



HUMANE SOCIETY
OF THE SOUTH PLATTE VALLEY

Volunteer Handbook

Updated January 2022

2129 W. Chenango Ave., Littleton, CO 80120
303-703-2938

www.hsspv.org

Monday – Saturday, 12 pm – 6 pm & Sunday 12 pm – 5 pm

Welcome to Humane Society of the South Platte Valley!

Thank you for joining the volunteer team at the Humane Society of the South Platte Valley (HSSPV)! Our Shelter is fortunate to have so many dedicated volunteers that serve in a variety of volunteer positions. Caring for approximately 2,000 animals each year while also offering valuable and affordable pet services, we utilize volunteers in a variety of capacities. Whether you are training or walking dogs, socializing cats, cleaning, assisting with customer service duties, or helping at an offsite event, you are making a positive contribution to our organization. We value not only the time you are able to give us, but also your support of our important mission. *We literally could not do what we do without your assistance!*

This handbook will help you learn how the Humane Society of the South Platte Valley fits in with the animal welfare movement and how you fit within this organization. Please understand this handbook is a starting point and may not contain all the information or procedures for the Shelter.

On behalf of all of us—the Humane Society of the South Platte Valley staff, Shelter Board members, and especially the animals—*thank you* for your participation! Together we can achieve our mission of providing support to our surrounding community through education, services that strengthen the human-pet bond, and humane care for the animals we serve.

Important Contact Information	
Main Phone	303-703-2938
Fax	303-703-2922
Website	www.hsspv.org
Main Email	info@hsspv.org
Volunteer Email	volunteer@hsspv.org
Address	2129 W. Chenango Ave., Littleton, CO 80120

Volunteer Policies and Procedures Updated January 2022

Volunteers are an integral and important piece of what makes the Humane Society of the South Platte Valley successful and a true resource to the community. Your volunteer service enables staff to intake, process, care for, and adopt out more animals than possible if staff were working alone. For our staff members and volunteers to be successful and efficient, and for our animals to receive the best care possible, we ask that you adhere to the following policies and procedures.

HSSPV provides equal opportunities to all volunteers without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender expression, gender identity, results of genetic testing, or service in the military. Equal volunteer opportunity applies to all terms and conditions of volunteering, including on-boarding, placement, promotion, termination, recall, transfer, and training.

History

Prior to the founding of the Humane Society of the South Platte Valley, an animal shelter by the name of Colorado Humane Society existed and was the main facility providing services for homeless animals in our local community. After an investigation for the gross mismanagement of this organization was performed by the State Attorney Generals office, the Colorado Humane Society was ordered to be closed. The cities of Littleton and Englewood reviewed requests for proposal from groups that were prepared to offer animal housing services and ended up choosing the proposal set forth by our founders. Shortly after, the Humane Society of the South Platte Valley became a 501(c)3 nonprofit charitable animal sheltering organization.

In November 2009, HSSPV began our lease at 2129 W. Chenango Ave. Unit A, Littleton, CO, 80120. The building was retrofitted by contractors to include isolation rooms, what is known as the preparation area, and the lobby. We painted, erected kennels, and prepared the facility to function as an animal shelter. On December 24th we opened for business and received our first stray dog.

In 2012, Unit B at 2129 W. Chenango Ave. became available and we assumed the lease for the entire building. This area is now known as the community room, training, room, office area, and the spay & neuter clinic. This additional space has allowed us to grow our program services especially the spay/neuter clinic and training services.

We work closely with animal welfare officers and hold contracts for animal housing in the cities of Littleton, Englewood, Greenwood Village, and Cherry Hills Village to keep our neighborhoods safe and to educate the community.

The Humane Society of the South Platte Valley is advised by a Board of Directors. Our team consists of fourteen staff members making us a small organization. All our staff are cross trained in different departments of the shelter which allows our team members to be well rounded and develop new skills while providing added benefits to the animals. Our management team and program supervisors oversee and manage a variety of shelter services, programs, and staff. Between the Board of Directors, Management, Program Supervisors, and staff there is a wealth of experience and knowledge pertaining to the animal welfare industry.

