

WELCOME TO THE NEW HOPE ANIMAL OUTREACH (NHAO) VOLUNTEER PROGRAM



New Hope Animal Outreach Volunteer Orientation

Read each page, ask questions as necessary, **initial where indicated**

Our Mission: To take a community-based approach to providing quality lives to animals; by facilitating education of humane ownership, by assisting pet families with low cost spay/neuters, vaccinations, and pet supplies, and by providing temporary fosters and permanent homes.

- **BASICS:**

New Hope Animal Outreach and New Hope Animal Shelter are the same organization. Legally, we are New Hope Animal Shelter, dba New Hope Animal Outreach. NHAO is governed by its Board of Directors with Officers that take care of the day-to-day business of the Outreach.

- **HOW ANIMALS COME TO NHAO:**

~ NHAO currently does not accept animals. When we have Volunteer Foster Homes, we will begin our New Home Rescue Project and we will accept animals as long as we can place them in a Foster Home.
~ As per Decatur IL ordinance, all stray animals must be taken to the Macon County Animal Outreach (MCAS) and therefore, NHAO does not accept stray animals.
~ Once the New Hope Rescue Program has started, all animals accepted by NHAO will be screened and must be found to be adoptable. If they have health or behavior issues, they can be accepted if there is an expectation of adoption once their personal hurdles are conquered.

- **HOW NHAO ANIMALS WILL BE CARED FOR:**

~ All New Hope Rescue Program animals will start in foster care. Foster volunteer open their homes to the animals to keep and care for them until they are adopted.
~ Fostered animals become comfortable in a family setting as opposed to a shelter environment and have an easier adjustment when they find their permanent home. The Foster knows the animal's personality, needs, and preferences. Passing on this information means the adopting family is well-informed and they have full disclosure.

- **OTHER PROGRAMS:**

~ New Hope Animal Outreach spay/neuter program for low-income families.
~ New Hope Animal Outreach Pet Food Bank program offers pet food (and other various pet supplies) at half price which is held the 2nd Saturday of each month from 10am to 12noon.
~ New Hope Animal Outreach TNVR offers Trap, Neutering, Vaccination, and Release of feral cats in the Macon County area.
~ New Hope Animal Outreach Emergency Medical Care Program offers funds, as available, to pet owner's with an injured or seriously ill pet so they can get preliminary medical care for the animal.

- **PET SURVIVOR PROGRAM: FUTURE PROGRAM**

New Hope Animal Outreach will offer this program once we have Foster Homes to help care for animals who outlive their owners. Pet owners establish a donation to New Hope Animal Outreach in their will in the form of cash or stock to care for their animals upon their death. New Hope Animal Outreach takes in the animal(s) at the point of the owner's death and the animal are taken in just as we would any other animal, foster them and seek a permanent home for the animal.

- **DONORS:**

New Hope Animal Outreach is a nonprofit 501(c)(3) organization and we are dependent on our generous donors for sustaining the Outreach. Depending on how the donor files their taxes, the donation may be a tax deduction. All donors should confer with their tax professional.

ROAD TO VOLUNTEERING:

- Fill out all paperwork including the Volunteer Profile.
- Complete Volunteer Orientation.
- Talk to the Volunteer Director about your experience, application, job preferences, and training.
- Start volunteering!

When you volunteer with New Hope Animal Outreach (NHAO) you're giving the animals the greatest gift of all: Your time! Whether you're fostering, helping out at events or assisting in some other way, you're helping area animals to feel loved, valued, and (best of all) have full healthy lives. For that great gift, everyone here at New Hope Animal Outreach is incredibly grateful. We wish for you an enjoyable, safe, fulfilling and rewarding volunteer experience!

Guiding Principles:

Everyone representing New Hope Animal Outreach is expected to follow these principles.

- **The Golden Rule** – To treat all living things as we ourselves would wish to be treated.
- **Kindness** – To demonstrate compassion and respect for all living creatures.
- **Positive Influence** – To judge our effectiveness by the extent to which animal lives are saved & improved and by the positive experience of the people we touch.
- **Leadership** – To lead by example, developing, promoting and sharing great new ideas and programs to help animals.
- **Authenticity** – To do what we say we do.
- **Transparency** – To be open and honest in our relationships.
- **Do No Harm** – We are here to help the animals and to avoid anything that may harm them.

