



Humane Society of Huron Valley

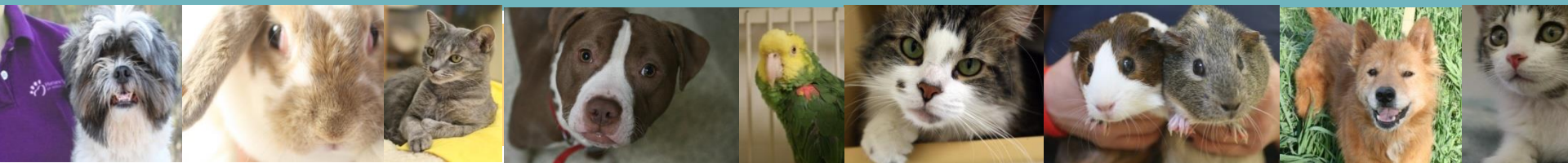
New Volunteer Information

HSHV Volunteer Department Staff

Karen Patterson, Vice President of Humane Education and Volunteers
karenp@hshv.org

Tawn Hinze, Director of Volunteers
tawnh@hshv.org

Jaime Campbell, Volunteer Coordinator
jaimec@hshv.org



Welcome!

Thank you for volunteering for HSHV! Your time is important to HSHV, the animals, and to the shelter.

- This document will show you:
 - How to get started in VIC
 - How to schedule yourself for your first assignment
 - How to cancel a shift if needed
 - First day basics
 - Laundry room reminders
 - Who to contact with questions

SIGNING UP FOR SHIFTS



Logging In



ADOPT - GIVE - VOLUNTEER - GET HELP - LEARN & ENJOY -

Be a Volunteer
Foster
Advocate
Volunteer Log-In

**FREE
VET EXAM**

With any cat or kitten adoption for a limited time

SEE THE ANIMALS

Login: Your login name will be your email address and your password from the application. Click “go”

VIC = Volunteer Information Center

VIC Net Login: Visit our website, www.hshv.org, on the homepage you can click on “Volunteer”, then “Volunteer Login” to access VIC on your computer.



Login

Please use your e-mail address and the password you entered on your volunteer application to log into your volunteer account.

Login name:

Password:

[Forgot your password?](#) [Help](#)

[Need a password?](#)

Go

[Back to the HSHV website](#) | [Privacy Policy](#)

Don't worry, if you forgot your password, there is a “Forgot your password?” button

VIC Homepage

Welcome Screen: This is the main page you will see every time you log into VIC. Be sure to check here for the most important and up to date information about upcoming trainings, happenings at the shelter, or events you can participate.

If you volunteer before 11:00 AM, the shelter doors will be locked. The morning door code will unlock the door. Please be mindful to not let someone from the public in the building before 11 AM.

Logged in as Tawn Hinze



HomeScheduleService

Love Train Arrivals

Love Train is open to Paw I-IV Volunteers in the Adult Program.

Upcoming Dates (all with an estimated ETA of 8pm):

- **Wednesday, October 13th
- **Wednesday, October 27th

**An email was sent to volunteers announcing when spot will open in VIC for the transport assignments.



Giving Back & Holiday Schedule

The holiday is quickly approaching! When doing your holiday shopping, check out all the businesses who are giving back to HSHV this season! [Hshv.org/holiday](https://hshv.org/holiday) Thank you for your support throughout the entire year.

Speaking of Holidays, just a friendly reminder that both the main shelter and Tiny Lions are closed on Christmas & New Year's Day. The main shelter and Tiny Lions will also be closing at 3pm on Christmas Eve and New Year's Eve.

We do have limited shifts available on Christmas and New Year's Day at the shelter, so sign up in VIC if interested. For "choose your own time" assignments like Dog Walking or Cat Comforting, please do not schedule past 3pm on Christmas Eve and New Year's Eve.

Happy Holidays!

