Welcome to the Pasadena Humane Society & SPCA!

Thank you so much for choosing to volunteer with us and our furry friends.

Volunteers support every aspect of our organization. Volunteers engage with the community, assist staff, and provide compassion and care to all shelter animals.

We have so many wonderful opportunities available to you, and we are excited to have you as part of our team.

Please take a moment to familiarize yourself with our volunteer policies and procedures, and then get ready to have one of the most fun and fulfilling volunteer experiences here at the Pasadena Humane Society & SPCA (PHS)!

Sincerely,

PHS Volunteer Department
Steps to Become a Volunteer

1. Read job descriptions online at pasadenahumane.org/volunteer.
2. RSVP online for Volunteer Orientation.
3. Complete an application.
4. Sign and submit required waivers and forms.
5. Attend Volunteer Orientation.
6. Complete any required training sessions.

*If you have any questions about the process, visit us online at pasadenahumane.org/volunteer.*

General Volunteer Criteria

All Pasadena Humane Society volunteers must:

• Understand and accept the Pasadena Humane Society’s philosophies.
• Communicate kindly, courteously and professionally.
• Read, comprehend and follow detailed policies, procedures and protocols.
• Have no felony or record of cruelty, abuse or neglect of animals and/or children.
• Volunteers ages 15 to 17 years old must be accompanied by a parent or guardian to volunteer with animals. Volunteers under 18 and their parent or guardian must attend volunteer orientation and complete any required training together. If you are between the ages of 15 and 17 and would like to volunteer without a parent or guardian, you can do so as part of our Kids for Animals club. Other fun opportunities are available to volunteers age 14 and younger.
• Commit to a minimum of 4 hours monthly if working on site or a minimum of 4 hours of service quarterly if off site. If no hours have been entered during a 4-month period, the file will be made inactive.
• Pay the $10 volunteer kit fee.
Rights

All Pasadena Humane Society volunteers have:
• The right to feel safe
• The right to information about their volunteer role(s), project(s) or opportunities
• The right to ask questions of the appropriate party
• The right to feel valued
• The right to negotiate their volunteer role
• The right to leave

Responsibilities

All Pasadena Humane Society volunteers have:
• The responsibility to communicate their needs
• The responsibility to follow through with their obligations
• The responsibility to honor the organization’s investment in them
• The responsibility to take care of themselves
Volunteer Do’s

Please do:

• Clean up after yourself wherever you are working.
• Observe disinfection procedures.
• Report any signs of illness in an animal or any missing animals to Volunteer Services or Health Staff.
• Inform visitors of PHS basic policies.
• Never argue with a member of the public.
• Be polite and courteous to members of the public.
• Use appropriate customer service skills.
• Demonstrate appropriate animal handling skills.
• Speak appropriately about the animals.
• Refer members of the public to the customer service desks for general inquires.
• Become a more informed volunteer.
• Bring any questions or concerns about animal outcomes to Volunteer Services staff.
• Ask staff if you are ever uncertain.
• Contact your program leader directly for shift changes or cancellations.
• Follow all instructions given by PHS staff.
Volunteer Don’ts

Please do not:

• Involve yourself with an owner’s request for services, including euthanasia, turn-in of an animal, adoption socials or other business being handled by staff unless requested.
• Ask for special consideration in adopting an animal for yourself.
• Remove any animals from the premises without explicit permission from staff.
• Let members of the public handle shelter animals or go into kennels unless you are instructed to do so by PHS staff.
• Bring in toys or treats without checking with Behavior or Health staff.
• Bring your own pets to campus unless for pre-approved visits. You must have an appointment or training scheduled.
• Bring children or other adults with you while on duty.