 I have read, understand and agree, pages 1 & 2

New Hope Animal Outreach Commitment to Volunteers:

- **Provide adequate information**, training and assistance to assure a successful experience.
- **Provide guidance**, goals and feedback.
- **Respect** the volunteer's skills.
- **Be open-minded** and receptive to comments and suggestions.
- **Recognize the volunteer is a valued** NHAO team member and treat them as such. They are vital to our mission of helping homeless animals.

NHAO Volunteer's Commitment to the Animals:

- **Show up**. If you sign up for something, NHAO and the animals are counting on you. We plan our events once we know that adequate volunteers can be there. If you can't make it, communicate as soon as possible with the Volunteer Director or Event Planner.
- **Complete any assignments** for which you volunteer. If you cannot complete the assignment, please notify the Volunteer Director as soon as possible.
- **Act professionally**. When you're working at NHAO or are out in public, you represent New Hope Animal Outreach and the animals we serve. Always act in a professional manner. This will be further discussed on page 5.

Who Can Volunteer?

Any adult who loves and respects animals can volunteer at NHAO. Previous shelter experience is useful, but those without such experience are still eligible to volunteer. People skills, management skills and working as a team are just as important.

Potential volunteers will supply references as requested. For certain volunteer positions, NHAO may perform criminal background checks. NHAO may perform these checks at its sole discretion. No one with a previous conviction of animal cruelty will be allowed to volunteer at NHAO.

Youth Volunteers:

Children aged 12 and above may volunteer when accompanied by a parent or guardian, after meeting with, and approved by, the Volunteer Director and Board Chairman.

The parent/guardian accepts full responsibility for the child's safety and any medical bills incurred by this child. The Volunteer Director will determine which volunteer positions are open to minor volunteers.

_____ **I have read, understand and agree, page 3**

Safety:

Our very first priority is safety for the volunteer AND the animals. The NHAO Staff and volunteers work together to prioritize safety for the public, the animals and for ourselves.

The 4 A's when around Animals:

- Avoid the creation of unnecessary stress for the animals,
- Always pay attention to every animal in your care,
- Appropriate clothing
- Appropriate training

Follow NHAO Procedures, Guidelines, Instructions & Rules:

Each task has its own set of guidelines to follow to assure the best outcome. Cutting corners can put ourselves and/or the public in danger. If you ever have questions, please contact the Volunteer Director.

Dress Code:

The NHAO dress code is based on safety and general appearance appropriate for the type of volunteer job being performed.

If meeting the public: Dress in clean, attractive clothing appropriate for the venue and task of the volunteer assignment. (See section: Representing New Hope Animal Outreach)

Animal care: Long pants and sleeves to prevent scratches; Do not wear long chains, necklaces or earrings that could become entangled with an animal and cause injury to you and/or the animal. Wear gloves if you feel it is necessary.

Track your hours:

Always sign in and out in the Volunteer Hours Binder because:

- ~ It is essential so we have an accurate accounting of the hours our volunteers donate to NHAO.
- ~ This information is reported to the Board, to our Donors.
- ~ Volunteer hours are a very useful tool when we apply for Grants.
- ~ Some employers encourage their employees to volunteer so this may be useful to you.
- ~ If you are a student, you may be able to get credit for your volunteer time.

Communication:

- ~ Internet availability and an email address makes communication easier and quick.
- ~ If you do not have Internet availability, we will work with you to assure another plan to keep you informed.
- ~ Please respond to communications from NHAO, whether by email or other method, in a timely fashion.
- ~ NHAO Staff are committed to answering emails within 48 hours (regular business hours) and we ask that our Volunteers do the same.

Volunteer Profile:

Keep your Volunteer Profile updated with current mailing address, email address, and phone number.

None of your information will ever be shared, sold or traded to any other organization.

I have read, understand and agree, page 4

REPRESENTING NEW HOPE ANIMAL OUTREACH:

Standards of conduct and customer service

New Hope Animal Outreach upholds the highest standards of conduct and service designed to improve the lives of animals. When you are serving as a New Hope Animal Outreach volunteer, we ask that you please do the same. Here are a few service guidelines that we expect you follow.