Volunteer Spotlight- Tom Wolan



Why did you start volunteering?
I reached a point where I needed to make a change in my life and part of that change involved giving time to help those who cannot help themselves.

What is your favorite aspect of volunteering?
I like forming relationships with the animals and people at the shelter. It is time that is very important

Door code = 8318#

Account & Profile Tabs

Account Tab: This is where you can change your password, set your email and text messaging preferences. **Note:** if you choose to not receive “important information” you will miss out on most emails regarding upcoming events, information important to your role as a volunteer, training reminders and any job openings.

Click small arrow next to your name for drop down menu

My Profile Tab: Make sure all your information is filled out correctly. You can update your current contact information, email and your photo. Please make sure you are the only human and that your face is clearly showing in your photo.

The screenshot shows the website of the Humane Society of Huron Valley. At the top, a yellow banner indicates the user is "Logged in as Tawn Hinze". Below this is a teal header with the organization's logo and navigation tabs: "Home", "Schedule", and "Service". In the top right corner, the user's name "Tawn Volunteer" is displayed next to a small circular profile icon. A red circle highlights this area, with an arrow pointing to a small downward arrow icon. A dropdown menu is open, showing three options: "Profile" (with a person icon), "Account" (with a gear icon), and "Log Out" (with an exit door icon). The main content area is divided into three columns. The left column is titled "Love Train Arrivals" and contains text about the program, upcoming dates (Wednesday, October 13th and 27th), and a note about email notifications. Below the text is a photo of a black and white puppy. The middle column is titled "Giving Back & Holiday Schedule" and contains text about holiday shopping and shelter closures. The right column is titled "Volunteer Spotlight- Tom Wol" and features a photo of a man holding a dog, followed by text about why he started volunteering and his favorite aspect of volunteering.

Logged in as Tawn Hinze

Humane Society of Huron Valley

Home Schedule Service

Tawn Volunteer

Profile

Account

Log Out

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Email Preferences

- Communication through email in VIC is how we send information on trainings, shelter news, schedule changes, and help needed.
- Please check your message preferences in VIC under the “Profile” section

Always keep Important Information checked!

Message Preferences
Use this section to choose how to receive different types of messages.