HSSPV Organization Flow Chart	
Humane Society of the South Platte Valley Board of Directors (6)	
Shelter Director	Leslie Maisonneuve
Operations Manager	Stephanie Arms Waltz
Development Manager	Mindy Schmidt
Assistant Operations Manager	Grace Van de Pas
Clinic Program Supervisor	Kimberly Brothis
Veterinarian	Dr. Crista DeJoia
Behavior & Training Program Supervisor	N/A
Animal/ Customer Care Team Lead	Jenna Tyson
Animal/Customer Care Staff (6)	

Admissions Policy

The Humane Society of the South Platte Valley is an open admission shelter for lost or abandoned pets found in the Arapahoe County portion of Littleton, Englewood, Greenwood Village, and Cherry Hills Village. Any stray animal found within our jurisdiction that comes into our care is placed on hold for 7 days while we attempt to locate an owner. Once this period is over, the animal belongs to the shelter, and we work to prepare them for a new life. Requests to accept owner surrendered pets are evaluated by a team of staff and management to deem whether we can effectively help the animal in question. If we do not have the resources available or would face great liability placing an owner surrendered pet, we will discuss options with the current pet parent and give them a list of resources where that animal could have a successful outcome. We also transfer in homeless animals from outside communities to provide relief to underserved shelters. We care for thousands of kittens, puppies, cats, dogs, and occasionally other critters every year with a compassionate team of staff and volunteers. We are a true community resource and offer a variety of services including pet adoption, affordable spaying and neutering, vaccinations, microchipping, training, and lost and found pets. We focus on our important mission and lifesaving work every day. The fundamental goal of our organization is to create the best possible outcomes for all animals and serve our community.

All animals are processed once deemed safe, and during this time their individual needs are assessed. Animals that require medical intervention are placed on hold or with a foster until they have been treated and are determined to be healthy by our veterinary staff. We are fortunate to belong to a supportive village that enables us to provide high-quality vet care to our animals, such as orthopedic surgeries and dental procedures. Furthermore, HSSPV places a special emphasis on enrichment, including a social play group environment for both dogs and cats. Our enrichment programs are based on the latest research in animal behavior and animal neuroscience. In addition, our team works hard to provide proper socialization and exercise for every animal during their stay with us. We treat each animal like an individual and assess their readiness to be placed on a case-by-case basis. Our animals don't have time limits for placement. We hope to adequately prepare each of our animals for a successful life after their departure from the shelter.

When we are unable to meet the needs of a particular animal, we will consider if another safe, ethical, and appropriate shelter, rescue group, training facility or sanctuary has the resources to help the animal. HSSPV works with numerous licensed shelters, rescue groups and sanctuaries which adhere to PACFA guidelines. When making transfer decisions, the shelter considers quality of an animal's life and public safety to be paramount. HSSPV does not believe indefinite kennel confinement or indiscriminate placement is in the best interest of the companion animals in our care.

Despite our best attempts to find successful placements for all our animals, there will be times when decisions to humanely euthanize an animal will arise. HSSPV is not a no kill facility. Reasons for euthanasia may include, but are not limited to, the following: animals that have been ordered by the court to be euthanized; animals which are feral or aggressive and may be dangerous if reintroduced into the community; injured, very ill, or very old animals which we are unable to treat or transfer into a suitable rescue environment. The decision to euthanize is difficult and not taken lightly and takes many factors into consideration. Euthanasia is approached with the greatest of care and is performed by staff members who have been trained to handle this difficult task with compassion and respect. We welcome questions about this difficult topic from both staff and volunteers— please bring your concerns to any member of the management team and please refrain from discussing these decisions only amongst yourselves.

Mission

To be a leader in saving lives and serving communities by providing innovative care for animals, finding loving homes for animals, and reuniting families.

