

# 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



Cruelty & Rescue

Veterinary Care

Behavior Management

Bountiful Bowls

Safe Harbor

Community Cats

Humane Education

# tiny lions

LOUNGE & ADOPTION CENTER



# 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

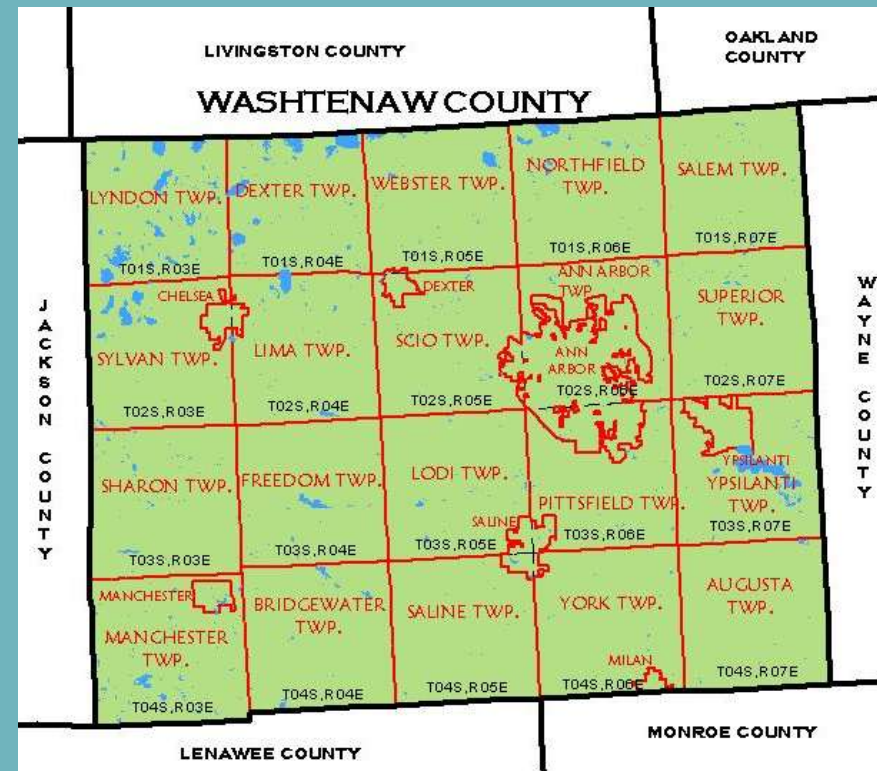
Humane Education

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.

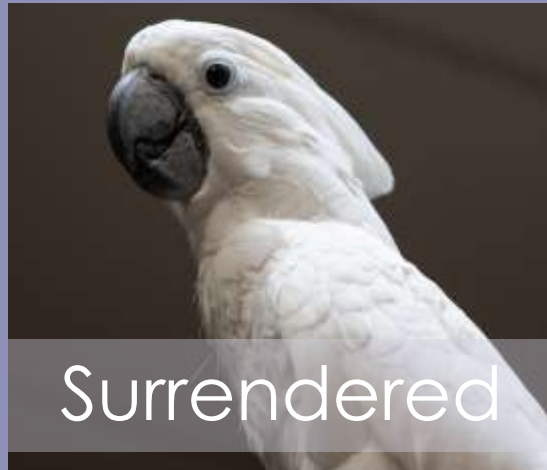
We fit the definition of “no kill” set by Maddie’s Fund.

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?



# 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**

2<sup>nd</sup> 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



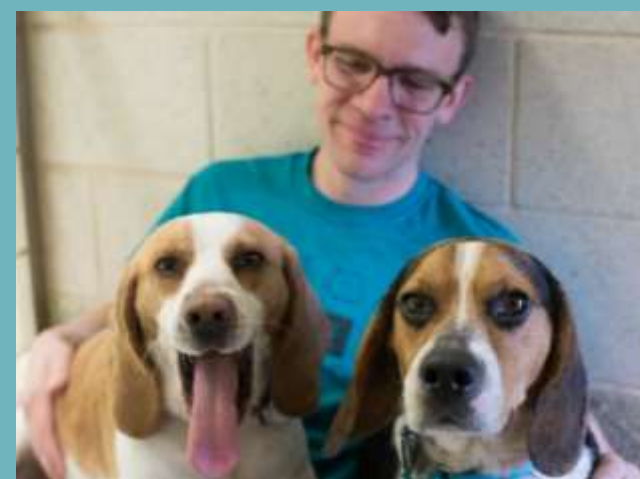
Tiny Lions

# 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!

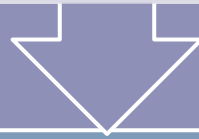


# Beyond Paw II Volunteering



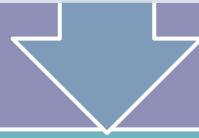
100 Hours of Volunteering

Recognition sticker for name tag; "Thank You" vinyl sticker!