Schedule Reminders ⓘ
☐ Email ☐ Text ☒ None

Volunteers Needed Postings ⓘ
☐ Email ☒ Email & Text ☐ None

HSHV Specials Emails ⓘ
☐ Email ☐ Email & Text ☒ None

Important Information ⓘ
☒ Email ☐ Email & Text ☐ None

When to Receive Automated Text Messages

From

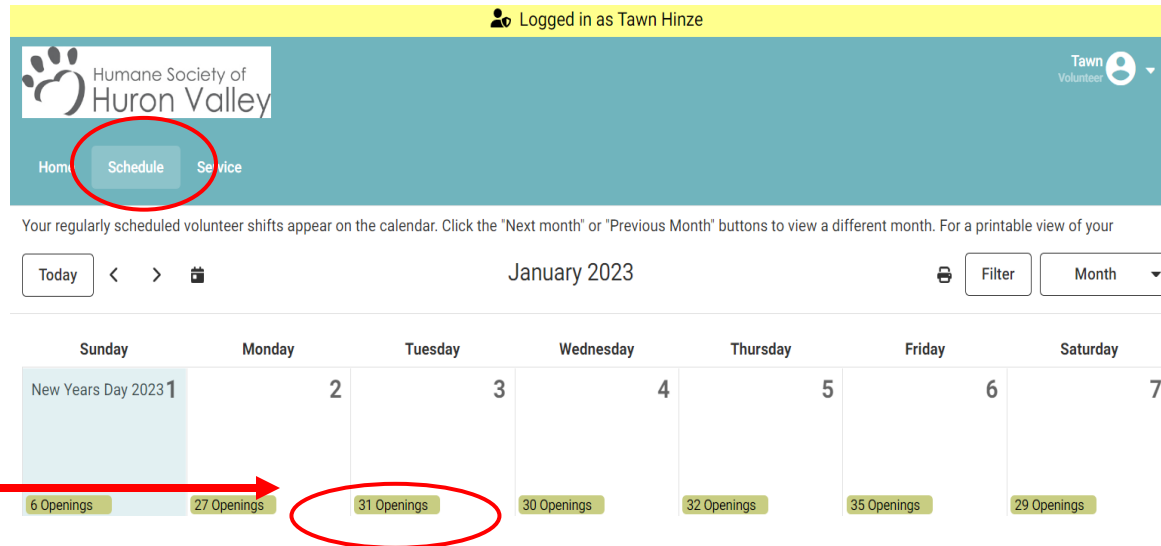
To

Timezone

Scheduling

Schedule Tab: This is where you schedule yourself for volunteer assignments.

Click on a specific date to see what assignments are available (this will be specific to your volunteer Paw Level, training, etc



Logged in as Tawn Hinze

Humane Society of Huron Valley

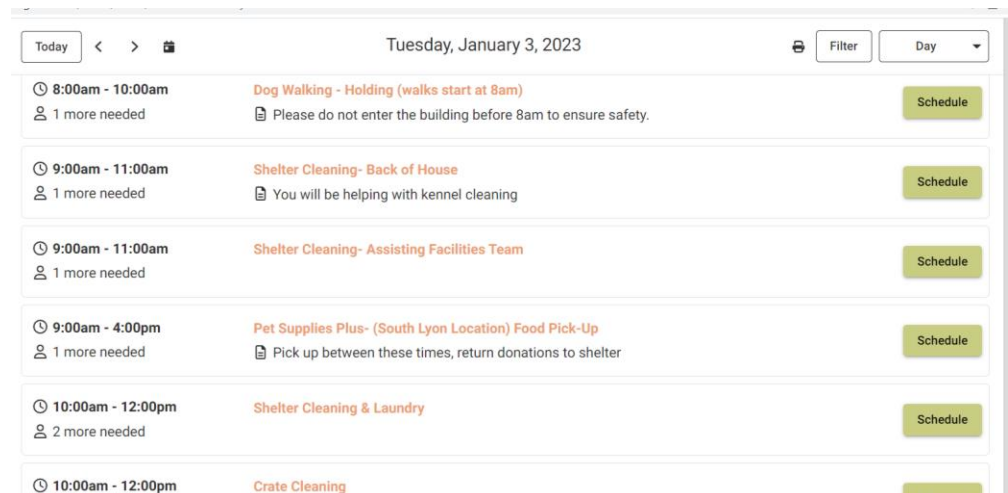
Home **Schedule** Service

Your regularly scheduled volunteer shifts appear on the calendar. Click the 'Next month' or 'Previous Month' buttons to view a different month. For a printable view of your

Today < > 📅 January 2023 Filter Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
New Years Day 2023 1	2	3	4	5	6	7
6 Openings	27 Openings	31 Openings	30 Openings	32 Openings	35 Openings	29 Openings

You will see a list of assignments available when you click on a specific date



Today < > 📅 Tuesday, January 3, 2023 Filter Day

🕒 8:00am - 10:00am 👤 1 more needed	Dog Walking - Holding (walks start at 8am) 📋 Please do not enter the building before 8am to ensure safety.	Schedule
🕒 9:00am - 11:00am 👤 1 more needed	Shelter Cleaning- Back of House 📋 You will be helping with kennel cleaning	Schedule
🕒 9:00am - 11:00am 👤 1 more needed	Shelter Cleaning- Assisting Facilities Team	Schedule
🕒 9:00am - 4:00pm 👤 1 more needed	Pet Supplies Plus- (South Lyon Location) Food Pick-Up 📋 Pick up between these times, return donations to shelter	Schedule
🕒 10:00am - 12:00pm 👤 2 more needed	Shelter Cleaning & Laundry	Schedule
🕒 10:00am - 12:00pm	Crate Cleaning	Schedule

