



**Humane Society**  
OF THE TENNESSEE VALLEY

# **VOLUNTEER MANUAL**

Revised January 2017

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## Welcome

On behalf of the Humane Society of the Tennessee Valley, welcome! Being a Volunteer is an extremely rewarding, educational, and fun experience. Whether it's working hands-on with the animals or being an advocate of our mission, your desire to help these animals is greatly appreciated.

This manual has been prepared for you as a reference guide to our policies and procedures, and contains any information you may need to provide quality care to our animals. Future circumstances may require changes in the policies, practices, and benefits described in this handbook. Therefore, we may modify, rescind, supplement, or revise any provision in this handbook. We will make updates available as revisions are made.

Thank you so much for being part of the solution. We're happy to have you on our team!

## Introduction

### History of HSTV

The Humane Society of the Tennessee Valley, or HSTV, is one of the oldest animal welfare organizations in the country. HSTV was founded in 1885 as the Knox County Humane Society to prevent cruelty to children and animals. For the next 130 years the organization worked its way up from hopeful but meager beginnings. In 1996 we changed our name to the Humane Society of the Tennessee Valley, to reflect our service area, and in 2001 HSTV took a new direction in becoming a no-kill organization.

### Non-Profit Status

HSTV is a 501(c)(3) private, non-profit corporation governed by a Board of Directors composed of volunteers from the community, who are dedicated to animal welfare. HSTV is not controlled or funded by any statewide, federal, or national organization. Donations made to national animal welfare groups, such as HSUS or ASPCA, do not benefit our local pets. All of our funding comes from private donations, fundraising, and grants.

Being a non-profit, a major portion of our funding must go to the care and welfare of the animals. Because of this, our paid staff is limited and we strongly rely upon the generous support of volunteers like you to advance our mission to support the homeless dogs and cats that need our help. Therefore, we ask our volunteers to look at their position with commitment; you supply a critical role.

### Mission

HSTV provides solutions for ending euthanasia of adoptable animals.

Our Motto: **Adopt, Spay, Keep.**

Our Vision: to end the euthanasia of adoptable animals in East Tennessee by the year 2025.

### Programs and Services

#### Adoption & Shelter - **ADOPT**

HSTV currently assists city shelters in 25 counties faced with low adoption numbers and, consequently, high euthanasia rates. We provide a second chance for pets that are at risk of euthanasia in these facilities and make them available for adoption here at HSTV.

Our Adoption Center is open Tuesday through Thursday 11:00 AM to 7:00 PM, and Friday through Sunday 11:00 AM to 6:00 PM. During these hours, volunteers may volunteer in our facility. Volunteers may also visit to volunteer on Mondays from 11:00 AM to 6:00 PM, a day the facility is closed to the public. Our adoption fee covers the cost of spay/neuter surgery, select vaccinations, microchip implant and registration, and one free vet check.

Our adoption fees are:

- ★ Puppies-\$200
- ★ Kittens-\$125
- ★ Adult dogs-\$150
- ★ Adult cats-\$75

Additionally, we:

- ★ Provide care, exercise, enrichment, and training to our shelter animals
- ★ Manage a foster care program which provides animals a more comfortable and relaxed in-home setting while they wait for adoption
- ★ Work closely with prospective adopters to make good adoption matches
- ★ Educate the public on animal care and welfare issues

### Spay/Neuter & Veterinary Clinic - **SPAY**

HSTV assists the public by offering low cost spay and neuter services, as well as vaccinations, microchipping, and flea and heartworm medication. We currently work with two of our rural shelters by offering transportation of animals to and from our facility, ensuring that spay and neuter is available to those who need it.

### Post-Adoption Services - **KEEP**

HSTV works to keep animals in their home by offering low cost services, particularly training and post-adoption support. We offer dog training to adopters and all dog owners alike. HSTV also has a veteran training program called Heroes and Hounds which focuses on teaching shelter dogs' basic obedience before adoption. This lays the groundwork for a successful adoption.

Our Veterinary Clinic offers low cost surgery, vaccinations, heartworm testing, Felv/FIV testing, microchipping, and parasite prevention and control. There is no office visit fee, nor tax for any of our products or services at the clinic. At our clinic, pets can be vaccinated and altered for \$100 or less.

## **The Volunteer Program**

### **Goals of the Program**

Volunteers provide HSTV with opportunities to enhance many of our programs and services. Our volunteers are our ambassadors. They allow us to expand many of our programs and provide better care to our animals and visitors.

