

Welcome!

New Volunteer Orientation



Schedule & Agenda

- **Welcome & Presentation**
 - Meet the Volunteer Department
 - An Overview of HSHV
 - Volunteering at HSHV
- **Small Groups**
 - Shelter Tour
 - Laundry & Shelter Cleaning
- **VIC & Getting Started**
 - Using VIC & Scheduling
 - Your first day volunteering
 - What's Next!
- **Questions?**



Meet the Volunteer Department



Karen Patterson, Vice President of Humane Education and Volunteers

Tawn Hinze, Director of Volunteers

Jaime Campbell, Volunteer Coordinator

Karen

Vice President of Volunteers and Humane Education

- Began as a volunteer and became staff in 2011.
- Enjoy time with my family, two cats and dog.
- In my spare time I like hiking, paddle boarding, vegetarian food, reading and listening podcasts
- I love working with our wonderful volunteers who give so much to HSHV!



Willow
(HSHV Alum)



Milo



Moo-moo
(HSHV Alum)

Tawn

Director of Volunteers

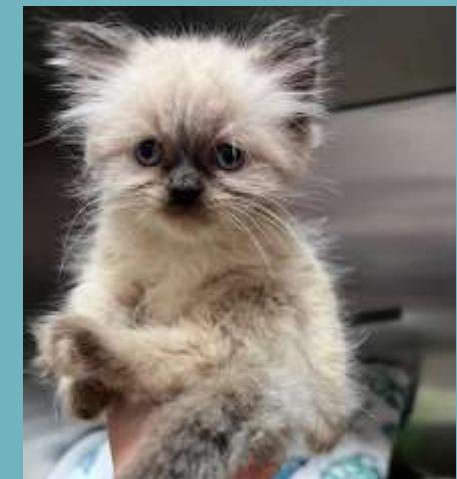
- I started with HSHV in 2009 as a volunteer.
- I want to make sure each of you have a wonderful experience as you get started volunteering.
- I enjoy yoga, tennis, coffee, and spending time with family and friends.
- I enjoy being around all of our animals...we are their family until they find a forever home.



Jaime

Volunteer Coordinator

- Started at HSHV in back of house animal care in January 2022.
- I have lots of critters at home and love to foster kittens!
- I love working here because of all the amazing people I meet, and the relationships I get to form with the animals!



An Overview of HSHV



Our Mission

To encourage loving, responsible care of all animals in our community, to prevent suffering, and to save as many lives as possible.



A Little History...

- Founded in 1896
- Have provided wildlife services for 50+ years
- New shelter completed in 2009
- 501(c)(3) charitable organization
 - A private, independent nonprofit agency



Just Some of What We Do

A photograph of a woman with glasses and a young boy standing next to a brown dog. The woman is wearing a maroon hoodie and a black t-shirt with a green logo. The boy is wearing a blue t-shirt with the word "LIMITED" and dark shorts. The dog is wearing a green collar. They are indoors, with a door and a bulletin board in the background.

- Cruelty & Rescue
- Veterinary Care
- Behavior Management
- Bountiful Bowls
- Safe Harbor
- Community Cats
- Humane Education



Friends For Life

- Started in March of 2023 through grant from Buhr Family.
- Protects the Animal-Human bond by keeping animals in the homes of those with housing insecurities or in need of support for their animals.
- Can help provide services such as:
 - Essential Supplies (food, litter, etc)
 - Vet assistance
 - Short-term housing help
 - Behavior Advice
 - Animal Visitation/Adoption