Choosing Assignments

In addition to clicking a particular date to see assignment, you can search for a specific assignment by using the **“Filter”** feature

The screenshot shows the Humane Society of Huron Valley volunteer portal. At the top, there's a navigation bar with 'Home', 'Schedule', and 'Service' buttons. Below this, a message states: 'Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" buttons to view a different month. For a printable view of your'. The calendar for January 2023 is displayed, with the first day being 'New Years Day 2023'. A red arrow points from the text 'Filter' feature to the 'Filter' button in the calendar header. Below the calendar, a 'Filter Schedule' modal is open, showing a list of assignments: 'Cleaning of the Love Train Van', 'Clinic Reminder Calls (Please Report to Clinic Front Desk)' (which is selected with a checkmark), 'Clinic Scanning', and 'Clinic: Surgery Support Training'. At the bottom of the modal, the 'Apply' button is circled in red, with a red arrow pointing to it from the text 'then click “apply”'.

Logged in as Tawn Hiltz

Humane Society of Huron Valley

Home Schedule Service

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" buttons to view a different month. For a printable view of your

Today < > 📅 January 2023 Filter Month ▼

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
New Years Day 2023 1	2	3	4	5	6	7

Filter Schedule

Change what you see on the schedule to tailor it to your liking.

Assignments
1 selected

- ☐ Cleaning of the Love Train Van
- ☒ Clinic Reminder Calls (Please Report to Clinic Front Desk)
- ☐ Clinic Scanning
- ☐ Clinic: Surgery Support Training

Apply Reset Close

Select the assignment you want to search for and then click **“apply”**

Choosing Assignments

You will now see the filter has been applied and any dates that have an opening for Clinic Reminder Calls, will show on the calendar as “1 opening”.

January 2023							Filter Applied	Month ▼
Today < > 📅	8	9	10	11	12	13	14	
15	16	17	18	19	20	21	1 Opening	
22	23	24	25	26	27	28	1 Opening	
29	30	31	1	2	3	4	1 Opening	

Scheduling & Job Description

Click the name of the assignment to get the **Job Description**.

Learn more about the specific tasks associated with that volunteer assignment. If that assignment is something you would like to schedule yourself for, click on the green “Schedule Me”

Click on assignment name for job description

Logged in as Tawn Hinze

Humane Society of Huron Valley

Home Schedule Service

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" buttons to view a different month. For a printable view of your

Today < > 📅 Thursday, January 19, 2023 🖨️ Filter Applied Day ▾

Your Schedule

No scheduled events

Openings

🕒 9:00am - 11:00am
👤 1 more needed

Clinic Reminder Calls (Please Report to Clinic Front Desk)

Schedule

Are you sure you want to schedule this shift?

📅 Thursday, January 19, 2023
🕒 9:00am - 11:00am
Clinic Reminder Calls (Please Report to Clinic Front Desk)
👤 1 more needed

Cancel

Confirming Assignment

1. Click the green “Schedule Me” button for the shift you want to sign up for.

Your Schedule

No scheduled events

Openings

🕒 9:00am - 11:00am

Clinic Reminder Calls (Please Report to Clinic Front Desk)

👤 1 more needed

Schedule

2. Click “Schedule Me” to verify you are registering for this assignment.

Are you sure you want to schedule here?

📅 Thursday, January 19, 2023

🕒 9:00am - 11:00am

Clinic Reminder Calls (Please Report to Clinic Front Desk)

👤 1 more needed

Cancel

Schedule Me

3. You will now see that you are scheduled

The screenshot shows the Humane Society of Huron Valley volunteer portal. At the top, there's a navigation bar with 'Home', 'Schedule', and 'Service' links. Below this, a message states: 'Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" buttons to view a different month. For a printable view of your'. The main content area shows a calendar for 'Thursday, January 19, 2023'. A 'Filter Applied' button and a 'Day' dropdown menu are visible. Under the heading 'Your Schedule', a single shift is listed: '9:00am - 11:00am' for 'Clinic Reminder Calls (Please Report to Clinic Front Desk)'. The shift is assigned to 'You' and has a 'Remove' button next to it.