**Goal #1** To provide a formal program with orientation and training that provides our volunteers with all the knowledge and skills they will need to create a positive experience for animals and volunteers alike.

**Goal #2** To increase community and individual awareness of animal issues, such as responsible pet ownership and animal overpopulation, by forming and maintaining groups of volunteers committed to HSTV's mission.

**Goal #3** To provide volunteers and the HSTV organization with a mutually rewarding relationship which, in turn, will provide our community with a resource for educating the public about the needs of companion animals.

## **General Participation Requirements**

### Age Requirements

Due to the risks associated with working in an animal shelter environment, there are age limitations.

- ★ Those aged 12 to 15 must be accompanied by a parent or guardian at all times. The parent or guardian must also attend orientation, present a valid driver's license, purchase an HSTV t-shirt, always provide the youth volunteer with transportation to/from the facility, and meet all other requirements prescribed in this manual.
- ★ Volunteers 16 and older must present a valid driver's license in order to participate.

### Transportation

All volunteers must have a valid form of transportation. HSTV is not able to provide transportation to volunteers at any time.

### Time Commitment

All volunteers are required to commit to working at least one hour per month to remain active.

### Court-Ordered Community Service (COCS) Volunteer Applicants

HSTV does accept court-ordered volunteers on a very limited basis. All individuals must be at least 18 years of age, pay \$75 to cover the required background check and uniform, and present documentation verifying the type of offense.

Finally, all prospective COCS volunteers must not have been convicted of any of the following crimes:

- Animal cruelty or neglect
- Domestic abuse/violence
- Possession/receipt/sale of stolen property
- Theft
- Felony-level crimes
- Crimes committed with a weapon
- Illegal possession of firearms
- Drug-related offenses
- Sexual offenses
- Predatory crimes
- Other violent crimes

HSTV reserves the right to refuse any court-ordered volunteers for offenses not listed above. As a court-ordered community service volunteer, you will be prohibited from the following activities:

- Handling any animals
- Speaking with the public about HSTV policies or procedures
- Being in any "Staff Only" areas without permission and an HSTV Staff escort

## **Volunteer Code of Conduct**

Our volunteers can expect to be treated fairly with consideration and respect by the HSTV staff. We value the thoughts, ideas, and suggestions of our volunteers and strive to create an open and honest environment where feedback is always welcome.

### **Respectful behavior**

As a member of the HSTV team, you are a representative of HSTV's brand and image. Therefore, you are expected to conduct yourself in a professional manner. Be respectful and courteous in your interactions with the public, staff, and other volunteers. We expect the same of all members of the HSTV team. Volunteers are not to disclose any staff member contact information to the general public. Direct any questions to staff members on hand.

## **Adherence to Rules**

You are expected to follow all protocols, policies, processes and procedures. If you are unable to for some reason, or if you do not understand a particular rule, contact the Volunteer Coordinator or a supervisor before proceeding.

## **Substance Abuse Policy**

The Humane Society of the Tennessee Valley is committed to providing a safe environment and fostering the well-being and health of its volunteers. This commitment is jeopardized when any HSTV volunteer illegally uses drugs on or off the job, comes to volunteer under the influence, possesses, distributes, or sells drugs in the workplace, or abuses alcohol on the job. Any such infringements would result in termination from the volunteer program.

## **Complaints and Conflict Resolution**

If at any time during your service here at HSTV you have an issue with a staff member, another volunteer, or the general public, please make sure to bring it to the attention of the Volunteer Coordinator as soon as possible.

## **Scheduling, Attendance, Recording Service Hours**

Your support matters! The animals and the HSTV team are counting on you. Volunteers are asked to make a minimum one hour per month commitment to stay active.

### **Scheduling**

HSTV uses *Volgistics VicNet* to manage volunteers. Volunteers must schedule themselves on *VicNet*. This program allows our volunteers to have more control over their scheduling and helps us organize and communicate better. Each volunteer will be assigned a pin number which they will use to login, to schedule shifts, and to clock-in/clock-out for their shifts. Use the space below to record your personal identification number (PIN).

VicNet URL: <https://www.volgistics.com/ex/portal.dll?FROM=243172> Volunteer PIN: \_\_\_\_\_

### **Cancelling Shifts**

If you must cancel a shift, please remove yourself from your shift in *Volgistics* with at least 24-hour's notice. This will allow other volunteers to fill in for you during your absence. Your help is important and staff must plan accordingly for your absences.

### **Missing Shifts**

Missing volunteer assigned shifts leaves spots available that could have otherwise been staffed by other volunteers. No-shows truly affect everyone. When you sign up for a shift, our animals, staff, and other volunteers rely on you to be there during that time.