Values

Inclusivity- Being a smaller organization has allowed us to create a family-like culture that is built on trust, respect, kindness, transparency, common goals, and communication. Every individual is celebrated and valued for their unique ideas, perspectives, and strengths. We believe that open and thoughtful dialogue amongst our staff and volunteers allows us to make sound decisions as stewards of the organization.

Positivity- Create a safe, supportive environment for the health, well-being, and development of staff and volunteers.

Collaboration- We foster a culture of teamwork, unity, and fun! With open communication, creativity, and flexibility we achieve the best outcomes for animals and actively work towards the future.

Commitment to excellence- We invite individuals looking to bring their best every time they volunteer, understanding that we are all working towards something bigger than ourselves. Integrity, responsibility, dedication, reliability, and selflessness allow us to create an environment where pets and people thrive together.

1. **Code of Conduct**

- Treat all animals and people at the Shelter with kindness and respect.

2. **Professionalism**

- Consider volunteer roles and duties a serious commitment and view the position as valid and important.
- Always represent the Humane Society of the South Platte Valley in an appropriate and responsible manner, both at the Shelter and away from the Shelter.
- Be aware of and abide by Shelter guidelines and procedures, current and as amended. Accept instruction and supervision of your role by Shelter staff, Shelter management, and other volunteers when assigned to train you.

3. **Commitment and Attendance**

- We ask that you commit to 6 months of volunteering, with the expectation of completing 8 hours of service per month.
- Give ample notice if you are unable to attend a scheduled shift.
- If you are not active as a volunteer over a 6-month time period, then you will be marked “inactive” in our system and removed from the email and Facebook communications.
- For a number of reasons, volunteers may need to take an extended leave from one or more of their roles or may need to resign from being a volunteer. Please contact the Development Manager if you need a leave of absence or wish to resign. When and if you are ready to return, we ask you please contact the Development Manager so you can get up-to-date training. Depending on the length of time away from the Shelter, a returning volunteer may be asked to complete New Volunteer Orientation and/or Onsite Training again.

4. **Training and Requirements**

- Meet all requirements of becoming a volunteer prior to attending a New Volunteer Online Introduction. Requirements can be found at <https://hsspv.org/volunteer>. The Shelter management team reserve the right to deny acceptance of applicants into the Volunteer Program for any concerns regarding behavior/attitude or misalignment with our Shelter philosophies.
- Attend the virtual New Volunteer Online Introduction and specialized onsite training sessions as scheduled, and undertake continuing education when provided, in order to maintain and enhance competence in your selected roles.
- Follow the guidelines you are given and accept instruction. Limit yourself to what you can safely do and the duties for which you have been trained.

5. **Dress Code**

- Due to safety concerns and for the benefit of staff and patrons, volunteers are always required to wear their volunteer badge and nametag while working in the building.
- All volunteers must wear flat, closed-toed shoes. Heels, sandals, or any open toed shoes are not permitted for safety reasons.
- During warm weather months, volunteers may wear knee-length shorts or capri pants. Short shorts and skirts are not permitted.
- Keep a clean and neat appearance at the Shelter or when representing the Shelter at offsite locations. Torn clothing, cut-offs, sheer or see-through clothing, halter tops, or clothing with offensive images or wording are not permitted.

- Volunteers are encouraged wear weather appropriate clothing and layers.
- Volunteers must ensure their clothing and accessories do not interfere with their own safety or the safety of the animals and people around them.
- It is also requested that Volunteers refrain from wearing perfume or cologne during your shift out of respect for the animals and other staff and volunteers.
- HSSPV clothing and gear is available for purchase at <https://hsspv.org/store>.
- If you arrive for a volunteer shift and are out of compliance with the dresscode, then you will be asked to leave for the day.

6. **Communication**

- Most necessary announcements, changes and updates will be communicated through volunteer emails, the HSSPV Volunteer Facebook page, and physically posted at the facility.
- Notify the Development manager if you move, change phone numbers, or change your email address.
- Communicate with Shelter management to resolve any problems or concerns. See the Conflict Resolution Procedure for more information.
- Please be considerate and refrain from contacting HSSPV staff via text message, phone calls, or Facebook messages outside of normal business hours. HSSPV deeply believes in work/life balance, and it is important that staff have the ability to unwind on their personal time.
- Any alterations to the shelter and/or shelter grounds must first be approved by the Shelter Director.