Be professional. As a New Hope Animal Outreach volunteer, please present an image that is both professional and appropriate to your working conditions. Remember, you represent New Hope Animal Outreach and the first impression you create will be a lasting one for the Outreach. Keep the following in mind:

- You should have a well-groomed appearance.
- When representing NHAO, be aware of your language, behavior and body language. Be professional, patient and respectful at all times. Offending people does not help the animals we are there to serve.
- New Hope Animal Outreach T-shirts and name tags (if issued) or aprons (if applicable) should be worn and be visible at all times when representing New Hope Animal Outreach in public. Other attire should be clean and appropriate for the setting.
- When you're serving as a volunteer for New Hope Animal Outreach, what you say and do reflects on New Hope Animal Outreach 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 New Hope Animal Outreach has not taken a position, you must remain neutral on the matter while representing New Hope Animal Outreach. Any personal comments you make should be clearly identified as personal comments.
- Eating is not recommended at event booths when visitors are present. However, it is understood that if the event is several hours long, stepping away to eat is, of course, allowed. No volunteer should ever smoke, drink alcohol or use drugs when representing New Hope Animal Outreach in public.
- Booth and exhibit areas should be kept neat and free of debris. Literature should be displayed neatly and be easily accessible.

SOCIAL MEDIA:

Online communication tools such as blogs and social media networks (e.g., Facebook, Twitter and Instagram) are becoming the go-to channels for people who are interested in keeping up with New Hope Animal Outreach and our many efforts to help homeless animals.

For that reason, and because your behavior as a volunteer reflects on New Hope Animal Outreach, **please use good judgment whenever you contribute to New Hope Animal Outreach's social media pages.** We encourage volunteers to join online conversations and spread the word about New Hope Animal Outreach and the animals, **but you should never speak as an official representative of New Hope Animal Outreach.**

_____ I have read, understand and agree, page 5

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

- Be transparent: Identify yourself as a volunteer of New Hope Animal Outreach.
- 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: Avoid just copying and pasting 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 other conduct that would reflect poorly on you or New Hope Animal Outreach. 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 coordinator.
- Protect sensitive information: Protect New Hope Animal Outreach's 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 New Hope Animal Outreach, such as member or donor information. Do not disclose personal information about co-workers, volunteers or former employees. Failure in this area will impact your volunteer position with NHAO.
- You are encouraged and welcome to use your own social media platforms to help promote adoptable animals, events, volunteer opportunities, advocacy, outreach and more.
- New Hope Animal Outreach volunteers are prohibited from starting any new social media properties that represent the organization. If you have any questions about this, please contact the Volunteer Director.

MEDIA CONTACT:

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

Media relations can be complex. For that reason, we ask that, as a New Hope Animal Outreach Volunteer, **you do not speak for New Hope Animal Outreach with the media without prior permission** from the Volunteer Director or Board President. Please send all media inquiries directly to the Volunteer Director. Please note that media inquiries are extremely time-sensitive and should be forwarded as soon as they are received.

I have read, understand and agree, page 6

PLEASE BE AWARE:

All content developed by any volunteer as a New Hope Animal Outreach volunteer is the property of New Hope Animal Outreach.

- 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 New Hope Animal Outreach rights in all photographic images, video and audio recordings of you made during the course of your assignment.
- Return all New Hope Animal Outreach property when requested or when your volunteer service ends.

Expenses and insurance

- NHAO does not carry health, medical, liability, automobile, worker's compensation or disability insurance coverage for any volunteer. Each volunteer is responsible for carrying their own insurance coverage.
- Cover all your own expenses associated with volunteering for New Hope Animal Outreach. In certain instances, some expenses will be reimbursed but you must receive prior approval in writing (i.e., email) from the Volunteer Director before New Hope Animal Outreach will reimburse you for any expense.
- 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.

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 Director.

Confidentiality and Nondisclosure policy

As a volunteer, you are responsible for maintaining the confidentiality of all proprietary or privileged information of New Hope Animal Outreach to which you are exposed while serving as a volunteer. Failure to maintain confidentiality will result in termination of your relationship with New Hope Animal Outreach.

