



Table of Contents

About the Humane Society of North Central Florida	3
Mission Statement.....	3
Vision Statement.....	3
Core Values	3
HSNCF Contact information and Addresses	4
About the Handbook	4
What You Can Expect of HSNCF as a Volunteer	5
HSNCF's commitment to you.....	5
Your Volunteer Department's Responsibilities.....	5
Volunteer Benefits.....	6
What we expect from you when volunteering with HSNCF.....	7
Your Volunteer Commitment.....	7
Attendance Policies and Procedures	9
Volunteer Disciplinary Actions and Grievances	10
Causes for release from volunteer service	10
Grievance procedure.....	11
Volunteer Protection (Whistleblower) Policy	11
Sexual Harassment and Discrimination	12
Representing the Humane Society of North Central Florida	13
Social media.....	13
Media contact.....	14
Standards of conduct and customer service.....	14
Requests for Animal Help	16
Overview of Volunteer Opportunities.....	16
North Campus	16
PetSmart Adoption Events.....	17
Community Outreach	18
Court Ordered Community Service:.....	18
Junior Volunteers:	18
HSNCF Volunteer Department Contact Information	19
Thank You!	19

Revised June 2020

About the Humane Society of North Central Florida

The Humane Society of North Central Florida was created in 2018 when the leadership of the Alachua County Humane Society, Gainesville Pet Rescue, and Helping Hands Pet Rescue decided to permanently join forces. By becoming the Humane Society of North Central Florida, our organizations were able to effectively streamline services for pets and pet owners, eliminate any duplication of services, maximize our community's resources, and improve the life-saving abilities of the entire region.

Our founding organizations have been dedicated to serving pets in Alachua County for more than 45 years. The Humane Society of North Central Florida is a limited intake, no-kill animal shelter based rescue. The animals in our facility are transferred from open-intake and/or managed admission municipal shelters across North Central Florida. We have a wide range of life-saving programs including our Adoption Program, Spay and Neuter Clinic, low cost Wellness Clinic and our own Thrift Store which helps support all the life-saving work! The Humane Society of North Central Florida is an independent, local 501(c)(3) organization. As such, we do not receive funding from federal agencies, nor are we affiliated with any other state or national organizations such as the Humane Society of the United States or the ASPCA.

Mission Statement

To eliminate the needless euthanasia of healthy and treatable pets in North Central Florida.

Vision Statement

To make North Central Florida a sustainable no-kill community where we strive to act as advocates for pets and pet owners, match pets and people for a lifetime, and promote the spaying and neutering of companion animals through education and outreach.

Core Values

- Compassion: To treat all living things with respect and kindness.
- Collaboration: To work together as a team to expand our impact.
- Community: Understanding that we win when everyone wins.

Everyone representing the Humane Society of North Central Florida is expected to follow these guiding principles.

HSNCF Contact information and Addresses

General:

www.humanesocietyncfl.org

info@humanesocietyncfl.org

352-373-5855

Volunteer department:

volunteer@humanesocietyncfl.org

352-373-5855 x 706

North Campus: 4205 NW 6th Street, Gainesville, FL 32609

South Campus: 5403 SW Archer Rd, Gainesville, FL 32608

PetSmart Weekend Adoptions: 3736 SW Archer Rd, Gainesville, FL 32608

About the Handbook

This handbook summarizes many of the HSNCF volunteer policies and procedures. All HSNCF staff members are responsible for administering the policies described in this handbook and would be happy to provide you with further information or clarification if you need it.

The HSNCF volunteer department and their designees may modify, rescind, delete or add to the provisions of this handbook at any time. If changes are made, we will be sure to notify you as soon as possible.

Nothing in this handbook creates a contractual relationship or employee relationship between you (the volunteer) and the Humane Society of North Central Florida.

The Volunteer Experience at HSNCF

When you volunteer with the Humane Society of North Central Florida, you're giving the animals one of the greatest gifts of all - your time. Whether you're spending one-on-one time with the animals, helping out at events or assisting in some other way, you're helping the animals to feel loved. For that, everyone here at HSNCF is incredibly grateful, especially the animals.