Volunteers who consistently disregard rules and regulations may be asked to leave their program.
Hours

Unless otherwise instructed by program leaders or as part of a special event, volunteers may work on campus only during the following hours:

- **Monday**  Closed (You may work on Monday if your program leader gives approval. No dog walking in the park on Monday).
- **Tuesday-Friday**  9 AM – 5:50 PM
- **Saturday**  9 AM – 4:50 PM
- **Sunday**  11 AM – 4:50 PM

During daylight savings time (summer), all dogs must be in their kennels by:

- **5:30 PM**  Monday – Friday
- **5 PM**  Saturday & Sunday

During non-daylight savings time (winter), all dogs must be in their kennels and volunteers out of the kennels by:

- **5 PM**  Monday-Sunday

Rainy Day Protocol

When it is raining, the dog kennels are closed to dog volunteer program activities. Dogs and volunteers alike can slip and injure themselves! Volunteers will receive a rainy day notice via email. Volunteers who volunteer indoors in the Neely Cat Center, Critter House, clinics, wildlife rooms, offices, or at off-site locations may still volunteer on rainy days.
Parking & Public Transit

- Free street parking – 2-hour limit Monday through Saturday; no limit on Sunday.
- Del Mar Station Underground Parking - paid parking ($2 with TAP card).
- Kingston Café, 333 S. Fair Oaks Avenue - paid parking
- Please note: You will not be reimbursed for parking tickets or parking fees.
- We encourage you to take public transit to PHS if you can!
- PHS is a short walk from the Del Mar Gold Line light rail station, and is also located near a variety of bus stops.
- For more information on transit locations and schedules, visit metro.net and cityofpasadena.net/pasadena-transit/.
Volunteer Dress Code

Unless otherwise noted:
• Sturdy, closed-toe, slip-resistant shoes. No flip flops.
• Volunteer shirt. No tank tops.
• Long pants. No shorts or short skirts or dresses.
• No hanging jewelry.
• ID badge to be worn at all times.

Cell Phones

No use of cell phones while on duty and working a volunteer shift. Please finish your work and step away to use your phone.

Signing in/out of Volgistics

Make sure you remember to sign in/out of Volgistics, our volunteer database!
• Signing in/out is required for safety, insurance and to avoid deactivation.
• Benefits and training class invites are linked to your service hours.
• Newsletters and updates sent via Volgistics.
• To log in, use your seven digit cell or home number (no area code).
Volunteer Benefits

- Volunteer Mix & Mingles and Recognition Event
- Adoption discount
- 10% Shelter Shop discount
- 50% off PHS training classes
- Dog boarding for $15/day after 25 service hours
- Free inoculations for two pets after 50 service hours in a 12-month period*
- Free microchip for two pets after 100 cumulative service hours*
- Free spay/neuter surgery for two pets after 200 cumulative service hours*

*Appointments are made at the Wellness Clinic upon presentation of appropriate forms. Please request forms from Volunteer Services.
Please Don’t...

- Smoke in any area of the facility or in areas accessible to the public.
- Possess or be under the influence of illegal drugs or alcohol, or the possession of weapons or firearms on Pasadena Humane Society property.
- Commit any act of violence or harassment against another volunteer, staff, donor, or member of the public including online harassment, fighting, horseplay, wrestling, dangerous practical joking or throwing of objects.
- Steal, damage, or destroy any Pasadena Humane Society property, or the property of any employee, volunteer or customer.
- Remove or borrow Pasadena Humane Society property without prior authorization.
- Use Pasadena Humane Society equipment, time, material or facilities without authorization.
- Use abusive language at any time on Pasadena Humane Society premises.
- Commit of or involvement in any act of unlawful harassment of another individual.
- Ignore volunteer policies and procedures.
- Share confidential information.
- Speak with the media on the behalf of PHS without permission.
- Speak with transfer partners about an animal without staff approval.