Our Service Area

Washtenaw County & Plymouth

All our programs and services

Southeast Michigan

Community Outreach

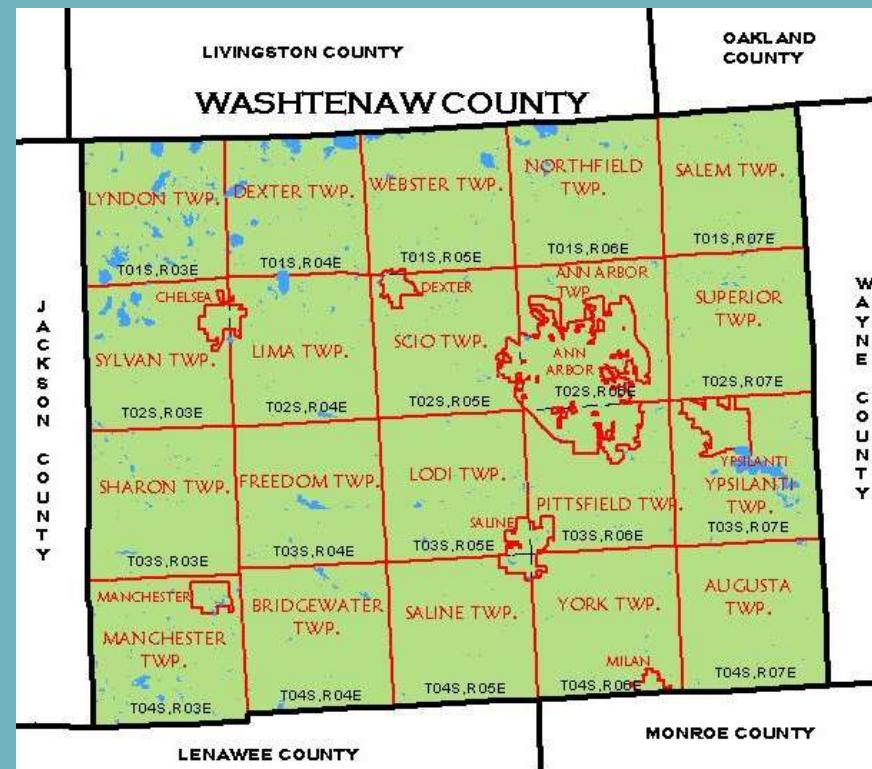
Humane Education

Intake (Space Limited)

Vet Services

Nation Wide

Adoptions



HSHV is an Open Admission Shelter

What Does This Mean?

We accept animals even when shelter is full.

We accept animals who are sick or injured.

We fit the definition of “no kill” set by Maddie’s Fund.

We rarely use this term due to confusion.

Euthanasia does happen as a humane course of action.

No “time limit” for adoptions.

How Do Animals Arrive at HSHV?



Surrendered



Stray



Seized



Transferred

Fun Facts



How many adoptions does HSHV do each year? **5000+**



How many animals does HSHV care for each year? **20,000+**

What is HSHV's animal save rate? **97.5%**
(2025)

We Don't Mean to Brag....



No, no...go on...I
mean HSHV is better
than tennis balls!

HSHV is truly the
cat's meow...I
get wet food
twice a day!





We won,
We won,
WE WON, Thanks
to YOU!



Ann Arbor Family Favorites 2024:
Best Place to Volunteer
2nd Place-Best Kid's Camp (new category in 2024)

Best of Washtenaw Readers Choice Awards 2024:
Best Animal Non-Profit
Best Veterinarian
Best Trivia Night @ Tiny Lions Cafe

Volunteers Make HSHV Great!



We got our
15th consecutive
4-star Charity
Navigator putting
HSHV in top 1% of
charities ranked
nationwide



+ we're a "great nonprofit,"
thanks to you, too!

We are Fear Free Certified!



- Looking at not only physical health but emotional health of our animals
- Reducing stress by observing the environment and how the animal sees his/her world
 - Example: sounds...loud sounds can be stressful, so we avoid wheeling carts into our cat rooms.
- From enrichment, to read to calm, to cat feeding, volunteers play a crucial role in supporting an animal's overall well-being

Volunteering at HSHV



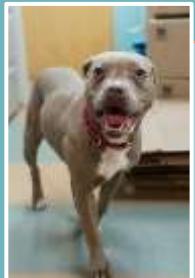
Who Volunteers with HSHV?