7. **Volunteer Expectations of the Shelter**

- Experience a variety of volunteer opportunities and ways to help animals at the Shelter.
- Work in a role that is worthwhile and challenging, with freedom to use existing skills or develop new ones.
- Receive orientation and training as well as sufficient, ongoing training with clear and specific directions.
- Be an important part of the Shelter team and be recognized for one's accomplishments in both formal and informal ways.
- Receive support from Shelter management to resolve conflicts between volunteers and staff members.

8. **Adopting an Animal**

- We understand that as a volunteer you may fall in love with a cat or dog that you spend time with here at the Shelter, and that's wonderful! However, please keep in mind that we are trying to keep things fair for our patrons, volunteers, and staff.
- If you are interested in adopting a pet that is currently on the adoption floor, please visit a staff member at the front desk to learn more about the adoption process and fill out an application.
- If you are interested in a pet that is not currently on the adoption floor, please speak with a team lead or member of management to find out when that pet will become available for adoption so you can plan to apply accordingly.
- If you are interested in a highly sought-after pet, please understand that you may apply and have to enter a drawing with other patrons. Unfortunately, performing volunteer duties does not elevate the status of your application.

9. **Handling Animals**

- No matter what volunteer role you have, you have a personal responsibility to ensure your

health and safety and the health and safety of each animal.

- Read the kennel cards or other posted information to learn the health and behavior status of each animal and act appropriately.
- Remember the stress of the Shelter animals and take care in handling each and every animal. If you have any doubts about handling an animal, don't! Please ask for help.
- Not spreading disease in the Shelter is everyone's responsibility. Do not go into health care or quarantine areas unless fully trained to do so. Please be sure to follow protocols posted.
- Wash or sanitize your hands regularly throughout your volunteer shifts. It is the easiest and most important thing we can all do on a regular basis.

10. Zoonotic Diseases (diseases spread between animals and people)

- Remember that disease may spread:
 - ❖ Through the air when an animal (or person) coughs or sneezes. Tiny particles of disease go into the air and can be inhaled by another animal or person.
 - ❖ From fecal matter - it only takes a microscopic particle to transmit diseases, so remember that just because it looks clean doesn't always mean it is clean.
 - ❖ Bodily Fluids: blood, urine, vomit, saliva, tears, sexual fluids.
 - ❖ Inanimate objects can transmit disease, such as the kennels, leashes, foodbowls and your shoes or clothes.
 - ❖ Fleas and ticks.
- If you are concerned about bringing any contagions home to your pets, we recommend changing your clothes/shoes and washing your hands with warm soapy water before interacting with your pets. Any further questions or concerns should be brought up to the Shelter management staff.

11. Safety and Accident Reporting

- HSSPV is committed to ensuring the safety of our employees, volunteers, Shelter patrons and visitors, as well as the animals.
- If an individual who comes to HSSPV is abusive to the staff, volunteers, other customers, or animals, the volunteer should immediately notify any staff person, who will not hesitate to call the Littleton Police Department.
- HSSPV recommends that all volunteers carry a cell phone with them during volunteer shifts, especially those walking dogs outside of the Shelter facility. In case of an emergency or lost dog, a cell phone would be helpful to reach the shelter or other volunteers.
- If during your volunteer time at the Shelter you are injured, you must report the incident immediately to Shelter management. If they are not available, or if the injury is serious, go directly to the closest staff member on duty to get help.
- Bites: Bites are considered injuries and must be reported for your safety. We encourage all volunteers who receive a bite that breaks the skin (especially a bite from a cat) to seek medical attention.
- If you have not had a tetanus shot in the last six years and you will be working directly with the animals, we recommend that you discuss this with your physician.

