470  
[Volunteer@hsmc.org](mailto:Volunteer@hsmc.org)

## DAILY VOLUNTEER EXPECTATIONS

Each day that you Volunteer your time to work with the animals, we ask that you undertake the following:

1. Sign in/out through your DonorView Portal. This will enable us to keep track of who is working with the animals on a given day. Keeping track of Volunteer hours is extremely important as it allows our fundraising group to apply for grants to support HSMC.
2. ALWAYS wear your identification badge or volunteer t-shirt. This will identify you as a Volunteer to staff and the public. HSMC Volunteer t-shirts are available for an \$8 donation, identification badges are provided at orientation. Please wear your shirt or identification badge while volunteering.
3. Inform the staff and/or fill out an information slip at the Volunteer Station if you notice that an animal has any signs of illness, lethargy, etc. so the animal can be evaluated by a member of the staff and we can determine if the animal needs treatment by a veterinarian.
4. Inform the staff of any behavioral concerns exhibited by the animals such as biting, attempting to bite you or other animals, cowering, being "mouthy" or any other form of possible aggression or dominant behavior. It is important to identify an animal which may bite someone so we can seek appropriate action and accommodate their needs.  
\*\*\*Per the California State Health Department, it is required that animal bites that break the skin be reported to staff to ensure proper quarantine\*\*\*
5. Clean up after yourself at the end of each visit and put away all supplies.
6. If a member of the public inquires about adoption procedures or background information on a particular animal, please direct them to the front office so staff can help them.
  - a. \*For a Volunteer to do adoption counseling, they MUST be trained as an adoption counselor by HSMC's Management Team. \*\*\*Being an Adoption Counselor is considered an advanced Volunteer opportunity and one must meet certain criteria\*\*\* General Volunteer Procedures
7. All Volunteers must leave the shelter by the end of open hours (Wednesday-Friday 1pm-5pm & Saturday-Sunday 11am-3pm) to allow shelter staff adequate time to finish up their duties and prepare to close.



HUMANE SOCIETY FOR INLAND MENDOCINO COUNTY  
9700 Uva Drive, Redwood Valley, CA 95470  
[Volunteer@hsmc.org](mailto:Volunteer@hsmc.org)

## **POLICIES AND PROCEDURES FOR VOLUNTEERS**

### **Importance of Volunteers**

HSIMC would not survive without our Volunteer program. The pandemic decimated the number of Volunteers we have, and we chose to reevaluate and rebuild during this time. HSIMC's Volunteers are essential to the care of the animals and giving each animal the opportunity to have the best possible outcome – adoption.

### **As a Volunteer, your responsibility is as follows:**

- Meet your time commitment or provide notice so other arrangements can be made
- Be trusted with confidential information necessary to do your work
- Perform assigned work to the best of your ability
- Follow HSIMC's policies and procedures
- Be open minded and respectful of others
- Maintain a positive attitude towards HSIMC

### **As a Volunteer, you will:**

- Know that your efforts contribute to HSIMC's mission
- Receive the necessary orientation, training, and supervision
- Learn how to improve your skills in the work you are doing
- Be treated with respect
- Be appreciated for the work you have accomplished

### **Respectful Behavior**

As a member of the HSIMC team, you are a representative of HSIMC's brand and image and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public and with staff. Disrespectful or unprofessional behavior, sexual harassment, threats, disparaging remarks, discrimination, or vulgar language will not be tolerated, and you may be asked to cease your Volunteer work because of such conduct. This code of conduct applies to online and or written material as well as personal interactions with staff, other Volunteers, and members of the public. Bottom line – commit to providing excellent customer service to our visitors, staff, and fellow Volunteers.

### **Non-HSIMC Pets/Guests**

It is not appropriate to bring guests who are not registered HSIMC Volunteers or your own pet to the facility while you are performing Volunteer activities. All HSIMC Volunteers must first register online, complete the initial Volunteer orientation, sign the Volunteer agreement, and have approval from HSIMC Management to proceed with Volunteer activities. Volunteers with unapproved guests or pets will be asked to leave.



HUMANE SOCIETY FOR INLAND MENDOCINO COUNTY  
9700 Uva Drive, Redwood Valley, CA 95470  
[Volunteer@hsmc.org](mailto:Volunteer@hsmc.org)

## **Attendance**

You can sign up for Volunteer opportunities by using your DonorView Portal, please be punctual and reliable for shifts you have signed up for. The staff counts on you each day to be on site when you sign up for Volunteer opportunities.