Adults (ages 18+)



Junior Volunteers
(ages 12-17)



Community
Service
Volunteers (18+)



Fosters



Day of Service



Tiny Lions

2025 Volunteer Statistics

Total number of adult volunteer: **1,061**

Total number of youth volunteers: **438**

Total number of volunteer hours: **162,106**



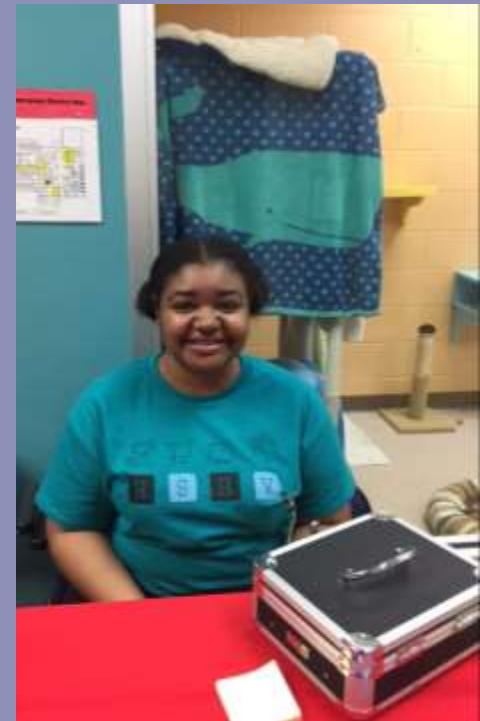
Hours donated by volunteers is equal to
about **77** full-time paid staff!!

Paw I Volunteering

All volunteers start at the Paw I level

Primarily help with:

- Laundry
- Shelter Support
- Administrative Support
- Cat Feeding
- Community Events
- Love Train



No contact with animals (that's Paw II)

Paw II Volunteering



Volunteer at least 10 hours

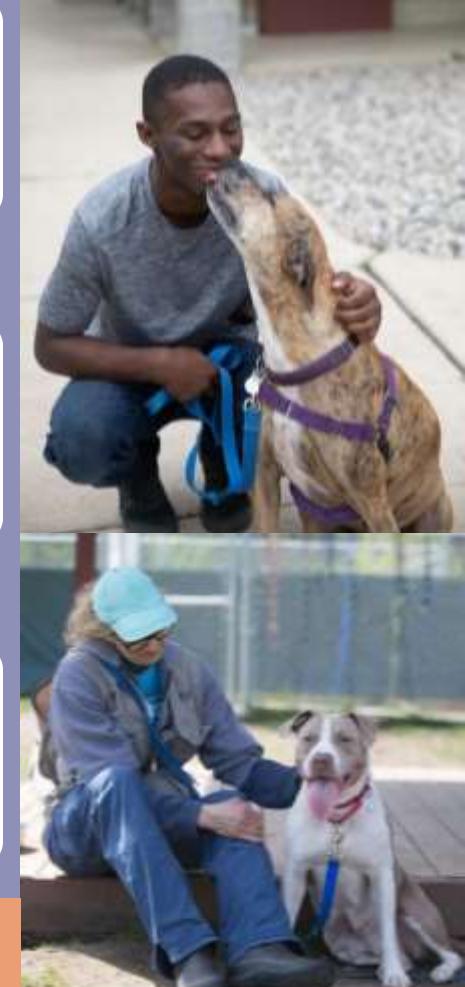
(community service volunteers move to Paw II upon completion of hours)