After two missed shifts without advance cancellation, volunteers will be expected to attend another orientation to continue with the program. Excessive tardiness or absenteeism may result in dismissal from the volunteer program.

### **Recording Service Hours**

For grant funding and scheduling purposes, HSTV maintains records on all volunteers' hours. Volunteers are responsible for recording their service hours by logging in and out using the computer in the front entrance vestibule. If you forget to log in and/or log out for a shift, contact the Volunteer Coordinator promptly so that your time can be properly recorded.

## Leaves of Absence

HSTV allows leaves of absences without resignation. Leaves may be from 2 weeks – 5 months in length. Volunteers should notify the Volunteer Coordinator two weeks in advance when possible. This will ensure that you are not removed from the volunteer database. Volunteers who are absent for 6 months or more may be asked to attend additional training sessions.

## Resignation

Both volunteers and HSTV are free at any time to terminate the volunteer relationship without notice or cause. We do ask that if you are unable to continue your volunteer service, you provide the Volunteer Coordinator with feedback for your time with us. We encourage you to give us specific details about your volunteer service and your reason for resigning. We strive to work through issues that are brought to our attention so that we may retain our valued volunteers.

## General Rules

### Dress Code and Appearance

The HSTV Dress Code and Appearance policy has two objectives:

1. To protect the health and physical safety of the people and animals with whom we work, and
2. To promote an appropriate image to other volunteers, employees, customers, and the public.

The dress code is in effect at any time an HSTV Volunteer is representing HSTV, whether it is on-site or at an event. You may be asked to leave the facility or event for failure to comply with requirements. Remember to dress with this mindset: anything worn while volunteering will get dirty!

As an HSTV volunteer, you are required to wear the following during each volunteer activity:

- HSTV ID Badge                      If you lose your badge, you will be required to purchase a new one for \$2.00
- HSTV Volunteer T-shirt        Each volunteer must purchase an HSTV volunteer shirt, available for \$10.00
- Long Pants                            Shorts are prohibited for safety reasons.
- Close-toed Shoes                 Select shoes for comfortable and practicality. No sandals or flip flops.

Volunteers working with animals must manage jewelry & body piercings to minimize risk of injury to the wearer and to shelter animals. Piercing jewelry not flush with the surface of the skin must be removed. Large, open piercings must be covered, filled, or otherwise protected.

HSTV reserves the right to define additional appropriate standards of appearance for the workplace.

### “Staff Only” Animals & Off-Limits Areas

Animals identified as “Staff Only” may not be handled, video recorded, or photographed by volunteers. Only staff members are allowed to handle and work closely with these animals.

Some areas of our facility are considered “Staff Only” and may only be accessed with express permission from the staff on-hand. We ask that you respect the signage, and only enter these areas at the request of a staff member.

### Parking

Due to the limited parking available here at HSTV, we request that you park your car in the spaces closest to Kingston Pike. This ensures that our visitors have access to the most convenient parking we have to offer. On busy days and during on-site events, you may be asked to carpool or to park at a neighboring business.

## **Personal Items**

You are advised to leave any and all personal items and belongings in your car or at home, so carry your cell phone at your own risk. There is no safe and secure place at HSTV where we can guarantee the safety of your property. HSTV is not responsible for any lost or stolen property.

Any snacks or refrigerated items you bring may be stored in the upstairs breakroom fridge.

## **Photography**

HSTV reserves the right to use any and all photos or videos taken of volunteers to promote HSTV or to publicize events. HSTV owns all rights and interest in any work created while you are acting in the capacity of a HSTV volunteer or have submitted the work to us via Dropbox, Facebook, email, or other means. Volunteers consent to the reproduction and/or authorization by HSTV to reproduce and use said photographs for use in all domestic and foreign markets.

Volunteer should understand that others, with or without the consent of HSTV, may use and/or reproduce such photographs and recordings. Volunteers release HSTV and any of its associated or affiliated companies, their directors, officers, agents, employees and customers, and appointed advertising agencies, their directors, officers, agents and employees from all claims of every kind on account of such use.

## **Non-HSTV Guests/Pets**

HSTV does not allow volunteers to bring pets or non-volunteer guests while volunteering at the HSTV facility, at offsite functions/events, or while on Hiking Hounds excursions. Volunteers with unapproved guests or pets will be asked to leave, as these can distract volunteers from their tasks and can create a safety issue for both humans and animals.