Our Volunteer Program Vision says it best:

The Humane Society of North Central Florida will have a high-quality volunteer program with high retention and high impact on the community. This will be achieved by integrating an organized onboarding process, inclusive culture, as well as a thriving team of passionate and compassionate volunteers and staff.

To learn more about volunteering with HSNCF and to ensure an even better volunteer experience, please take a few minutes to read this handbook. We recommend holding on to this document for the duration your time volunteering in order to look up information as needed. We wish you an enjoyable, safe, fulfilling and rewarding volunteer experience!

What You Can Expect of HSNCF as a Volunteer

HSNCF's commitment to you

The staff members at the Humane Society of North Central Florida truly appreciate your service and dedication to help make our community a safe place for companion animals. In order to make sure that you have a wonderful and enjoyable experience volunteering, we strive to:

1. Provide you with adequate information, training and assistance so you can be successful volunteering with HSNCF.
2. Provide you with guidance, goals and feedback as needed.
3. Treat volunteers with respect.
4. Be open-minded and receptive to your comments and suggestions.
5. Treat you as a valued team member along with staff working together in order to achieve our mission to end the needless euthanasia of treatable pets.
6. Meet the basic needs of the animals in our care through programming and striving to enrich their lives to the best of our abilities.

Your Volunteer Department's Responsibilities

The Humane Society of North Central Florida volunteer department is led by our Director of Volunteer Programs and our Volunteer Coordinator. These staff members are responsible for the general administration of all volunteer programs.

Depending upon the program, the volunteer department's responsibilities might include, but are not limited to, the following:

- Recruit people into appropriate volunteer positions
- Provide new volunteers with orientation and training to be successful
- Assist with scheduling or schedule volunteers for volunteer opportunities
- Maintain the confidentiality of volunteers' records and personal information
- Provide regular and appropriate recognition for active volunteers
- Provide ongoing support and assistance as volunteers work with other paid staff
- Provide updated information about HSNCF activities and volunteer opportunities
- Process requests from HSNCF staff for volunteer assistance, including volunteers for events, initiatives and special projects
- Provide written references pertaining to the volunteer's experience (hours contributed, length of commitment, position description), if requested

Volunteer Benefits

We truly appreciate your hard work and commitment to helping save the lives of homeless pets. So, depending on where you decide to volunteer your time and talents, you may:

- Be able to participate in certain online communities provided for HSNCF volunteers
- Receive formal and informal recognition from HSNCF staff
- Be provided with opportunities to move into leadership volunteer roles, as appropriate
- Receive special invitations to events and activities sponsored by HSNCF

Your mileage costs and other expenses relating to your volunteer work may also be tax-deductible. Please consult with your tax professional for more information.

What we expect from you when volunteering with HSNCF

Your Volunteer Commitment

When you serve as a Humane Society of North Central Florida volunteer, we ask the following of you:

Computer-related (if applicable)

- Have regular access to the Internet and a private email address. Email is our main form of communication to share information, such as volunteer instructions, opportunities and confirmations.
- If you do not have computer access, we ask that you find a friend or family member who can help you with your communications with the volunteer department.
- Respond to emails from the HSNCF volunteer staff in a timely manner. Staff are committed to answering emails within 48 hours (during regular business hours).
- Use the HSNCF Volunteer Database (known as Digital Cheetah) to schedule your volunteer shifts and log your volunteer hours as applicable.