When you become a volunteer, you agree and understand that any breach of this confidentiality clause will cause New Hope Animal Outreach immediate and irreparable harm. You agree that New Hope Animal Outreach is entitled to injunctive relief or a preliminary injunction if this confidentiality clause is breached. You agree that New Hope Animal Outreach does not need to post a bond if New Hope Animal Outreach asks a court for a temporary injunction or interlocutory injunctive relief. Some volunteer positions may require you to sign a Non-Disclosure Agreement.

_____ **I have read, understand and agree, page 7**

Volunteer performance support

Our goal is to make sure all our volunteers have wonderful, rewarding experiences with New Hope Animal Outreach. All volunteer programs offer volunteer training, support programs and performance feedback.

Performance feedback sessions give New Hope Animal Outreach 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 New Hope Animal Outreach's interests, it may be necessary to end the volunteer relationship. You or the Volunteer Director may end your volunteer relationship at will.

When the relationship between New Hope Animal Outreach and a volunteer is terminated, all New Hope Animal Outreach property, if any has been issued, must be returned to the volunteer team contact 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 New Hope Animal Outreach
- Theft
- Violence or implication of violence
- Conduct outside NHAO Sexual Harassment/Discrimination Policy

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.

_____ I have read, understand and agree, page 8

Conflicts of interest

As a volunteer for New Hope Animal Outreach, you should avoid any outside activity that could negatively affect the independence and objectivity of your judgment, or interfere with the timely and effective performance of your duties and responsibilities, or that could discredit New Hope Animal Outreach or conflict or appear to conflict with New Hope Animal Outreach' best interests. The success of New Hope Animal Outreach rests on its reputation and the goodwill of its many supporters.

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

If you are asked to take part in an activity that conflicts with the vision and philosophies of New Hope Animal Outreach, or if a potential or actual conflict of interest arises, please contact the Volunteer Director.

Sexual harassment policy

New Hope Animal Outreach is committed to providing an environment that is free from harassment and unlawful discrimination. In accordance with all federal, state and local laws, New Hope Animal Outreach 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.

New Hope Animal Outreach 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 Director, Board President, or any other Board Member.

New Hope Animal Outreach 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, New Hope Animal Outreach determines that an employee or volunteer has engaged in harassment or illegal discrimination in violation of this policy, New Hope Animal Outreach will take appropriate corrective measures. Such action may range from counseling to immediate termination of employment, release from volunteer service or possible legal action.

Job Descriptions:

This is the fun part...Choosing what you'd like to do to help the animals!
(Future Jobs are highlighted in grey)

Look over these established job descriptions. If you have any questions, the Volunteer Director can help you. If there is a job that is not on the list, see the Volunteer Director with your suggestion after putting together an outline the job.

Fostering Cats, Kittens, Puppies, and Adult Dogs (Urgently Needed!)

*New Hope Animal Outreach depends on our foster families to provide homes for animals waiting for adoption. For more information, please see our Foster Page.

Mobile Adoption Coordinator

*Set up, staff and take down mobile adoption sites to help pair adoptable animals with their forever homes

*Interview potential adopters, approve & deny adoptions

*Ensure safety of animals at events

*Organize supplies, manage volunteers & animals at event

Adoption Counselor

*This position can be done from home; requires phone & email access.

*Match potential adopters with dogs and cats, ensuring that the personality and needs of the animal matches the temperaments, lifestyle, and experience of the potential owner(s).

*Discuss aspects of bringing a new pet into a new home.

*Educate adopters about training, licensing, and more.

*Pass information on to staff.

Marketing/Outreach

Get the word out about NHAO's adoption, fostering, volunteer programs, and events.

*Keep various social media platforms updated

*Research new venues for outreach

Fundraising

*Help with corporate solicitations, business donations, and community involvement.

*Assist with planning fundraising events

*Assist at the fundraising events by serving food, checking in guests, etc

Special Events Planning

*Join the Event Planning Committee – Committee Chair, Rachel Weertz

*Help research and coordinate future events including our major annual event

*Work with Executive Director on outreach to community groups willing to partner with NHAO

*Generate the interest of donors, potential adopters, and future volunteers by representing New Hope Animal Outreach at public events

Home Visits

*Visit the homes of potential adopters

*Discuss puppy proofing, introducing new pet to resident animals, crate training, fence issues, etc.