## **Cell Phone and Electronic Device Use**

HSTV generally discourages the use of cell phones and other electronic devices while volunteering, as these devices can create a distraction from the tasks at hand and can create unsafe situations for volunteers, staff, guests, and animals. The exceptions are when a phone is needed for your safety or to take photos or record videos of our adoptable animals to share with staff for promoting the animals, which we encourage!

Cell phone use while handling an animal is strictly prohibited and volunteers may not use their cell phones while interacting with HSTV customers, unless required for their position. HSTV is not responsible for your lost or damaged equipment.

If you choose to have your cell phone with you while volunteering, please set the ringer to vibrate or silent. Ear buds, headsets, and headphones may not be used at any time while volunteering.

## **Use of Facilities and Property**

Volunteers are asked to treat agency property as they would their own. Specifically, volunteers are to keep their own work area and common areas clean and well-maintained, and limit their use of HSTV equipment and vehicles to work-related purposes.

Volunteers are required to receive supervisory approval before removing any agency property or vehicles from the premises.

Please refrain from tampering with HSTV property without staff member consent.

## **Smoking**

Smoking is prohibited on HSTV property (indoor or outdoor), within 20 feet of doors and windows, in HSTV vehicles, and while handling HSTV animals off-site. Volunteers are strongly discouraged from smoking while representing HSTV or while engaged in HSTV business, on- or off-site.

## **Volunteer Safety**

You are responsible for your own welfare and safety while here at HSTV, so be mindful of all the signs and safety precautions. Always use safety equipment and follow instructions to prevent accidents. This will ensure a safe working environment.

### **Hazard Identification and Reporting**

If you discover an unsafe condition, broken equipment, or other safety issue, report it to the Volunteer Coordinator or a staff supervisor immediately.

Examples include:

- Slip/Trip hazards
- Frayed electrical cords
- Chemical spills
- Inadequate lighting
- Suspicious persons
- Blood or bodily fluids

### **Accident/Injury Reporting**

All accidents, including those involving an animal or member of the public, are to be reported immediately to the Volunteer Coordinator or supervisor on duty, whether or not medical attention is required.

### **Working with Animals**

Your safety while working here at HSTV is very important to us. It is imperative that you understand how to interpret the signals given by the animals in our care to ensure your safety at all times. If you have questions or concerns about any animal, please don't hesitate to ask the staff for assistance and information.

### **Tetanus Waiver**

HSTV feels it is important for all staff and volunteers to be current on their tetanus vaccination, particularly if they will be handling animals. If a volunteer has questions about the tetanus vaccination, he or she is encouraged to consult a physician, at his or her own expense, to decide whether or not to be vaccinated against tetanus.

Volunteers must read, understand and agree to the above and release HSTV from all responsibility that may occur by not being vaccinated against tetanus. Volunteers must understand that whatever decision they make regarding a tetanus vaccination is their own decision and is made at their own risk.

### **Rabies Waiver**

HSTV feels it is important for all staff members and volunteers, particular those who will be handling animals, to be aware that a pre-exposure rabies vaccination series is available. If a volunteer has questions about the pre-exposure rabies vaccination, he or she is encouraged to consult a physician, at his or her own expense, to decide whether or not to be vaccinated.

Volunteers must read, understand and agree to the above and release HSTV from all responsibility that may occur by not pursuing the pre-rabies exposure vaccination series. Volunteers must understand that whatever decision they make regarding a rabies vaccination is their own decision and is made at their own risk.

## Protect Yourself from Zoonotic Diseases

A zoonotic disease is a disease that can be passed between animals and humans. Zoonotic diseases can be caused by viruses, bacteria, parasites, and fungi. These diseases are very common. Scientists estimate that more than 6 out of every 10 infectious diseases in humans are spread from animals.

Some common examples are ringworm, Kennel Cough, Giardia and round worms.

When you are volunteering with animals, you could be exposed to different types of disease. However, following these best practices will significantly decrease the likelihood of bringing disease back home to your family or pets:

1. Stay current on appropriate vaccinations, such as tetanus.
2. Wash your hands frequently with antibacterial soap, especially after handling any animal and prior to eating or smoking.
3. Wear long pants and sturdy shoes or boots (no sandals or shorts).
4. Use disposable gloves when changing litter pans, washing food and water dishes, or cleaning up feces, urine, or vomit.
5. Disinfect scratches and bite wounds thoroughly.
6. Don't allow animals to lick your face or any wounds.
7. Learn safe and humane animal-handling techniques and use proper equipment.
8. Seek assistance when handling animals whose dispositions are questionable.
9. Report any bites or injuries to shelter staff and to your physician. Should skin be broken or if there is bleeding, we encourage you to seek medical advice.