Your volunteer profile and history

- Please visit <https://www.humanesocietyncfl.org/volunteer/> (at the bottom of the page) to create or access your volunteer profile.
- Complete all required paperwork for acceptance into our volunteer programs.
- Keep your volunteer record updated with your current email address, phone number and mailing address. (Your name and addresses will not be sold, traded or given to any other organization.) When setting up your account you can choose to hide your information from being visible to other volunteers.
- Volunteers are required to track their hours in the volunteer database using the clock-in computer at the volunteer location. A paper form is provided should the computer be down. Should a volunteer fail to log their hours correctly they are required to contact the volunteer department as soon as possible. Depending on how much time has passed the volunteer department may not be able to verify the missing hours, in which case they will not be entered into the system. Tracking your hours not only helps you as a volunteer it also helps us and the animals. We analyze the hours to see where/when we need more volunteers etc. We also use volunteer hours to apply for certain grants which helps out the animals – so please be sure to track your hours correctly.
- Complete any assignments for which you volunteer. If you cannot complete the assignment, please notify your staff supervisor or the volunteer manager.
- Stay within the parameters of your volunteer position(s) and assignment(s).
- Understand that all content developed by any volunteer as a HSNCF volunteer is the property of the Humane Society of North Central Florida. This includes, but is not limited to, all graphics, web pages, narratives, research, compilations, instructional texts, text, photos, videos, writings, computer programs, spreadsheets, summaries and recordings. It also includes any royalties, proceeds or other benefits derived from these materials. Of course, volunteers will receive appropriate credit for their submissions.

- Grant HSNCF rights in all photographic images, video and audio recordings of you made during the course of your assignment.
- Follow the dress code outlined below when representing HSNCF at functions, meetings and events.
- Return all HSNCF property when requested or when your volunteer service ends.

Dress code

- Volunteers are asked to wear their volunteer t-shirts when volunteering at HSNCF.
- Clothes volunteers don't mind getting dirty or ruined are recommended as well as clothes that are comfortable.
- Closed-toed shoes are required at all times. We recommend shoes with good tread that are less likely to slip on wet surfaces. HSNCF has the right to ask volunteers wearing opened-toed shoes (including sandals, flip-flops, etc.) to leave the facility and return when proper footwear is obtained. Absolutely no high heeled shoes are permitted.
- Long pants are strongly recommended when working with our animals. Dresses or skirts are not permitted, neither are pants with visible tears or holes. Yoga/athletic style pants are permitted, so long as undergarments are not visible.
- Clothing must be family friendly.
- The following types of clothing are NOT ALLOWED: *short*-shorts, visible undergarments, sleepwear, low- cut or revealing tops, garments with alcohol or tobacco logos, garments with offensive or discriminatory language. Volunteers will be sent home if wearing any of these items.
- Limit accessories as much as possible. Ball caps are permitted to protect from sun. Other hats are not permitted neither are chains, pendant and medallions worn over clothes and headphones.
- Volunteer name badges must be worn and clearly visible at all times.

Expenses and insurance

- Cover all your own expenses associated with volunteering for Humane Society of North Central Florida. In certain instances some expenses will be reimbursed, but you must receive approval in writing (i.e., email) from your volunteer department before HSNCF will reimburse you for any expense.
- Carry your own insurance coverage. HSNCF does not carry health, medical, liability, automobile, worker's compensation or disability insurance coverage for any volunteer.
- Please note: When you work closely with animals, you can sometimes be bitten, scratched or injured in another way. Your safety is always our priority, but if you do happen to get hurt, please let a staff member or manager know immediately.

Attendance Policies and Procedures

When you commit to a volunteer position, you become a valuable member of our team and play an important role in the success of the Humane Society of North Central Florida's mission. For that reason, we ask that you please do not make a commitment that you may be unable to fulfill, or take on responsibilities for which you feel unqualified.

Cancellations and 'no-shows'

We understand that life happens and you may not always be able to make it to your volunteer shift. If you are not available to complete the volunteer shift(s) for which you have registered, please log into Digital Cheetah and cancel your shift(s) or contact the volunteer department as soon as possible. By doing so, this will make the shift available to other volunteers. If you cancel within 24 hours of your shift (or 48 hours over the weekend) please email the volunteer department as well.

If you can't perform the duties of your volunteer position or meet required deadlines, and you don't notify the volunteer department or your staff contact in advance, your participation in the volunteer program may be adversely affected. We encourage you to try to avoid this situation; by not fulfilling your commitment, you will miss out on some wonderful opportunities to help homeless pets.