12. Media Policy

- As a volunteer, you are asked not to speak to the media on behalf of the Humane Society of the South Platte Valley. Please refer all inquiries from the media directly to the Development Manager or to the nearest manager on duty.
- If you are a member of a media organization and would like to do a story or segment about HSSPV, please contact the Development Manager for approval.

13. Social Media Policy

- All of us are very passionate about animals and what we do on a daily basis. At HSSPV, we believe in open communication, and you are encouraged to tell stories about your volunteer work and share your passion. It is okay to do so via Facebook, Twitter, Instagram, other social networks, blog or other online forums. However, in order to avoid any problems or misunderstandings, there are a few guidelines to follow when operating on the internet as an identifiable volunteer of HSSPV.
 - ❖ Volunteers are not official spokespeople or representatives for HSSPV. Therefore, any posts or comments that you make must be identified as your own opinion.
 - ❖ Volunteers may not post photos or information about animals that are not available to the public unless authorized to do so. This includes animals on stray hold, veterinary hold, behavioral hold, court hold, protective custody, police hold or public animals getting surgery. Only animals that are available for adoption or owned by HSSPV may be posted on social media. If there are any animals who are exceptions to this rule, staff will make it clear to you.
 - ❖ Never share personal information about any of our patrons or customers. In addition, don't refer to patrons or any of our partners without their approval.
 - ❖ Even if you act with the best intentions, you must remember that anything you share about HSSPV can potentially harm the organization. If you distribute information about the organization, you are responsible for upholding the Shelter's image. If you are unsure about something you would like to share or post, please contact a member of the Shelter management team.

14. Shelter Volunteer Facebook Group

- The purpose of the HSSPV Volunteer Facebook Group is to create a space for volunteers and staff to connect with each other and share what they love – helping homeless animals. You will also find some announcements, events, and volunteer needs posted on this page. Participation in the Facebook group is optional.
- Volunteers should:
 - ❖ Use Facebook to share your positive volunteer experiences.
 - ❖ Use it as a place to display pictures of Shelter animals or foster pets.
 - ❖ Use it as a place to connect with your fellow volunteers.
 - ❖ Only post Shelter related items (No spam, please).
 - ❖ Enjoy reviewing adoption updates posted on this page.
- Volunteers should not:
 - ❖ Talk about negative experiences that have happened while on a shift or about a foster experience. Please contact anyone Shelter management if you have concerns that you would like to discuss.
 - ❖ Talk negatively about others including patrons, volunteers, or staff.
 - ❖ Give negative feedback about adoptions, reclaims, surrenders, returns or any other transaction. Please contact anyone in Shelter management if you have concerns you would like to discuss.
 - ❖ Discuss decisions regarding euthanasia. If you have questions or concerns around this topic, please contact Shelter management directly.
 - ❖ Advertise for foster homes, field trips, or other outings for any animal without first seeking permission from the Operations Manager.

15. Visitors with Volunteers

- Because there is limited waiting room space, volunteers are asked not to bring family or friends to the Shelter to wait while the volunteer is doing their shift.
- During normal business hours and when you are not on your volunteer shift, you are welcome to take guests on tours of the Shelters' public areas. Please remember to limit your tour to the public areas for safety and security reasons.

16. Volunteers with Community Service Hours

- If an existing volunteer has required Community Service (court ordered, school and public service), that volunteer will need to speak with HSSPV staff about community service requirements. Volunteer roles and community service roles do not cross over. When performing Community Service hours, you will not have direct animal contact and will be working on cleaning and organizing projects as assigned by staff.

17. Paid Staff Positions

- The openings for Shelter paid staff positions are posted on Indeed.com. Volunteers go through the same procedures for hiring as all applicants. We encourage volunteers to apply for positions they qualify for.

18. Inclement Weather

- The Shelter hours and volunteer shifts may change due to severe weather. This includes delayed openings, early closures or full-day closures. This information will be posted on the HSSPV Volunteer Facebook Page and main HSSPV Facebook Page.