## Animal Safety

### All Animals

We count on volunteers to inform us of any signs of illness or unusual behavior in our animals. This can assist us in the early detection of illness or injury to our animals. If you notice any of our animals showing signs of illness or injury, please inform the staff of your observations as soon as possible.

Some signs of illness or injury include:

- ★ Coughing, sneezing, or nasal discharge
- ★ Excessive panting
- ★ Runny or bloody stool
- ★ Lethargy
- ★ Loss of appetite

### Puppies and Kittens

When our puppies and kittens arrive here at HSTV, they are often not current on vaccinations. This means that they are more susceptible to illness than our adult animals. To help prevent illness, we request that you follow these guidelines:

- ★ Do not allow puppies or kittens to be placed on the floor at any time, unless specified by staff
- ★ Try to hold animals away from your body and avoid unnecessary contact with your clothing
- ★ Make sure to sanitize your hands or change gloves between each cage
- ★ Always check the cage card on each cage for any warnings or limitations the animals may have

## Classification Levels and Positions

### Classification Levels

We greatly appreciate the people in our volunteer program who help us to advance in our mission every day. We have created a level-system to recognize your achievements and to reward you by allowing you to access some of the more challenging volunteer positions.

★ **Volunteer**

Initial training complete, but with less than 25 hours of service with HSTV.

★ **Mentor**

25 – 99 hours of service with HSTV, achieved in one calendar year.

★ **Advocate**

100 or more hours of service with HSTV, achieved in one calendar year.

As you progress from *Volunteer* to *Advocate*, you'll not only have access to more challenging positions, you will also be recognized by the staff as an experienced member of our team.

### Adoption Ambassador

As an Adoption Ambassador, you will be on the adoption floor assisting the many people who come to see our animals. You will be assisting the public with getting animals out of cages, filling out the adoption application, and getting a counselor to help them finalize their application.

Volunteering in this capacity is limited to Adoption Center hours for the public.

Duties may include:

- ★ Cleaning animal cages
- ★ Mopping the Meet & Greet rooms
- ★ Greeting guests as they come in
- ★ Getting adoption applications to families who need them
- ★ Pairing each family with a counselor to finish the application

Qualifications:

- ★ Minimum age is 16 years old
- ★ Must have achieved Mentor status
- ★ Must have completed both General Orientation and Hiking Hounds Orientation
- ★ Must have a clear understanding of the HSTV organization
- ★ Must have good communication skills for assisting the staff and public

### Animal Transporter

Volunteers in this position will assist the staff by helping us transport animals between our facility and our partner veterinarian, as well as bringing in animals from our partner shelters. This allows our staff to focus on the animals here at the facility.

This position requires a time commitment of 1 – 4 hours per shift.

## **Animal Transporter** (continued)

Duties may include:

- ★ Lifting and carrying animals in animal carriers
- ★ Transporting animals to veterinarian offices

Qualifications:

- ★ Minimum age is 18 years old
- ★ Available to any level volunteer
- ★ Must have completed General Orientation and Hiking Hounds Orientation
- ★ Must have driver's license and be able to drive a vehicle without an adult
- ★ Must be able to lift the assigned animal in its carrier unassisted

## **Be Their Voice**

Be Their Voice is one of the most important programs we offer here at HSTV. This program takes our volunteers out to local venues to talk to the public about Humane Education and offer them cost effective resources for caring for their animal companions.

Be Their Voice volunteers are advocates for HSTV, dedicating their time, energy, and hearts to helping advance the No-Kill Mission!

Duties may include:

- ★ Traveling to off-site locations
- ★ Engaging the public
- ★ Passing out literature, presenting information, and answering questions

Qualifications:

- ★ Minimum age is 12 years old
- ★ Must have achieved Mentor status
- ★ Must have completed both General Orientation and Hiking Hounds Orientation
- ★ Must be comfortable talking to the public
- ★ Must have a clear understanding of the mission of HSTV and why we are working towards our goal of a No-Kill East Tennessee

## **Clerical Assistant**

Volunteering as a clerical assistant is an opportunity to lend a hand with some of our many mailing and documents preparation tasks. Additionally, these volunteers have an important role in greeting our visitors and directing them to the staff, animals, or other resources they seek.

These volunteers must be positive and outgoing, as their smiling faces are the first our visitors see, but also organized and detail-oriented to successfully support mailing and document preparation projects.