Please remember we highly rely on our volunteers, so when you sign up for a shift, please follow through and show up for that shift! We have limited slots available for trainings and shifts, so if you don't show up, we are short-handed, and a volunteer who would have liked to come in for that spot is excluded. For some shifts we rely on you specifically to represent us, and so your no-showing to shifts can have an effect not only on the animals but also how we are represented in the community. Only sign up for shifts you know you will attend.

Regarding specific "no-show" policies, please consult with your volunteer department.

Personal leave of absence

If you are unable to volunteer due to unforeseen circumstances, you may take a leave of absence for any period of time. Please discuss your needs with the volunteer department.

Confidentiality and Nondisclosure Policy

As a volunteer, you are responsible for maintaining the confidentiality of all proprietary or privileged information of the Humane Society of North Central Florida to which you are exposed while serving as a volunteer. Failure to maintain confidentiality will result in termination of your relationship with HSNCF.

When you become a volunteer, you agree and understand that any breach of this confidentiality clause will cause HSNCF immediate and irreparable harm. You agree that HSNCF is entitled to injunctive relief or a preliminary injunction if this confidentiality clause is breached. Some volunteer positions may require you to sign a Non-Disclosure Agreement.

Conflicts of Interest

As a volunteer for the Humane Society of North Central Florida, you should avoid any outside activity that could negatively affect the independence and objectivity of your judgment, interfere with the timely and effective performance of your duties and responsibilities, or that could discredit HSNCF or conflict/appear to conflict with HSNCF's best interests. The success of HSNCF rests on its reputation and the goodwill of its many supporters.

Unless expressly authorized, no outside activity should involve the use of HSNCF assets, funds, materials, facilities, time or the services of other HSNCF volunteers and employees. Violations of this policy may result in release from volunteer service with HSNCF.

If you are asked to take part in an activity that conflicts with the vision and philosophies of HSNCF, or if a potential or actual conflict of interest arises, please contact the volunteer department.

Volunteer Disciplinary Actions and Grievances

Our goal is to make sure all of our volunteers have a wonderful, rewarding experience with the Humane Society of North Central Florida, while providing the best care possible to the animals. Because of that, some volunteer programs offer volunteer training, support programs and performance feedback.

Performance feedback sessions give HSNCF staff a chance to meet with volunteers one-on-one to review the position description, discuss what's going well, and identify goals and areas for improvement. If, as a volunteer, you have not acted in HSNCF's interests, it may be necessary to end the volunteer relationship. Volunteer management staff may end your volunteer relationship at will, with or without cause if it is in the best interest of the organization.

When the relationship between HSNCF and a volunteer is terminated, all HSNCF property, if any has been issued, must be returned to the volunteer department immediately. All volunteer benefits will terminate as of that date.

Causes for release from volunteer service

Here are some potential causes for release from volunteer service:

- Breaking of confidentiality
- Failure to adhere to policies or follow procedures
- Failure to report volunteer hours
- Inactivity
- Inappropriate drug or alcohol use
- Inappropriate or unprofessional conduct
- Excessive "no-show" for volunteer shifts
- Not fulfilling the duties of the volunteer position

- Misrepresentation of the Humane Society of North Central Florida
- Theft
- Violence or implication of violence

Grievance procedure

If you have any questions or challenges regarding your volunteer assignment, please bring them to the attention of your staff supervisor or the volunteer department.

The volunteer management staff make every effort to provide you with an opportunity to raise your questions in confidence and without fear of reprisal or discrimination. Every effort will be made to investigate in a timely manner and settle the issue on a fair and equitable basis.