250 Hours of Volunteering

Paw III - New name tag



500 Hours of Volunteering

Paw IV- New name tag & certificate



# Things to Know

## What to Wear

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

## Cell Phones

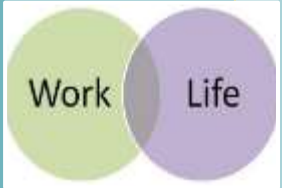
- Should not be out
- Sign out if you need to make a call

## 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



humanesocietyofhuronvalley **and**  
tinylionscatcafe



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



[tiktok.com/@humanesocietyhuronvalley](https://tiktok.com/@humanesocietyhuronvalley)

# 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](http://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

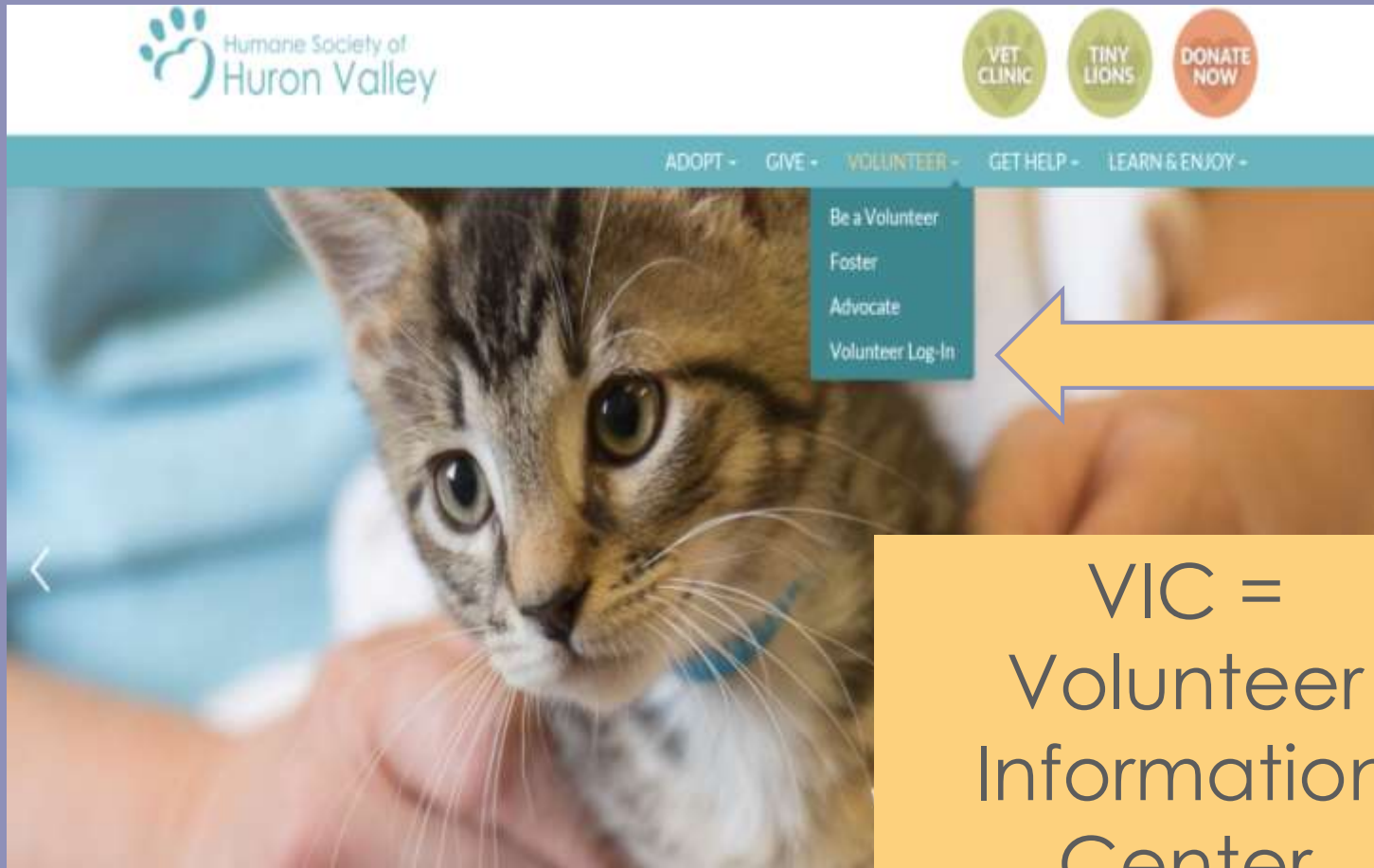


Let's go check out the laundry room!





# 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](mailto: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



```
graph TD; A[90 days with no activity on your volunteer account] --> B[We will email you, you will have 3 weeks to log hours]; B --> C[Your account becomes inactive if you don't come in]; C --> D[Contact us if you will be gone for an extended period!];
```

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!