The time commitment is flexible, depending upon the volunteer's availability.

Duties may include:

- ★ Preparing mailings
- ★ Greeting visitors
- ★ Answering visitors' questions
- ★ Putting together adoption folders
- ★ Answering phones, directing calls, taking messages

## **Clerical Assistant** (continued)

### Qualifications:

- ★ Minimum age is 18 years old
- ★ Available to any level volunteer
- ★ Must have completed General Orientation and Front Desk Training
- ★ Must be polite and courteous under pressure
- ★ Must be upbeat, positive and confident

## **Clinic Assistant**

While volunteering in this position you will work closely with the staff at our Spay/Neuter Clinic, assisting them in a variety of tasks. As the Clinic houses surgical and post-surgery recovery areas, some of the most important tasks are associated with maintaining a clean, sanitary environment. The Clinic is a fast-paced environment. These volunteers learn a lot about humane education, the various types of care pets need to live long, healthy lives, and why each type of care is so vital to the health of your animals.

This position requires a time commitment of 2 – 4 hours per shift.

### Duties may include:

- ★ Cleaning surgical instruments
- ★ Cleaning cages and equipment
- ★ Laundry: doing dirty, distributing clean
- ★ Clinic housekeeping/cleaning

### Qualifications:

- ★ Minimum age is 18 years old.
- ★ Available to any level volunteer
- ★ Must have completed both General Orientation and Clinic Training
- ★ Must be able to work in a fast paced environment
- ★ Must be able to communicate well with the staff at the Spay/Neuter Clinic
- ★ Must be comfortable working with and around blood, not just the sight of it. These volunteers should expect to handle blood-contaminated instruments, blood-soiled wound dressings, etc.

## **Court-Ordered Community Service (COCS) Volunteer**

HSTV accepts court-ordered volunteers on a very limited basis.

Court Ordered Community Service Volunteers work with the staff to ensure that the animals' enclosures are clean and sanitary at all times; they also help to prepare some of the needed supplies for daily animal care.

### Duties may include:

- ★ Cleaning & sanitizing animal enclosures
- ★ Cleaning outdoor facilities
- ★ Preparing daily supplies
- ★ Maintaining property cleanliness

### Qualifications:

- ★ Must schedule with the Volunteer Coordinator to get started
- ★ Meet all requirements outlined on Page 6, "Court-Ordered Community Service Volunteers"

## **Donation Technician**

Our Donation Technicians help us by sorting and distributing our donations throughout the facility. They also occasionally help us with getting donations to or from other locations.

The time commitment is flexible, depending upon the volunteer's availability.

Duties may include:

- ★ Sorting donations and distributing the items throughout the facility
- ★ Delivering donations to KARM, if you are licensed to drive and your vehicle allows

Qualifications:

- ★ Minimum age is 12 years old
- ★ Available to any level volunteer
- ★ Must have completed General Orientation
- ★ Must be able to lift at least 30 pounds from the ground
- ★ Must be creative and have some organizational skills

## **Education Assistant**

In this role, you will be assisting the Education Coordinator in teaching humane education to local students. Classes will be held onsite at the HSTV facility and out at various local schools. Education Assistants must be energetic and willing to work with both animals and children!

This position requires a time commitment of from 2-4 hours at a time.

Duties may include:

- ★ Travelling to local schools
- ★ Handling adoptable animals
- ★ Assisting the Education Coordinator with class management and demonstrations

Qualifications:

- ★ Must be at least 18 years old.
- ★ Must have driver's license
- ★ Must be able to work with both dogs and cats
- ★ Must be able to lift 25 pounds
- ★ Must pass a security background check, if required by the school

## **Enrichment Technician**

As an Enrichment Tech, you will work one-on-one with our animals to help break up the monotony of everyday shelter life, while socializing them to better prepare them for finding their forever homes. You will provide enrichment with toys, puzzles, and games. Our animals are always in need of some extra fun-in-the-sun time!

This position requires a time commitment of 30 minutes – 2 hours per shift.

Duties may include:

- ★ Lifting or carrying animals
- ★ Speaking with our guests
- ★ Discussing techniques w/Training Staff
- ★ Taking the canines outdoors and playing with them in the exercise yard
- ★ Using our enrichment tools

## **Enrichment Technician** (continued)

Qualifications:

- ★ Minimum age is 12 years old
- ★ Must have achieved Mentor status
- ★ Must have completed both General Orientation and Hiking Hounds Orientation
- ★ Must be able to lift at least 30 pounds from the floor

## **Foster Parent**

Foster parents are an integral part of our mission here at HSTV. They allow us to take on animals that we would otherwise not be able to save, and thus play an important role in achieving a No-Kill East Tennessee. Anyone interested in fostering should contact Kayla Risinger via email at [KRisinger@HumaneSocietyTennessee.com](mailto:KRisinger@HumaneSocietyTennessee.com).