Volunteer Protection (Whistleblower) Policy

If any volunteer reasonably believes that some policy, practice, or activity of HSNCF is in violation of the law, a written complaint must be filed by that volunteer with the Executive Director/CEO or the President of the Board of Directors. It is the intent of HSNCF to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal or legal compliance. The support of all volunteers is necessary to achieve compliance with various laws and regulations. A volunteer is protected from retaliation only if the volunteer brings the alleged unlawful activity, policy, or practice to the attention of HSNCF and provides HSNCF with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to volunteers that comply with this requirement. The Humane Society of North Central Florida will not retaliate against a volunteer, who in good faith, has made a protest or raised a complaint against some practice of HSNCF, or of another individual or entity with whom HSNCF has a business relationship, on the basis of a reasonable belief that the practice is in violation of the law, or a clear mandate of public policy. HSNCF will not retaliate against volunteers who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of HSNCF that the volunteer reasonably believes is in violation of the law, or a rule, or a regulation mandated pursuant to law or is in violation of a clear mandate of public policy concerning the health, safety, welfare or protection of the environment. Open communication is vital to getting your issues resolved. Your first point of contact will generally be your immediate supervisor (volunteer department). If you don't reach a satisfactory resolution, you should continue to elevate your concerns up the chain of command. Volunteers should direct questions regarding this policy to their direct supervisor or any other member of management up to and including the Executive Director/CEO.

Sexual Harassment and Discrimination

The Humane Society of North Central Florida is committed to providing an environment that is free from harassment and discrimination. In accordance with all federal, state and local laws, HSNCF expressly prohibits discrimination or harassment based on race, color, religion, creed, gender, pregnancy, age, national origin, ancestry, physical or mental disability or handicap, citizenship, marital status, sexual orientation, military or veteran's status, or any other protected classification.

HSNCF expressly forbids and will not tolerate any actions (e.g., words, jokes, comments or gestures) that unreasonably create an intimidating, hostile or offensive environment. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:

- Submission to such conduct is made a term or condition of volunteering, either explicitly or implicitly
- Submission to or rejection of such conduct has the purpose or effect of creating an offensive, hostile or intimidating work environment

Anyone engaging in sexual or other unlawful harassment will be subject to release from volunteer service. If you believe you are the victim of harassment or have witnessed harassment of any kind, immediately notify the volunteer department.

HSNCF will not tolerate any retaliation, harassment or intimidation of any volunteer who makes a complaint under this policy or who assists in a complaint investigation. Any retaliation, harassment or intimidation may result in release from volunteer service.

Investigation of reports of harassment will be conducted, and these investigations will be kept as confidential as is practical. Following the investigation, the volunteer who filed the complaint will be informed of the findings and the action taken. If, as a result of the investigation, HSNCF determines that an employee or volunteer has engaged in harassment, discrimination, or behavior that goes against our core values in violation of this policy, HSNCF will take appropriate corrective measures. Such action may range from counseling to immediate termination of employment, release from volunteer service or possible legal action.

Representing the Humane Society of North Central Florida

When you're serving as a volunteer for the Humane Society of North Central Florida, what you say and do reflects on the organization as a whole. We know volunteers may have a variety of beliefs and values when it comes to animal welfare issues, and we sincerely accept this diversity of thought. But if there is an issue on which HSNCF has not taken a position, you should remain neutral on the matter while representing HSNCF. Any personal comments you make should be clearly identified as personal comments.

As a volunteer, you are permitted to act as a representative of HSNCF, but please do so only to the extent described in your position description.

Social media

Online communication tools such as social media networks (e.g., Facebook, Twitter and Instagram) are becoming the go-to channels for people who are interested in keeping up with the Humane Society of North Central Florida and our many efforts to end the needless euthanasia of companion pets in our community. For that reason, and because your behavior as a volunteer reflects on HSNCF, please use good judgment whenever you contribute to the HSNCF social media pages. We encourage volunteers to join online conversations and spread the word about HSNCF and the animals, but you should never speak as an official representative of HSNCF. We also have our own volunteer Facebook group (<https://www.facebook.com/groups/1641944076121188/>) where you can stay up to date on shelter happenings and stay in touch with your fellow volunteers.