Receive email notification

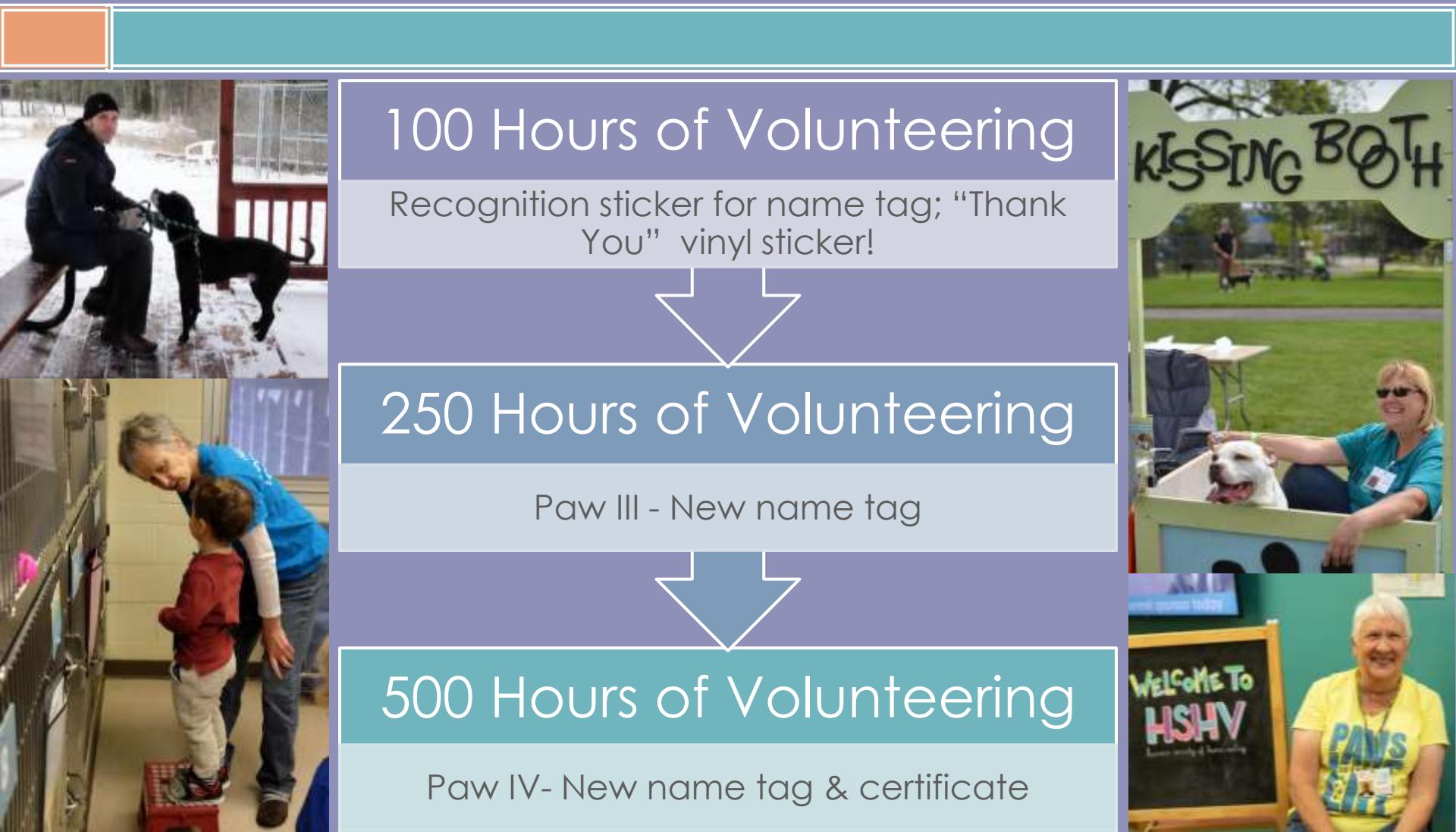


Sign up for dog walking,
cat comforting, or small
mammal training



10% DISCOUNT!

Beyond Paw II Volunteering



Things to Know

What to Wear

- Volunteer shirt (optional)
- Name tag
- Close toed shoes

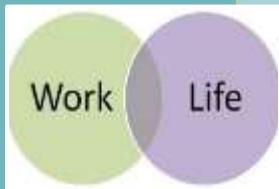
Cell Phones

- Should not be out
- Sign out if you need to make a call

Other Policies

- Smoke-free facility
- Weapons/Alcohol-free facility
- No open food or drink in work areas
- No family or friends come to volunteer with you (unless they too are volunteers)

Our Volunteer Culture



Balance

Don't over schedule yourself



Communication

Let us know how we can help



Respect

Follow Policy and Procedures



Have fun

Find what you enjoy doing

Communicating Effectively

Volunteer Department

Communication starts here! We are available to discuss any concerns that you may have.

Confidentiality Agreement

No sharing of confidential information. Volunteers can be dismissed if violated.

Social Media

Using social media to voice concerns or issues is not effective. See volunteer department staff instead.

HSHV on Social Media



HSHV.animals **and** Tiny Lions Catfe



humane society of huron valley **and**
tiny lions cat cafe



Humane Society of Huron Valley **and**
Tiny Lions Lounge and Adoption Center



tiktok.com/@humane societyhuronvalley

Animal Advocacy



- Sign up as an Animal Defender to protect animals, speak up for those who do not have a voice, and support compassionate policies in our community and beyond.
- HSHV works with local, state and federal legislators and partner organizations to help better protect animals.
- Learn about animal welfare issues and how to take action on their behalf.
- Community Gatherings
- **hshv.org/advocacy**



Volunteer Facebook Group

- Closed group
- A place for updates, stories, pictures, or volunteers needed requests.
- No posts about death, euthanasia, or killing/injury to animals.
- Posts should not include solicitations of goods/money.
- Questions? Ask us!