## **Privacy Policy**

Information pertaining to HSIMC records or specific cases are strictly confidential and may not be discussed with others. Please refrain from offering the public information on fees or policies unless you are certain you have current and accurate information. When in doubt, always refer the person to a HSIMC staff member. Volunteers are not to disclose any confidential information (contact, personal information, financial, etc.) of customers, staff members, members of the public, etc. Do not write notes or messages in the public view without approval from HSIMC Management.

## **Dress Code**

Come prepared with the expectation that anything you wear will get dirty. As a HSIMC Volunteer, you are required to abide by the following dress code:

- Everyone will be provided with a Volunteer badge, you will wear this while volunteering at HSIMC.
- HSIMC Volunteer T-shirt – this will be made available, for an \$8 donation, after orientation has been completed. It is imperative that all Volunteers be easily recognizable by the staff and public.
- Long Pants are required – jeans or khakis or other long pants. No shorts, skirts, skorts or other garments that expose the legs.
- Closed-toed shoes are required - no sandals, or flip flops.

## **Smoking**

Smoking is prohibited in all building and facility grounds.

## **Drugs and Alcohol**

Under no circumstances shall a Volunteer work at our facility or off-site while under the influence of drugs or alcohol. If suspected of being under the influence of drugs and or alcohol, you will be asked to leave immediately and will be subject to termination from HSIMC's Volunteer Program.





HUMANE SOCIETY FOR INLAND MENDOCINO COUNTY  
9700 Uva Drive, Redwood Valley, CA 95470  
[Volunteer@hsmc.org](mailto:Volunteer@hsmc.org)

## **Accidents and Injuries**

You are responsible for your own health and welfare, so be sure to mind all signs and safety precautions. Any accident or injury that occurs while Volunteering at HSIMC must be reported to a Manager immediately.

## **Volunteer Personal Property**

HSIMC is not responsible for loss, theft, or damage of personal items. Volunteers are advised not to bring excessive cash or valuables with them while working on site. Please leave valuables in your locked vehicle.

## **Cell Phones and Headphones**

While you are here, we want you to keep your focus on the animals in your care and customers in need of assistance. HSIMC strictly prohibits the use of cell phones and mobile devices that create unsafe situations. For those reasons, please keep your phone in your vehicle. Cell phone use while handling an animal is strictly prohibited and Volunteers may not use their cell phones while interacting with HSIMC customers. If it is necessary for you to have your cell phone with you while volunteering, set the ringer to vibrate or silent and use your cell phone in non-working areas only. Earbuds, headsets, and headphones shall not be used at any time while volunteering with HSIMC. Use of cell phones while working with animals or with the public may result in termination from the volunteer program.

## **Unauthorized Areas**

Volunteers are not allowed in any unauthorized areas of the property and buildings unless special permission is given.

## **Complaints**

Your point of contact while volunteering is the Management Team – Dog Kennel Manager, Cattery Manager and Administrative Director. You will bring your concerns to one of these individuals first. If you have an issue with a staff member or an issue with HSIMC policy, immediately bring it to the attention of the Administrative Director.

If you have difficulty working with other volunteers or staff members, bring your situation to the attention of the Administrative Director as soon as possible. We want to resolve issues so we can all work together as a team. Immediately report anything you interpret as harassment from staff, volunteers, or the public to the Administrative Director to ensure your safety and the safety of everyone on the premises.



HUMANE SOCIETY FOR INLAND MENDOCINO COUNTY

9700 Uva Drive, Redwood Valley, CA 95470

[Volunteer@hsmc.org](mailto:Volunteer@hsmc.org)

## **Volunteer Corner**

There are TWO volunteer corners, one for the Dog Kennel and one for the Cattery. There is also a volunteer shed for those who have completed the Dog Kennel Orientation to work directly with the dogs.

The Volunteer Corner will provide a list of jobs and needs of the shelter. Anyone who has attended the Volunteer Orientation can attend to these tasks.

For those who wish to work directly with the animals, you will need to complete an additional orientation specific to the animals.

Once the Cat Orientation or Dog Orientation is complete, you will be available to participate in additional tasks specific to the animals.