When you are engaging with others via social media on behalf of the organization, please keep in mind the following:

- Be transparent: Identify yourself as a volunteer of the Humane Society of North Central Florida.
- Be accurate: Make sure you check your facts with a staff member who's involved with the issue before posting. Take every precaution to gather the most current information available. Be the first to acknowledge and correct your own mistakes.
- Provide resources: Link back to our website whenever you can so that people can see where your information is coming from.
- Be considerate: Please do not use profanity, derogatory language or personal attacks, or engage in any other inappropriate conduct.
- Be real: Do not just copy and paste press releases or website content. Take talking points and put them in your own words. (The one exception is when you are quoting someone or using an official statement.)
- Be professional: Do not allow legitimate online explanation of a position or debate to devolve into personal attacks, fights or flame wars that would reflect poorly on you or the Humane Society of North Central Florida. If you have any doubts about the appropriateness of your involvement in an online discussion, please disengage or do not get involved in the first place. Pass along the link to your volunteer department.

- **Protect sensitive information:** Protect HSNCF confidential and proprietary information as well as the personal information of others. Get permission to use copyrighted content such as photos or videos, or to cite or reference our supporters, partners or suppliers. Do not disclose or use any confidential or business information about HSNCF, such as member or donor information. Do not disclose personal information about co-workers, volunteers or former employees.

You are encouraged and welcome to use your own social media platforms to help promote adoptable animals, events, volunteer opportunities, advocacy, outreach and more. If you have any questions about our social media policies, please contact our volunteer department (volunteer@humanesocietyncfl.org).

Media contact

Media relations can be complex. For that reason, we ask that, as a HSNCF volunteer, you don't speak for the organization with the media. Please send all media inquiries directly to your supervisor. Please note that media inquiries are extremely time-sensitive and should be forwarded as soon as they are received.

Standards of conduct and customer service

The Humane Society of North Central Florida upholds the highest standards of conduct and service for the sake of saving the lives of animals. When you are serving as a HSNCF volunteer, we ask that you please do the same. Here are a few service guidelines that we kindly request you follow.

Be professional:

As a HSNCF volunteer, please present an image that is both professional and appropriate to your working conditions. Remember, you represent HSNCF and the first impression you create may be a lasting one. Keep the following in mind:

- You should have a well-groomed appearance. Closed-toe shoes and pants (or capris) should be worn unless instructed otherwise.
- HSNCF T-shirts and name tags (if issued) should be worn and be visible at all times when representing HSNCF in public. Other attire should be clean and appropriate for the setting and follow the detailed dress code listed above.
- Eating, drinking and gum-chewing are not recommended at events when visitors are present. Dress code must be adhered to at all times when volunteering. No volunteer should ever smoke, drink alcohol or use drugs when representing HSNCF in public.
- Booth and exhibit areas at adoption events should be kept neat and free of debris. Literature should be displayed neatly and be easily accessible.

Be responsible:

Service begins and ends with individuals. While you cannot control what others do, you can guarantee the quality of your own volunteer work. Strive to be a positive role model, and don't be afraid to ask for help from staff when you need it.

Be positive:

A positive attitude is contagious. Approaching your assignment with enthusiasm and dedication will positively impact members, potential members and staff. Some other tips:

- Raise concerns and share ideas in a positive fashion; focus on solutions, not problems.
- Respond positively to complaints; never argue with anyone or dismiss someone's point of view.
- Offer additional services and information; add value to each interaction.

Be friendly, courteous and helpful:

Common courtesy goes a long way toward making a favorable impression on our current and potential members, volunteers, adopters, donors, corporate partners, the general public and HSNCF staff. Remember the following:

- Your body language matters at events and/or functions. Be sure to be approachable.
- Use the person's name whenever possible, and don't forget good manners.
- Practice active listening: Give your undivided attention to the person with whom you are speaking.
- Treat each person with kindness, and as an individual.
- Please don't use slang and technical jargon or terms that the other person may not understand.
- Be sure to read the situation and allow adopters, volunteers etc. to spend time on their own. Visiting the shelter or adoption events can be overwhelming, and often people want time to consider their options on their own undisturbed. Offer your help, let adopters know you are available should they need assistance, and then find other tasks to do while they look around.