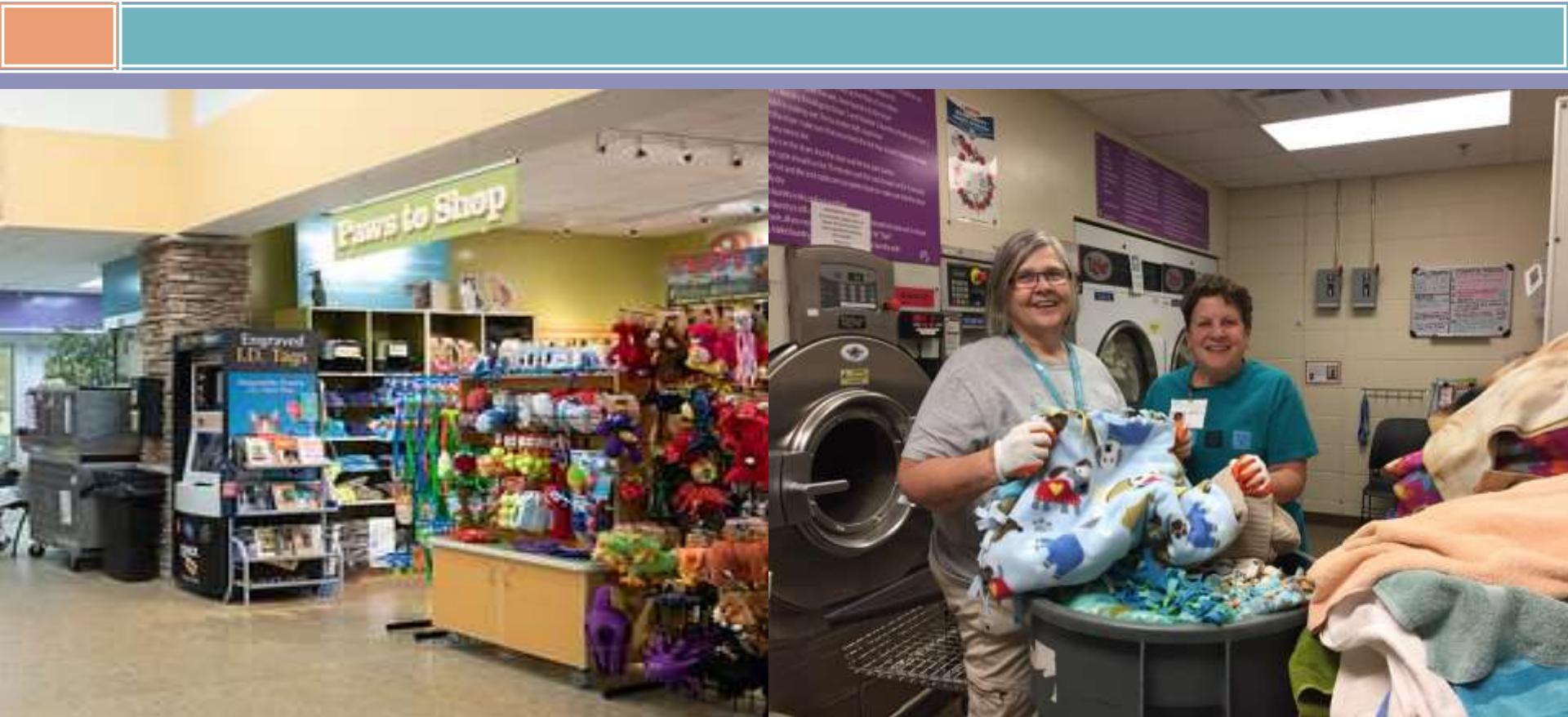


Facebook Posts

- Posts are removed that do not fit the social media policies
- Notification sent
- 2 or more posts removed = removal from FB group



Time for Small Groups!