Time commitment varies due to current circumstances and each individual animal's needs.

Duties include:

- ★ Maintaining close communications with the Adoption Manager
- ★ Providing for the fostered animal's emotional needs
- ★ Providing excellent care for the fostered animal, including feeding, bathing & essential grooming, providing a clean & healthy environment, medical care

Qualifications:

- ★ Minimum age is 18 years old
- ★ Available to any level volunteer
- ★ Must complete a foster parent application and receive approval
- ★ Must be able to lift at the weight of the fostered animal
- ★ Must be able to provide an environment for the fostered pet where it can be kept completely separate from any animals currently in the home until compatibility and friendly relations between the animals can be confidently assured, or when it is medically necessary.

## **Group Volunteering**

If you have a group of volunteers who would like to offer their time to our organization, please don't hesitate! HSTV welcomes groups of volunteers year-round to help with numerous large tasks that could not be accomplished without the aid of our volunteers. If you are interested in volunteering with a group of friends, family, or co-workers, please contact our Volunteer Coordinator, Cera Smith, at [volunteers@humanesocietytennessee.com](mailto:volunteers@humanesocietytennessee.com).

Some possible group activities:

- ★ Hiking Hounds
- ★ Landscaping
- ★ Cleaning our outdoor dog enclosures
- ★ Special events

## **Heroes and Hounds**

The Humane Society of the Tennessee Valley offers the Heroes and Hounds program as part of our solution for keeping dogs in their adopted homes. Heroes and Hounds is a Dog Training Program during which military veterans are taught to be dog trainers working one-on-one with our shelter dogs. Veterans and dogs will work together to complete a set program and will work together until the dog completes the program or is adopted.

## **Heroes and Hounds** (continued)

For more information, contact Michelle White: 865-566-3039 or 865-573-9675 or [Training@HumaneSocietyTennessee.com](mailto:Training@HumaneSocietyTennessee.com).

The time commitment ranges from 30 minutes to 3 hours.

Duties may include:

- ★ Working with “less adoptable” animals
- ★ Animal enrichment
- ★ Training skills
- ★ Animal socialization

Qualifications:

- ★ Available to military veterans and active-duty servicepersons only
- ★ Must have completed Heroes and Hounds Orientation

## **Hiking Hounds**

When participating in our Hiking Hounds program, you will be taking our dogs on a one-on-one adventure here in Knoxville. This allows them time out of their cage to de-stress and enriches their lives.

The time commitment ranges from 30 minutes to 8 hours, depending upon how long you want to spend with the animal.

Duties may include:

- ★ Safely transporting an animal to an off-site location
- ★ Exercising or otherwise providing enrichment to the animal while keeping it safe from harm
- ★ Supervising the animal at all times
- ★ Documenting your destination per procedure and notifying HSTV as your plans change
- ★ Avoiding taking HSTV animals to dog parks and pet stores to prevent the spread of illness from outside animals to our own

Qualifications:

- ★ Minimum age is 16 years old
- ★ Available to any level volunteer
- ★ Must have a driver’s license
- ★ Must have completed Hiking Hounds Orientation
- ★ Must be able to lift any animal you want to take with you unassisted
- ★ Must have a vehicle that allows transport of the animal inside its carrier, safely and securely

## **Kennel Assistant**

When acting as a Kennel Assistant, you will work directly with the animals and staff to help satisfy the physical needs of the organization. You must be willing to get your hands dirty to help us handle some of the background work required to keep the facility running smoothly.

The time commitment is flexible, depending upon the volunteer’s availability.

## **Kennel Assistant** (continued)

Duties may include:

- ★ Cleaning animal cages
- ★ Doing dishes
- ★ Bathing animals
- ★ Sorting/preparing newspaper cage-liners
- ★ Cleaning the facility, including the break room and bathrooms
- ★ Playing with the animals
- ★ Walking or rotating dogs outside

Qualifications:

- ★ Minimum age is 12 years old
- ★ Available to any level volunteer
- ★ Must have completed General Orientation

## **Paws to Visit Volunteer**

Paws to Visit volunteers take our animals on field trips to local assisted living facilities. These visits allow the residents to spend time with our animals, enriching the lives of both resident and animal, in addition to providing our animals with some time away from the shelter. It's fun, and another great opportunity for volunteers to speak with the community about our organization.