*Search out any concerning matters in the home, and communicate promptly with staff

* Requires excellent professional and tactful communication skills

Education

- *Attend elementary schools, scout troops and other organizations to present educational programs on humane treatment, bite prevention, importance of spay/neuter programs, etc.
- * Requires being comfortable talking to small and large groups of people in a variety of age groups; promptness; ability to put age-appropriate programs together.

Cat or Dog Handler at Adoption Events

- *Assist Mobile Adoption Coordinator
- *Handle dogs and cats of all sizes, breeds, ages & activity levels
- *Talk with the public and assist in adoption counseling and promotion of New Hope Animal Outreach's mission

Transport

Provide transportation of animals to and from our office, to mobile adoptions events & vet appointments and in relation to the TNR Program. Transports require use of personal vehicle.

Office and Admin Support

- *Filing and photocopying
- *Phone calls
- *Stuffing envelopes for large mailings
- *Laundry
- *Cleaning crates, litter boxes

Cat and Dog Cuddler

- *Give physical attention (cuddling) to cats and dogs being temporarily housed at an adoption site
- *Make sure the environment is clean and comfortable. Feed and scoop cat litter if necessary.
- *Flexible hours, weekends included

Rescue Readers

A 30 - 60 minute reading program where young students come to the Outreach and read to the animals in our adoption center. Provides soothing company to dogs, cats, and critters as they await adoption and as a bonus, students gain confidence and improve their reading skills!

Database Entry

- *Enter medical, adopter, and foster information into our database
- *Put together and mail out adoption packets
- *Talk with veterinary clinics
- *Requires intermediate to advanced computer skills; the ability to learn new software; excellent professional communication skills

Other opportunities

- *Pick up donated supplies and food; may involve lifting/carrying. Requires valid driver's license and use of your personal vehicle.

New Hope Animal Outreach volunteer team contact information:

Board President: Matthew Schmahl 217.853.2072
Event Planner: Rachel Weertz 217.823.6486
Marketing/Fundraising: Suzi Morrow 217.428.1560 or 217.413.8646

Facebook: New Hope Animal Outreach, Decatur IL

Board Members:

| | |
|--------------------|-------------------|
| Jessica Dotson, | Kristin Hargrove, |
| Amber Justice, | Suzi Morow, |
| Dr. Brent Minick, | Matthew Schmahl, |
| Dr. Jennifer Owen, | Rachel Weertz |
| Kristy Schmahl, | |
| Tracy Withrow | |

Thank You!

Volunteers like you are an important key to helping to save the lives of countless pets across this area. Thank you so much for caring about the animals and for giving them your time, energy, talents and affection.

We wish you a long, happy and rewarding relationship with New Hope Animal Outreach!

Volunteer Profile

New Hope Animal Outreach (NHAO) is currently accepting Volunteer applications. Volunteers are a very important part of our team. We look forward to potentially matching you with an opportunity that is both helpful and rewarding. All potential volunteers must submit a completed application. You will be contacted when and if there is an open position, and we will then schedule an interview.

Please be aware that it is NHAO policy to complete background checks on all Volunteers.

Due to the size of our Outreach, we appreciate but cannot accommodate all volunteers. If there is an opening for the position you are applying for within the hours you are available, you will then be contacted. If we cannot use your generous gift of time, your application will remain on file for 1 year.

Please provide the following information: **All Fields Required, write N/A if not applicable**

NAME: _____

STREET ADDRESS: _____

PHONE: _____ **CELL:** _____

EMAIL: _____

AGE if under 21: _____

ARE YOU ABLE TO MAKE A COMMITMENT OF AT LEAST 6 MONTHS TO VOLUNTEER? _____

DO YOU HAVE ANY LIMITATIONS OR MEDICAL CONDITION? IF SO, PLEASE EXPLAIN.

HAVE YOU EVER BEEN CONVICTED OF A FELONY OR MISDEMEANOR? _____

IF YES, PLEASE EXPLAIN:

(Conviction may not necessarily disqualify you from volunteering. We may choose to conduct a background check depending on the Volunteer's role. If truthful information is not provided, you could be rejected or terminated.)

THE INFORMATION PROVIDED HERE IS TRUTHFUL AND COMPLETED: PLEASE SIGN:

Signed, _____ **PRINT NAME:** _____ **DATE:** _____