Shelter Tour

Laundry & Shelter
Cleaning

When Out in the Shelter

- ❑ Please Stay Together as a Group
 - ❑ The animals are super cute, but we have limited time today
- ❑ Keep Hands and Fingers Out of Kennels
- ❑ Avoid Side Conversations
 - ❑ Let's make sure everyone can hear what is being said
- ❑ Cell Phones are Kept Away

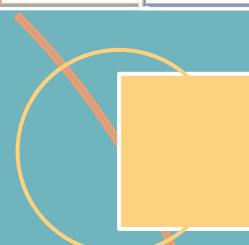
Welcome to Laundry



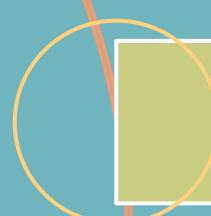
Laundry is one of our biggest needs at the shelter in terms of volunteer support. It is where a lot of new volunteers start volunteering at HSHV.



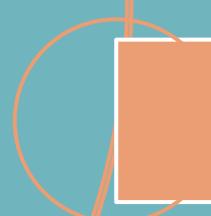
Important Laundry Reminders



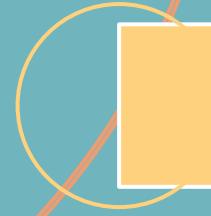
Always sign up before coming in



Laundry is the **last** assignment you do at the shelter!



Read signs! They have important reminders



Questions? Need supplies? Just ask!

Volunteering in a Shelter Setting

- Exposure to Germs/Diseases.
 - Zoonotic-animal to human (i.e. Ringworm).
 - Other diseases animal-animal (i.e. Parvo, URI's).
- Humans are the largest carriers of germs.
 - Always sanitize hands.
 - Laundry is the last thing you do at the shelter.
- After Volunteering
 - Clothing-
 - wash in hot water/color-safe bleach. Dry in the dryer on highest setting.
 - Shoes-
 - wipe down and/or have a separate pair just for volunteering.

The Laundry Room



Let's go check out the laundry room!



Getting Started – Signing Up



VIC =
Volunteer
Information
Center

Let's Take a Look at VIC!

- Logging In
- Homepage Overview
- Email Settings
- Calendar
 - Signing Up
 - Canceling
- Job Descriptions
- Resource Library



Need to Cancel?

More than 36 Hours to your assignment

Log into VIC

Click the “remove me” button

Less than 36 Hours to your assignment

You will no longer see the “remove me” button in VIC

Email volunteers@hshv.org to let us know you aren't coming in

No notification? You will be marked “absent”. 3 or more absences could result in dismissal from the volunteer program.

Your First Day of Volunteering

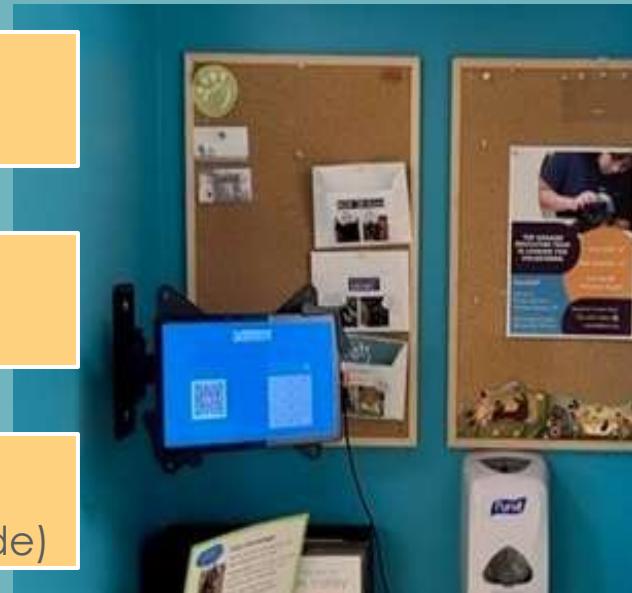
Park in the back of the parking lot

Leave valuables in the car

Door code: 8318#

Sign in and out at the station
(your main phone number **WITHOUT** the area code)

Wear a temporary name tag



Staying Active as a Volunteer

90 days with no activity on
your volunteer account

We will email you, you will
have 3 weeks to log hours

Your account becomes
inactive if you don't come in

Contact us if you will be gone
for an extended period!

Welcome to Volunteering!



A “Welcome to Volunteering” email will be sent to your email. Once you receive this, your volunteer account will be “active” in VIC!