This position requires a time commitment of 1.5 – 2 hours per shift.

Duties may include:

- ★ Talking to the general public
- ★ Lifting and carrying animals

Qualifications:

- ★ Minimum age is 18 years old
- ★ Must have achieved Mentor status
- ★ Must have completed General Orientation and Hiking Hounds Orientation
- ★ Must be able to lift any animal you want to take with you unassisted
- ★ Must be able to drive a vehicle without an adult
- ★ Must have a vehicle that allows transport of the animal inside its carrier, safely and securely

## **Special Events Crew**

When you become a part of our special events crew, you will be traveling with us to various locations around the area. You will assist the staff in educating the public about our mission, setting up and breaking down our equipment and booth, and handling the animals traveling with us. As a Special Events Crew volunteer, you will be an integral part of our mission to provide humane education and end the euthanasia of adoptable animals.

This position requires a time commitment of 1.5 – 6 hours per shift.

Duties may include:

- ★ Lifting and carrying heavy objects
- ★ Driving to various locations in East TN
- ★ Speaking with the general public
- ★ Handling animals

## **Special Events Crew** (continued)

### Qualifications:

- ★ Minimum age is 18 years old
- ★ Available to any level volunteer
- ★ Must have completed General Orientation
- ★ Must be able to drive a vehicle without an adult

*Everyone on our team, whether they are a staff member, volunteer, or simply an animal advocate helps us to further our mission of No-Kill East Tennessee.*

*Thank you so much for choosing HSTV and for assisting us in being a resource to the public. We look forward to seeing you!*

## Contacts and Communications

### Address, Phone, Fax, Email

Humane Society of the Tennessee Valley  
6717 Kingston Pike, Knoxville, TN 37919

Phone: 865/573-9675 Fax: 865/588-6840

Email: [Info@HumaneSocietyTennessee.com](mailto:Info@HumaneSocietyTennessee.com)

### HSTV Online

Website: [www.humanesocietytennessee.com](http://www.humanesocietytennessee.com)

Facebook: <https://www.facebook.com/Humanesocietytennessee/>

Twitter: @HSTV6717

Instagram: @HSTV6717

### Adoption Center Hours **for the Public**

Tuesday thru Thursday 11:00 am - 7:00 pm

Friday thru Sunday 11:00 am - 6:00pm

Monday Closed

### Facility Hours **for Volunteers**

Tuesday thru Sunday Same as Adoption Center Hours for the Public

Monday 11:00 am - 6:00pm for general onsite volunteering

8:00 am – 5:00pm for Hiking Hounds volunteers

### Staff Contact Information

Cera Smith, Volunteer Coordinator

865/573-9675 Ext. 110 [Volunteers@HumaneSocietyTennessee.com](mailto:Volunteers@HumaneSocietyTennessee.com)

Amy Buttry, Executive Director

865/573-9675 Ext. 107 [AButtry@HumaneSocietyTennessee.com](mailto:AButtry@HumaneSocietyTennessee.com)

Lisa Price, Operations Director & Clinic Manager

865/573-9675 Ext. 115 [LPrice@HumaneSocietyTennessee.com](mailto:LPrice@HumaneSocietyTennessee.com)

Kayla Risinger, Adoption Manager & Foster Coordinator

865/573-9675 Ext. 102 [KRisinger@HumaneSocietyTennessee.com](mailto:KRisinger@HumaneSocietyTennessee.com)

Kris Lutz, Development & Fundraising Manager

865/573-9675 Ext. 114 [KLutz@HumaneSocietyTennessee.com](mailto:KLutz@HumaneSocietyTennessee.com)

Amber Mullins, Marketing & Database Manager

865/573-9675 Ext. 108 [AMullins@HumaneSocietyTennessee.com](mailto:AMullins@HumaneSocietyTennessee.com)

Michelle White, Training & Enrichment Coordinator

865/573-9675 Ext. 106 [Training@HumaneSocietyTennessee.com](mailto:Training@HumaneSocietyTennessee.com)

Gwen Schablik, Public Relations Specialist

865/573-9675 Ext. 111 [GSchablik@HumaneSocietyTennessee.com](mailto:GSchablik@HumaneSocietyTennessee.com)

Nathan McGhee, Education Coordinator

865/573-9675 Ext. 110 [Education@HumaneSocietyTennessee.com](mailto:Education@HumaneSocietyTennessee.com)