Canceling Assignments

Removing Yourself: Please don't over schedule yourself. Click on the date you need to cancel. In this example, it's the 19th.

Click the "remove" button and that will take you off of the schedule.

You may remove yourself from any scheduled assignment up to 36 hours before you are to perform that assignment. Just click "Remove Me"

If the **REMOVE** button option is **NOT** available, please email the volunteer department at volunteers@hshv.org

Today < > 📅 January 2023 Filter

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
New Years Day 2023 1	2	3	4	5	
8	9	10	11	12	
15	16	17	18	19 9:00am • Clinic Reminder Call	1 Opening
22	23	24	25	26	

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" buttons to view a different month. For a printable view of your

Today < > 📅 Thursday, January 19, 2023 Filter Applied Day ▾

Your Schedule

🕒 9:00am - 11:00am
👤 You

Clinic Reminder Calls (Please Report to Clinic Front Desk)

Remove

Reminder: 3 unexplained absence means you are done volunteering at HSHV. *Communication is the key.* Just let us know if you cannot make an assignment so we can plan.

Recording Hours From Home



Home Schedule **Service**

Post Service

Start of Service - End of Service

12/21/2022 - 12/21/2022



Hours

Assignment *



Post

If you sign in and out at the volunteer computer, you do not need to log your hours from home.

You will use the **Service** tab to record foster hours, or off-site event/assignment hours. Here are the steps:

1. Select the beginning and ending date of your service.
2. Enter how many hours you served.
3. Choose Your Assignment from the drop-down menu
4. Click Post
5. Click "Yes" to confirm or "No" if you wish to not post.

ORIENTATION REMINDERS



Starting out at HSHV

- ❖ **You will start here -Paw I**
 - ❖ Volunteer for a minimum of 10 hours
- ❖ **Paw I complete?**
 - ❖ You will receive an email welcoming you to Paw II and will be able to sign up for a dog walking or cat comforting class
- ❖ No activity for 90 days= inactive volunteering
- ❖ Sign up, Show up! 3 strikes, you're out!
- ❖ Non-smoking campus
- ❖ No concealed weapons

First Day Basics

- ❖ Dress appropriately for what you will be doing - wear clothing that is presentable and can get dirty.
- ❖ *The public sees you as a representative/staff of HSHV! You are now an ambassador of HSHV!*
 - ❖ No Open Toed Shoes = OSHA regulations
 - ❖ Wear a paw I reusable name tag (found by the computer) and your volunteer t-shirt (when possible)
 - ❖ Please, no short shorts, torn clothing or questionable wording
 - ❖ Arrive on time, sign into VIC (**main phone number listed on your application WITHOUT area code**) and plan on completing your entire shift.
 - ❖ Park in the back of the parking lot, when possible.
 - ❖ Leave all your personal possessions and valuables in the car. There is a place to hang your jacket/keys in the laundry room
 - ❖ No open food or drink.

LAUNDRY ROOM BASICS



Handling Dirty Laundry

Please shake out all laundry before putting it into one of the large bins inside the laundry room

General Laundry Cycle: Press 1 start

- Both washers and dryers are identical in programming and size, so no need to sort the dirty laundry (just remember to remove any debris).
- **We do not** put Hard plastic/rubber toys into the washer/dryer. Instead, they go...
 - Cat kitchen-Cat hard plastic/rubber
 - Dog kitchen-Dog hard plastic/rubber
- Items that **we do not** put in the dryer
 - Collars/Leashes/Harnesses- hang on hook on back wall to dry.



Laundry Room Machines

Washing Machines

- ❑ Machines cycles can vary depending on load.
- ❑ To run washers press “1 start”
- ❑ Run best when full, leave enough space for a football to fit at the top
- ❑ Any combination of items can go into either washer
- ❑ Soap and bleach are automatically dispensed.