19. Fire Procedure

- Fire extinguishers and exits are located throughout the building. It is each person's responsibility to know these locations.
- If you hear the fire alarm, remain calm, stop what you are doing, leave all animals in the kennels or visiting rooms and close all doors. Proceed to the parking lot and wait for the all-clear from the fire department.

20. Harassment or Discrimination

- Harassment or discrimination on the basis of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender expression, gender identity, results of genetic testing, or service in the military or any other status protected by state or federal law by volunteers or staff are against the policies of this organization. This includes verbal, nonverbal or physical actions. Any volunteer who believes he or she has been the subject of harassment or discrimination should report the conduct immediately to Shelter management. An investigation of any complaint will be undertaken immediately. Any volunteer found by the organization to have harassed or discriminated against another volunteer or staff member will be subject to appropriate sanctions ranging from a warning to a termination of volunteer status. Any staff member found by the organization to have harassed or discriminated against a volunteer will be subject to appropriate sanctions as provided for by policies governing staff. Retaliating or discriminating against a volunteer or staff member for complaining about harassment or discrimination is prohibited.

21. Accommodations to Volunteers with Disabilities/Special Needs

- Upon a volunteer's self-disclosure of a disability or special need and a request for an accommodation, the Volunteer Program will engage in the following interactive process:
 - ❖ The Volunteer Engagement Team and/or Shelter management will ask the volunteer to suggest several accommodations that would allow the volunteer to complete the duties of their role and participate in the program.
 - ❖ The Volunteer Engagement Team and/or Shelter management will also suggest possible accommodations that the program could provide or has provided in the past. Accommodations the program could offer include, but are not limited to, modifying policies and procedures as long as the safety of the volunteer and animal are still maintained, modifying service schedules to work within the transportation or physical limitation need, suggesting alternative volunteer roles and allowing a caregiver or partner (must be 18 years or over) to volunteer along with the individual.
 - ❖ The Volunteer Engagement Team and/or Shelter management will meet with the volunteer to discuss options in order to provide a positive volunteer experience that is mutually beneficial for both the Shelter and the volunteer. The volunteer and the Volunteer Engagement Team and/or Shelter management will agree upon the accommodation and have the ability to review and update the accommodation as necessary.

22. Conflict Resolution Procedure

- It is the intent of the Shelter's management that all volunteers and staff maintain positive relations and the Shelter's climate is one in which integrity, trust and respect for each individual are evident. Volunteers will be respectful of staff and staff decisions and take concerns and questions to the appropriate staff as outlined in this document. Types of disputes can include, but are not limited to, volunteer/staff relations, volunteer/volunteer relations, Shelter policies and Shelter procedures. To assist in resolving conflicts, management has written a process for how an issue will be resolved. Management retains the sole discretion to modify this suggested procedure as deemed appropriate.
 1. The volunteer with the issue or concern shall discuss the matter promptly with a member of Shelter management.
 2. If the matter is an issue with Shelter policies or procedures, then staff will work with the volunteer to explain the reasoning or will gather more information in order to properly address the concern. If the matter concerns a volunteer or staff member, then the management team will organize a meeting with all parties present, if able, in order to allow full discussion and assist in finding a resolution.
 3. If the matter continues, the management team can determine if a signed contract is necessary in determining future outcomes. The management team reserves the right to terminate a volunteer from the Shelter Volunteer Program. Volunteers do not need to be given notice of the termination and may be asked to leave the premises immediately, depending on the severity of the issue. If the person has any further issues or concerns, they should contact the Shelter Director by phone or email.
- As a general rule of thumb, the HSSPV management team will attempt to resolve differences of opinion and disagreements as informally as possible. The majority of the issues that come up at the Shelter stem from either a lack of understanding or miscommunication. Often a resolution can be found by setting up a meeting between the parties at hand.