Be knowledgeable:

To help achieve our mission in North Central Florida, it is crucial that you keep up-to-date with what's happening at the Humane Society of North Central Florida. The public sees you as someone who represents the organization, and they expect prompt, courteous and accurate responses to their questions and concerns, regardless of your individual specialty or field of knowledge. So, please stay up-to-date on HSNCF programs and services by reading the monthly newsletters and the stories on our website, www.humanesocietyncfl.org. Know and understand the HSNCF mission and guiding principles. If you don't know the answer to a question, please ask your staff supervisor.

The above are only guidelines to providing great service. Of course, no written standards can ever take the place of good judgment. When in doubt, remember to treat people how you would like to be treated yourself.

Requests for Animal Help

As a Humane Society of North Central Florida representative, you may be asked by people in your community for help with specific animal situations. Here are some ways to handle these requests:

- To help people find solutions to common problems, direct them to our library of resources at [humanesocietyncfl.org/resources](https://www.humanesocietyncfl.org/resources).
- If the person has witnessed animal abuse or neglect, tell him or her to report it to local authorities — the local police or animal control departments in the county it occurred in. Encourage people to report the abuse not only to help the animal in distress, but also to make local officials aware of the severity of the problem.
- If you anticipate that the situation will become very public or you are contacted by the media or a high-ranking official, please notify the HSNCF staff immediately to get further instructions.

Overview of Volunteer Opportunities

When you volunteer at the Humane Society of North Central Florida, regardless of location, you can schedule your own shifts on Digital Cheetah, which can be found at the bottom of <https://www.humanesocietyncfl.org/volunteer>. This self-scheduling process includes signing a volunteer agreement and watching an orientation video.

For more information about the following volunteer positions, please visit our website:

www.humanesocietyncfl.org/volunteer where you can find full job description for most of the positions. If you have any questions not answered by reading the job descriptions, please reach out to the volunteer department.

North Campus

You can participate in a variety of volunteer activities at our North Campus. Our North Campus is our main facility and so it is always busy and in need of volunteers. Most people choose to help in our animal areas (Dog or Cat teams) but we also offer volunteer opportunities throughout the organization. Below are short descriptions of the different volunteer opportunities.

Dog Team:

Our Dog Volunteers play a huge role in the wellbeing of our adoptable and quarantined dogs at North Campus. You will help clean kennels, do dishes and laundry, walk dogs (after training) and socialize with the dogs to prepare them for their forever homes.

Cat Team:

Our adoptable cats' wellbeing are assured by our team of loving cat volunteers. You will help clean cat rooms, change water bowls, scoop litter boxes and socialize with our cats until they find their forever home.

Thrift Store:

Our Thrift Volunteers assist in the day to day running of our thrift store which is a primary source of funding for the HSNCF mission. Thrift Volunteers allow us to keep merchandise on the shelves and keep our thrift store neat and clean.

Vet tech:

Our vet techs assist in the running of our two low cost clinics - Vaccine and Wellness Clinic and Operation Petsnip (surgery). This volunteer job helps not only HSNCF but our whole community. You will assist in a variety of tasks which can include cleaning medical areas and equipment, restraining animals for exams, monitoring animals after surgery amongst other tasks.

Front Desk/Customer Service:

Our reception volunteers help man the front office at our North Campus. You will help sort donations, do data entry, direct guests to see animals amongst other tasks. Our reception team is the first and last team to interact with our community, and play a huge role in our guests' experience.

Laundry:

Our laundry volunteers assist in the daily upkeep of clean laundry. You will run our industrial washer and drier (according to protocols), fold laundry, and disperse it accordingly throughout the shelter. This job is incredibly important as we cannot run the shelter without clean towels and blankets.

Fundraising and communications internship (unpaid):

Our fundraising and communications interns assist our development team with fundraising activities; including events, social media and communication. Our development team play a key role in getting the funding needed to reach our mission.