The above conduct from a Pasadena Humane Society volunteer is prohibited and may result in termination from volunteer duties.
Confidentiality

- Follow all rules outlined in the Social Media Guidelines form.
- Volunteers have the right to object to their information being shared.
- In the pursuit of its objectives, the Pasadena Humane Society & SPCA (PHS) finds it useful to use the services of volunteers, contract employees, and others outside the regular Pasadena Humane Society & SPCA staff. Not infrequently, these individuals will be permitted to see and use books, records, computer data and programs, and other information deemed by Pasadena Humane Society & SPCA to be its property and therefore, proprietary. This information includes without limiting the generality of the foregoing, donor and membership information, volunteer identification information, animals on hold information, planning documentation, computer programs, operational financial background information and current financial material. Pasadena Humane Society volunteers are not allowed to share with anyone, any confidential information they may encounter while volunteering for/at the Pasadena Humane Society.
- Pasadena Humane Society & SPCA reserves the right to terminate a volunteer or change volunteer duties at any time.

Volunteer/Staff Relationships

Volunteers and staff are partners in implementing the mission and programs of PHS, each having a valuable and complementary role. Each individual must understand and respect the duties and responsibilities of the other. Any act or communication between staff or volunteers that damages this partnership will result in a Performance Improvement Plan meeting with the Volunteer Services Coordinator and/or possible termination.
Who to Contact if You Have a Problem

- For information on your specific program duties or schedules, contact your staff program leader.
- For information on general volunteer matters including hours, badges, training, etc., contact the Volunteer Services Associate at ext. 140.
- For complaints about other volunteers or staff members, contact the Volunteer Services Coordinator at ext. 104.
- Complaints about the Volunteer Services department go to the VP of Communications at ext. 113
Policy on Medical Attention Sought by Volunteers who are Injured or become Ill while on Duty:

Please note that PHS does NOT accept liability for or pay any medical costs related to any injury or illness a volunteer may experience as a result of volunteering for or at PHS. If a volunteer experiences an injury or illness that warrants a visit to their personal physician, Urgent Care, Emergency Room, etc., they must use their own health insurance and are responsible for any costs associated with those visits.

- Should you become injured or ill while volunteering at PHS, please report immediately to one of the following staff members:
  - Volunteer Services Coordinator, ext. 104
  - Volunteer Services Associate, ext. 140
  - Customer Care Coordinator, ext. 101
  - Field Services, ext. 126
First Aid Procedures for Volunteers who are Injured while on Duty

Please report any injury incurred while volunteering at PHS. Please report which animal was responsible for your injury (if applicable).

**ADULT:** Basic First Aid to be administered by Volunteer Services Coordinator. If injury is severe enough, Volunteer Services Coordinator will transport you to Urgent Care for treatment that includes tetanus shot (if bitten/scratched). It should be made clear to Urgent Care that you are a volunteer and not eligible for Worker’s Compensation. Any treatment should be covered by your personal insurance policy, and any additional treatment should be handled by your personal physician. Volunteer should bring and present insurance card if possible.

Volunteer Services Coordinator will stay with you until treatment is completed and will return you to your means of transportation.

**JUNIOR:** (volunteer 15-17 years old) Basic First Aid will be administered by Volunteer Services Coordinator. Volunteer Services Coordinator will call your parent/guardian. The parent/guardian should indicate the course of treatment and insurance carrier when called. If the injury is severe enough and the parent/guardian cannot be reached, you will be taken to Urgent Care for treatment and tetanus shot (if bitten/scratched). Volunteer Services Coordinator will stay with you until treatment is complete and parent/guardian arrives.

*If Volunteer Services Coordinator is unavailable, please contact nearest staff member, Front Office or Field Services. 911, including an ambulance, will be called immediately for severe injuries.*
The Pasadena Humane Society & SPCA is a donor-supported, nonprofit organization that provides animal care and services for homeless and owned animals in the Greater Los Angeles Area. The organization is dedicated to promoting humane treatment and compassionate care for all animals. The animals in its care come from 11 animal control contract cities, as well as partner shelters across the Los Angeles area and beyond. The Pasadena Humane Society & SPCA also offers lifesaving programs and services to the community that support the human-animal bond and keep pets in homes. To learn more, visit pasadenahumane.org.