23. Volunteer Agreement

- The volunteer program has been established to assist with the mission and programs of the Humane Society of the South Platte Valley (HSSPV). Volunteer efforts are extremely valued and benefit the Shelter greatly. However, for the safety of both volunteers and the animals in HSSPV's care, protocols must be followed. By signing the volunteer application, I hereby accept a position as a volunteer for HSSPV upon the following terms, conditions, and understandings:

Terms and Conditions

- My service to HSSPV is provided strictly in a voluntary capacity as a volunteer, and without any express or implied promise of salary, compensation, or other payment of any kind whatsoever.
- My services are furnished without any employment-type benefits, including employment insurance programs, worker's compensation accrual in any form, vacation or sick time.
- I will familiarize myself with HSSPV protocols and agree to comply with them. I will review the Volunteer Handbook and any updates made to the handbook.
- I will support governance policies as enumerated by HSSPV Board or Management and as approved by the Shelter Director.
- I understand that HSSPV expects high standards of moral and ethical treatment of animals under its care. I will adhere strictly to these standards in my capacity as a volunteer.
- I will support the decisions of staff and management. I will always address my concerns in a positive and constructive manner.
- If I have questions or concerns with staff, other volunteers, or HSSPV protocols, I will address my concerns with the Shelter management team in a timely manner.
- With the intention of contributing to a positive and effective work environment and good morale between both volunteers and staff, I will not attempt to undermine the authority or credibility of staff or other volunteers by being disrespectful or spreading inaccurate information.
- I accept that I am not a representative of, or spokesperson for, HSSPV, unless specifically designated by HSSPV as part of my volunteer responsibilities.
- I understand that only the Shelter Director, the Development Manager, or people specifically recruited by those mentioned above may speak with the press with regards to HSSPV.
- I also acknowledge that I have the right to terminate my relationship with the Shelter at any time, with or without advance notice or cause. Furthermore, my opportunity to volunteer is at the sole discretion of HSSPV Shelter Management and my ability to volunteer may be terminated at any time.
- I will attend required HSSPV volunteer trainings for the sake of safety, knowledge and continuity.
- I understand that if I do not volunteer for six consecutive months, my status will change from "active" to "inactive." If I wish to return to the Shelter as a volunteer, I will then need to contact the shelter management. I understand that I may be required to attend another New Volunteer Orientation, necessary specialized trainings and or complete appropriate volunteer paperwork to become an "active" volunteer.

Confidentiality

- All HSSPV records and information about HSSPV, including employees, patrons, and animals, are to be kept confidential and divulged only to individuals within the organization with both a need to receive and authorization to receive the information. I acknowledge that I may have access to

confidential information as a Volunteer. Confidential information includes but is not limited to information regarding animals in the care of HSSPV; donors, patrons, staff and volunteers, including their names, addresses, phone numbers, or email addresses; internal memos and information on animals not currently available for adoption; the final disposition of an animal; financial information; strategies; practices; agreements with other organizations; and any other information deemed for internal purposes only.

- I agree to not directly or indirectly disclose or use for my benefit or the benefit of any other person or entity other than HSSPV any such confidential information. Additionally, documents or records containing or reflecting confidential information prepared by or provided to volunteers, and all copies in any medium, are the property of HSSPV. Volunteers are not to use any of HSSPV's property for any purpose not related to the performance of their duties.

Release

- I understand the handling of animals and other volunteer activities on behalf of the Humane Society of the South Platte Valley may place me in a hazardous situation and could result in injury to my personal property or me. On behalf of myself, and my heirs, personal representatives and assigns, I hereby release, discharge, indemnify and hold harmless Humane Society of the South Platte Valley and its directors, officers, employees and agents from any and all claims, causes of action and demands of any nature, whether known or unknown, arising out of or in connection with my volunteer activities on behalf of HSSPV.
- Understanding that public relations and marketing are an important part of a volunteer's activities on behalf of the Shelter, I hereby authorize Humane Society of the South Platte Valley to use images and audio recordings of me for public relations, marketing, or other purposes related to the Shelter's mission. I ask that the Shelter use reasonable efforts to give me advance notice of any such use, but such notification is not a condition to Humane Society of the South Platte Valley's use of such material.