Dryers

- ❑ Put clean laundry from either washer into either dryer.
- ❑ Press the green “start” button
- ❑ Clean lint traps every two hours (located below each dryer) and mark the time cleaned on the whiteboard.
- ❑ If an item doesn’t dry completely, put it back in the dryer.

****Reminder:** If any item that has been washed falls on the floor it is considered dirty and need to be re-washed.

Folding & Storing Laundry

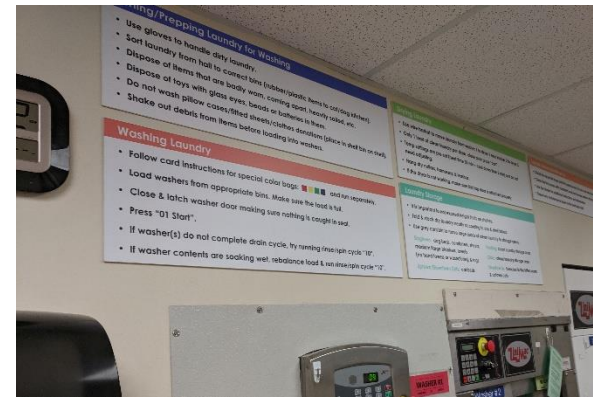
Most clean, folded laundry will go to the storage shelves in the cat storage area (before Dog Adoptables). Only put items on the correct shelf.



Some items (flat sheets only (no fitted sheets), dog beds, and cat beds) do not go on these shelves, but instead are stored in Dogtown Storage or Uptown Cats. (See map on next page)



If you don't know where an item goes, check the signs above the washers, or just leave it on the counter in the laundry room.



KEY:



Kitchens &
Laundry Room



VIC – Sign-in



Volunteer Admin
Staff desks

Shelter map



Special Laundry Loads

Special laundry is done for several departments. This laundry will have its own washing instructions found on the back of the laminated cards that will be attached to the laundry bags.

The special laundry often requires a different wash cycle. **Please follow instructions carefully.** Do not mix special laundry with “normal” laundry.

Red = Clinic Laundry –Cycle 2 (press 2, start-that’s it!!)

Yellow = Community Cats- Cycle 3 (press 3, start)

Green = Humane Education –Cycle 2 (press 2, start)

Pink=Cat/Kitten Nursery- Cycle 1 (press 1, start)

Red bag clinic laundry takes top priority – it should go in the to washer as soon as possible.

Please note any “extra” rinse cycles are already programmed into the special cycle.

Laundry Room Supplies

Everyday Supplies

- Gloves, garbage bag liners, paper towels, Accel products are all available on the cart.
- If supplies are low, see a Shelter Supervisor or the Volunteer Team

Cleaning Products

- Washing machines are programed to dispense the right amount of soap and bleach into each machine.
- Please do not bring any outside cleaning products into the shelter - we only use safe and environmentally wise products around the animals and in the shelter.

Volunteer Department Staff

Email volunteers@hshv.org for scheduling changes, general questions



Tawn, Director of Volunteers

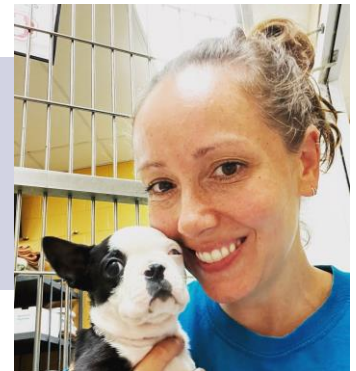
tawnh@hshv.org

Tawn is happy to answer questions about trainings, programming, scheduling, and other volunteer related topics.

Jaime, Volunteer Coordinator

jaimec@hshv.org

Jaime is happy to answer questions about the schedules, trainings, nametags, cancelations/rescheduling



Karen, Vice President of Humane Education and Volunteers

karenp@hshv.org

Karen is happy to answer everything else.