Foster Department Volunteer:

Our foster department volunteers assist our foster department in running an effective program. You will help prepare supplies, maintain foster office, and potentially assist with communication. An effectively run foster program allows us to increase the number of pets we can intake in our program, and thereby how many lives we can save.

Admin office assistance:

Our admin office assistance volunteers help out our admin team with general office tasks as needed. By assisting the admin departments with these tasks you increase the attention the admin staff can give to developing more lifesaving programs.

PetSmart Adoption Events

Our weekend adoption events help match thousands of animals in our program with their forever home every year. It is loud, fast-paced and a lot of fun! We have volunteer opportunities every Friday afternoon and all day Saturday and Sunday. At these adoption events, we offer a variety of volunteer jobs. You will be trained in all areas during your orientation, so you can sign up for the area you'd like, but are able to help out in a different area should it be needed. Here are the adoption event volunteer jobs:

Event Set Up and Breakdown:

These volunteers help set up our adoption events for success by preparing and wrapping up each event. You will help with setting up crates, tables, and preparing cages with beds, litter boxes, etc. For breakdown you help pack up the equipment for next week's event.

Dog walker and ambassadors:

Our dog volunteers helps to act as ambassadors for our adoptable dogs. By using great customer service, they help facilitate meet and greets with potential adopters. They also make sure each dog goes outside at least once per shift and have ample access to water.

Cat Team:

Our cat team helps make sure that the public is interacting with our adoptable cats safely while helping to match cats with their forever homes. They keep a close eye out for signs of stress or if more litter or water is needed for each cat/kitten.

Puppy Patrol:

Puppy patrol has the adorable job of wrangling the adoptable puppies at the event. Puppies are very popular with the public, so it is very important that they are closely supervised to make sure they are being handled gently and safely while at events.

Adoption Counselor:

For experienced event volunteers, there is opportunity, at the discretion of the Volunteer Department, to be trained in processing adoptions. This requires special training and shadowing to learn the adoption software and communicating medical history.

Laundry:

On a rotating schedule, we have amazing volunteers who wash the event laundry. This is usually two to three large laundry bags which must be returned to the North Campus that same week (as soon as possible).

Community Outreach

There are many opportunities outside of our location and adoption events to help make a difference! Smaller adoption events and community outreach opportunities often are available for volunteers. If you are interested in community based events, please keep an eye out in the Digital Cheetah under events and outreach or email the Volunteer Department at volunteer@humanesocietyncfl.org.

Court Ordered Community Service:

We are happy to work with Court Ordered Community Service volunteers at our North Campus. Since we cannot work with all charges, you must contact the volunteer department to get approval and to set up orientation! Contact our volunteer department at volunteer@humanesocietyncfl.org. Court-ordered volunteer service is managed separately from our standard volunteer program. Tasks include but are not limited to cleaning kennels, assisting with laundry and dishes, cleaning cat rooms, litter boxes and crates and general shelter cleaning.

Junior Volunteers:

The Humane Society of North Central Florida welcomes the involvement of younger volunteers in several different volunteer positions. The goal is the same as it is for our adult volunteers: to have a fun and rewarding experience. Though we allow volunteers of all ages, there are some programs not suited for the youngest volunteers. For more information on programs that will work for you and your child, please contact the volunteer department.

Volunteers under the age of 16 must have a parent or legal guardian (over 21 years old) with them present and involved at all times. Volunteers under the age of 18 must have their parents/legal guardian sign their release form when filling out the volunteer application online.

HSNCF Volunteer Department Contact Information

If you have any questions, please don't hesitate to reach out to our Volunteer Department: Director of Volunteer Programs, Lilo Couch and our Volunteer Coordinator, Joshua Sexton at volunteer@humanesocietyncfl.org

Thank You!

Volunteers like you are one of the keys to helping to save the lives of countless pets across our community. Thank you so much for caring about animals and for giving them your time, energy and affection. We wish you a long, happy and rewarding relationship with the Humane Society of North Central Florida!

Together, we can lead the way to a safer community for all companion animals and end the needless euthanasia of healthy and treatable pet in North Central Florida,